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**Bureau de normalisation  
du Québec**

**BNQ 9902-001/2024**

**Product, Process and Service Certification —  
General Rules of Procedure**

**INFORMATION DOCUMENT**

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BNQ 9902-001/2024

Product, Process and Service Certification —  
General Rules of Procedure

*Certification de produits, de processus et de services —  
Règles de procédure générales*



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As an administrative unit of Investissement Québec (IQ), the BNQ produces standards that meet the needs of the industry, of public and para-public organizations, and of concerned groups.

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## **PRODUCT, PROCESS AND SERVICE CERTIFICATION — GENERAL RULES OF PROCEDURE**

### **INTRODUCTION**

The Bureau de normalisation du Québec (BNQ) offers to companies<sup>1</sup>, on a contractual basis, various certification programs allowing them to have recognized the conformity of their products, processes or services with the requirements of a normative document or a part of a normative document.

A certification program is generally based on a certification protocol, or a certification document, which provides additional clarification to the general rules of procedure set out in this information document and describes special conditions for intervention by the BNQ, along with the specific requirements that shall be met by the company within the certification procedure.

In the event of any discrepancy between this information document and the certification protocol or the certification document, if applicable, the latter take precedence.

The general rules of procedure described in this information document are developed in accordance with the accreditation requirements of certification bodies for products, processes and services including those of the Standards Council of Canada (SCC).

### **1 PURPOSE AND SCOPE**

This information document includes the general rules of procedure of the BNQ applicable to product, process and service certification programs based on normative documents.

For product certification, BNQ certification programs are offered in the following three formats:

- a) product certification;
- b) component certification;
- c) product attestation.

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1 This information document can also apply to non-commercial organizations.

This information document specifies:

- a) the steps for the certification or attestation process leading to the issuance of a certificate or an attestation letter;
- b) BNQ and its clients' responsibilities and commitments;
- c) the provisions foreseen to:
  - deal with situations that might have impacts on the certification issued;
  - manage situations that might lead to the suspension or withdrawal of a certificate;
  - ensure follow-up on complaints and appeals submitted to the BNQ;
- d) the provisions related to the use of the BNQ's certificate and certification mark.

## 2 DEFINITIONS

For the purpose of this document, the following terms are defined as follows:

**applicant**, n. Person designated by the company who makes an application for certification to the BNQ. French: *demandeur, demandeuse*.

**assessment**, n. Combined activity involving the functions of selection (sampling plan) and determination of conformity by means of observation, maintenance, measurements and tests carried out during an inspection visit in order to demonstrate that specified requirements related to a product, process, or service are fulfilled (reference: ISO/IEC 17065 and ISO/IEC 17000 [amalgam]). French: *évaluation*.

**certificate of conformity**, n. Document issued by a certification body indicating that the designated product, process or service has fulfilled the certification requirements (reference: ISO/IEC 17024 [adapted wording]). French: *certificat de conformité*.

**certification**, n. Third-party assessment related to products, processes or services (reference: ISO/IEC 17000 [adapted wording]). French: *certification*.

**certification body**, n. Third-party conformity assessment organization implementing certification programs (reference: ISO/IEC 17065 [adapted wording]). French: *organisme de certification*.

NOTE — A certification body may be governmental or non-governmental (with or without regulatory authority).

**certification document**, n. Document that provides rules, guidelines or characteristics for activities or their results and specifies special conditions for intervention by the Bureau de normalisation du Québec and companies as part of a certification program. French: *fascicule de certification*.

**certification program**, n. Set of requirements and rules from frames of reference developed for the recognition of the conformity of a product, process or service on a continuous basis. French: **programme de certification**.

NOTE — A certification program usually includes the reference standard on which the certification program is based, the certification protocol associated with this reference standard, the information document on general rules of procedure, i.e., the information document BNQ 9902-001 and, if applicable, one or more certification requirements documents, which are independent from the certification protocol. Certification requirements documents provide clarifications concerning the requirements of the standard and, if applicable, on the certification protocol. Several versions of a certification requirements document may, in time, be made in relation to the same edition of the certification protocol, if applicable.

**certification protocol**, n. Normative document in which are specified particular conditions of intervention of the Bureau de normalisation du Québec and companies within the framework of a certification program. French: **protocole de certification**.

**client**, n. Person or company having a contractual link with the BNQ, whose product, process or service is certified or attested, or is currently undergoing this procedure, and is accountable to the BNQ for guaranteeing conformity to the certification requirements of the concerned program. French: **client**.

**component**, n. Basic constituent of a product. French: **composant**.

**conformity**, n. Fulfilment of a requirement (reference: ISO 9000 [adapted wording]). French: **conformité**.

**conformity attestation**, n. Assessment of the conformity of a determined lot of products to requirements specified in a frame of reference carried out by a third party (reference: ISO/IEC 17000 [adapted wording]). French: **attestation de conformité**.

**correction**, n. Immediate action aimed at eliminating a detected nonconformity (reference: ISO 9000 [adapted wording]). French: **correctif**.

NOTE — A correction may be applied in conjunction with the implementation of a corrective action.

**corrective action**, n. Action to eliminate the cause of a nonconformity or other undesirable situation observed (reference: ISO 9000 and ISO/IEC 17000 [amalgam]). French: **action corrective**.

NOTES —

- 1 There may be more than one cause to a nonconformity.
- 2 A corrective action is undertaken to prevent recurrence whereas a preventive action is undertaken to prevent occurrence.
- 3 There is a distinction between the terms *curative action*, *correction* and *corrective action*.

**inspection visit**, n. Activity to determine conformity to requirements by interview, observation and judgment, along with measurements and tests, if necessary. French: **visite de contrôle**.

**inspector**, n. Person conducting an assessment. French: **inspecteur, inspectrice**.

**nonconformity**, n. Non-fulfilment of a requirement (reference: ISO 9000 [adapted wording]). French: **non-conformité**.

**normative document**, n. (syn.: normative-type document, n.; document of a normative nature, n.) Document that provides rules, guidelines or characteristics for activities or their results. French: **document normatif; document à caractère normatif**.

NOTE — The term *normative document* is a generic term that covers documents such as standards, standardized specifications, codes, certification protocols, certification documents and technical specifications.

**process**, n. Set of interrelated or interacting activities which transforms inputs into outputs (reference: ISO/IEC 17065 [adapted wording]). French: **processus**.

EXAMPLES — Welding engineering techniques, heat treatment process, manufacturing process requiring confirmation of process capability (e.g., using or manufacturing products within specified ranges of tolerances), food production process, and plant growth process.

**product**, n. Result of a process (reference: ISO/IEC 17065 [adapted wording]). French: **produit**.

NOTE — Various generic categories for product are mentioned in the document ISO 9000:

- a) software products (e.g., a computer program, a dictionary application);
- b) hardware products (e.g., an engine, mechanical parts);
- c) processed products (e.g., a lubricant).

Many products comprise elements belonging to different generic product categories. The product is designated as software, hardware or processed based on the dominant element.

The notion of *product* also includes the results of natural processes such as plant growth and development of other natural resources.

**quality management system**, n. Set of elements establishing the activities undertaken by the company to identify its objectives and determine the processes and necessary resources to obtain the intended results. French: **système de gestion de la qualité**.

NOTE — A quality management system provides a means to manage processes and the interactions between them along with the necessary resources, in order to provide value and obtain results for the relevant interested parties. It also enables Management to maximize the use of resources taking both short-term and long-term consequences of its decisions into account. Finally, it provides the means to target actions to deal with intended and unintended consequences during product manufacture, process exploitation, or service provision.

**quality plan**, n. Document establishing inspection, measurements and testing activities planned by a company, including expected results used to demonstrate conformity of a product, process or service to the requirements of a normative document. French: *plan qualité*.

**record**, n. Document stating achieved results or providing evidence of activities performed. French: *enregistrement*.

**scope of certification**, n. Identification of:

- a) the product(s), process(es) or service(s) for which the certification is issued;
- b) the applicable certification program;
- c) the standard(s) and other normative document(s), including a date of publication, to which the product(s), process(es) or service(s) are deemed to be in conformity (reference: ISO/IEC 17065 [adapted wording]).

NOTE — The notion of scope of certification is included in the term *scope of the certificate of conformity*, which refers to the actual scope of certification specified in the certificate of conformity.

French: *portée de la certification*.

**service**, n. Result, usually intangible, of at least one activity necessarily performed at the interface between the supplier and the customer (reference: ISO/IEC 17065 [adapted wording]). French: *service*.

NOTE — Provision of a service can involve:

- a) an activity performed on a customer-supplied tangible product (e.g., automobile to be repaired);
- b) an activity performed on a customer-supplied intangible product (e.g., the preparation of a balance sheet required to complete a tax return);
- c) the delivery of an intangible product (e.g., the delivery of information in the context of knowledge transmission);
- d) the creation of an ambience for the customer (e.g., in hotels or restaurants).

### **3 RESOURCES INVOLVED IN BNQ CERTIFICATION PROGRAMS**

The BNQ's Certification of Products, Processes and Services Group is formed of program leaders and assessment staff who are familiar with standardization as well as with the inspections and tests in the concerned sectors of activity. These persons apply determined general rules of procedure so as to recommend to the Management that certificates of conformity or conformity attestation letters be issued.

In certain certification programs, the BNQ offers companies internal or external resources to carry out assessment activities or part of them. These resources include the inspector in charge of the assessment or the assessment body and the testing organization if applicable.

These persons and organizations are subject to a formal verification of recognition of competence for each field of activity for which they are mandated and to a verification of impartiality in the performance of their duties for each of their mandates.

## 4 PRODUCT, PROCESS OR SERVICE CERTIFICATION PROCEDURE

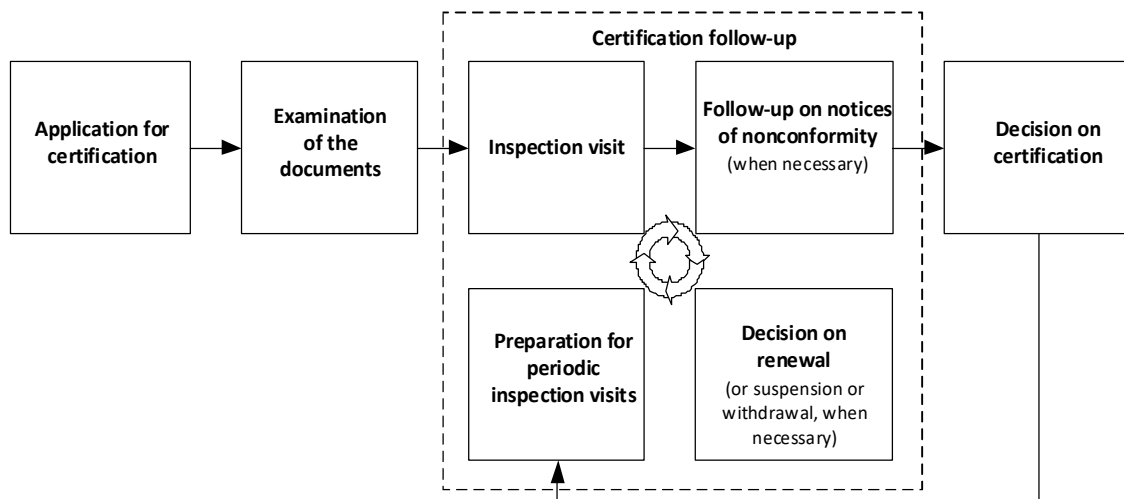
### 4.1 GENERAL

The BNQ's certification procedure meets existing international accreditation requirements applicable to organizations performing conformity assessments and certifying products, processes and services.

The following illustration shows the main steps of the procedure leading to the certification of a product, process or service, along with those to maintain and renew this certification.

Generally, and unless documents related to a certification program specify otherwise, the certificate of conformity is valid for 2 years and inspection visits shall be held at set intervals of 6 months.

However, depending on the requirements of each certification program, a certification cycle can span a period of 1 to 5 years during which inspection visits shall be held at set intervals of 6, 12 or 18 months depending on the program.



### 4.2 APPLICATION FOR CERTIFICATION

**4.2.1** Any person wishing to obtain information pertaining to the BNQ's certification programs or wishing to apply for certification of a product, process or service may communicate with the BNQ by telephone at 1 800 386-5114, by email at [secretariat.certification@bnq.gc.ca](mailto:secretariat.certification@bnq.gc.ca) or by consulting the BNQ website at <https://www.bnq.gc.ca>.

**4.2.2** The applicant shall then complete and sign the application form for certification and return it to the BNQ with the following items as appropriate:

- a) the description of the scope of the certification sought;

NOTE — By signing the application certification form the applicant accepts to fulfill BNQ certification requirements and to provide the BNQ or its representatives with any information required for the assessment.

- b) the documents required by the BNQ in the framework of the certification program;

NOTE — The required documents are company documents to ensure comprehension, as the case may be, of the design or manufacture of the product, the implementation of the process, or the delivery of the service.

- c) the amount covering the initial administrative fees, as a non-refundable deposit, for opening the file.

**4.2.3** The applicant ensures that the company it represents puts into place a quality management system meeting the general requirements of certification as defined in Annex A, and the particular requirements of the certification program, where necessary.

**4.2.4** The documents provided by the applicant as part of the application for certification are reviewed by the BNQ's program leader, who may, if necessary, request additional information in order to determine the admissibility of the application.

**4.2.5** Once the necessary application documents are deemed admissible, the program leader supplies the service contract to the person designated by the company and, if appropriate, confirms the names of the inspector in charge of the assessment or of the assessment body and if applicable, of the testing organization, designated to carry out the inspection visits or tests on behalf of the BNQ.

**4.2.6** The BNQ's certification fees are established to ensure that all expenses associated with the BNQ's certification activities are covered. The BNQ's list of prices is revised annually.

**4.2.7** The BNQ's service contract is established for a determined period depending on the certification program and based on the data provided in the application for certification.

**4.2.8** The certification work begins once the signed service contract is received.

### **4.3 EXAMINATION OF THE DOCUMENTS**

**4.3.1** During preparation for the inspection visit leading to certification, the documents supplied by the Client are examined by the BNQ's program leader.

**4.3.2** If information is lacking in the documents or if clarifications are necessary, the program leader notifies the person designated by the company in writing.

**4.3.3** The Client shall then make the appropriate modifications and submit the revised documents or provide a satisfactory response to the BNQ before the inspection visit for the purpose of certification.

The inspection visit leading to certification shall take place within a maximum period of four months from the end date of the examination of the documents in order to avoid additional costs for familiarization with the documentation of the Client by the program leader.

#### **4.4 INSPECTION VISIT LEADING TO CERTIFICATION**

**4.4.1** Following the examination of the documents and confirmation of admissibility of the Client's file, the inspector plans an inspection visit leading to certification with the person designated for this purpose in the application for certification.

**4.4.2** The inspector proceeds with an inspection visit according to the requirements stipulated in the certification program to determine, as appropriate, the conformity of the products, processes or services of the Client along with the conformity of the quality management system in place.

**4.4.3** Unless the normative documents of the certification program specify otherwise, the inspector:

- a) verifies the documents required in the certification program;
- b) verifies the competence of the personnel in charge of monitoring and performing required quality measurements;
- c) verifies, according to the program requirements and quality plan, the conformity of products, processes or services covered by the certification;
- d) verifies the conformity of the results of the monitoring and measurement activities for the products, processes, or services and the steps for production or operation undertaken by the Client to guarantee their conformity;
- e) verifies the conformity of the laboratory used by the Client when the latter owns or has direct access to a laboratory as part of its testing activities on its products (see Annex B);
- f) ensures that raw material suppliers conform with the applicable requirements of the certification program;
- g) verifies the handling procedure for conforming and nonconforming products, along with the implementation of the handling procedure for cases of nonconformity;
- h) validates the implementation and effectiveness of the complaint-handling procedure;
- i) verifies conformity of required quality document control.

**4.4.4** In the case of product certification, in accordance with the sampling plan outlined in the certification program, the inspector determines the products to be sampled in order for the tests to be carried out in his presence (see Annex C), or to be completed by the testing organization designated in the service contract.

**4.4.5** When a case of nonconformity to the certification requirements is detected, the inspector writes a notice of nonconformity on site and has it signed by a person in charge in the company. Then, this person shall notify the inspector in writing, within 14 calendar days of how this case of nonconformity has been or will be handled (see Chapter A.4).

NOTE — The BNQ reserves the right to carry out an additional on-site visit at short notice to verify that the intended corrections have been made and corrective actions have been implemented.

**4.4.6** In certain cases, a timeframe may be agreed upon between the Client and the inspector to complete the handling of the case of nonconformity.

**4.4.7** If the person designated within the company has not notified the inspector of the treatment he has done or intends to do within the initial period of 14 calendar days or if, at the end of the agreed period (see Clause 4.4.6), the case of nonconformity has still not been resolved to the satisfaction of the inspector, the program leader notifies in writing the person designated within the company of the consequence on the file.

The case of non-conformity shall be closed within a maximum of four months from the date of issue of the notice of nonconformity in order to avoid additional work related to the resumption of the control visit.

**4.4.8** Following the inspection visit, the inspector writes a visit report indicating the activities undertaken, the notices of nonconformity and the test results, where applicable, and the conclusions reached, and sends it to the program leader.

**4.4.9** The program leader, who has not been involved in any assessment activities, carries out a comprehensive review of the report and accompanying documents following the assessment.

Following the review by the program leader:

- a) of the visit report;
- b) of the test report (where applicable);
- c) of the decision(s) of the inspector related to the notices of nonconformity (where applicable).

The program leader sends the person designated within the company a report of the inspection visit. This report includes his recommendation for certification and includes, if applicable, the results of the tests that have been carried out.

#### **4.5 DECISION ON CERTIFICATION AND ISSUING OF THE CERTIFICATE OF CONFORMITY**

**4.5.1** Once it has been established that all certification program requirements have been met, the program leader submits a recommendation for certification to management who reviews the file to ensure that the certification procedure has been respected, and rules on the submitted recommendation.

**4.5.2** Subsequently, the BNQ confirms the decision concerning certification, in writing, to the Client, and includes a certificate of conformity if the application has been successful. During the period of validity of the certificate of conformity, from the date of delivery until the expiry date indicated, the Client has the right to use the mark of conformity applicable to the products, processes or services indicated on the scope of the certificate. Terms regarding the licence to use the certificate of conformity and mark of conformity are described in Annex D.

**4.5.3** If, at this stage, the request for certification is rejected, the program leader gives the reasons, in writing, to the Client and informs the latter of the options available.

**4.5.4** Information relating to certificates issued by the BNQ is published on its website.

#### **4.6 PERIODIC INSPECTION VISITS AND VISITS FOR RENEWAL**

**4.6.1** The inspector carries out inspection visits at the established frequency and in accordance with the requirements specified in the certification program in order to determine, as the case may be, the maintenance of the conformity of the Client's products, processes or services as well as the maintenance of the conformity of its quality management system.

##### NOTES —

- 1 The BNQ reserves the right to require the availability of the products, processes or services as part of a periodic inspection visit or visit for renewal.
- 2 The BNQ reserves the right to carry out an inspection visit on short notice to ensure the maintenance of the certificate of conformity.

**4.6.2** The activities related to the periodic inspection visits and visits for renewal are similar to those related to the inspection visits leading to certification described in Clause 4.4, but they also include verification of the following elements:

- a) handling of complaints lodged with the Client, in accordance with the requirements of Chapter A.5;
- b) the Client's respect of the use of the certificate of conformity or the conformity attestation letter, and mark of conformity, in accordance with the licence in Annex D.

**4.6.3** During a periodic visit or visit for renewal, the inspector carries out a review of any additions and amendments to the Client's documents and inquires about any significant events that occurred since the previous inspection visit that could influence the validity of the Client's certificate of conformity.

**4.6.4** During a periodic visit or visit for renewal, the inspector follows up on the actions taken by the Client in response to any cases of nonconformity detected as part of the previous inspection visit, if applicable.

**4.6.5** Once all conditions are met, the BNQ confirms its decision for maintaining or renewing the certification, in writing, to the Client, and sends an updated certificate of conformity, if necessary.

**4.6.6** Since BNQ's certificates of conformity are valid until the last day of the month of their expiry date, a renewed certificate of conformity is sent to the Client during the month of its expiry once conformity with all the certification program requirements has been confirmed.

**4.6.7** The information published by the BNQ on the certificates of conformity it issues is updated whenever a modification is made.

**4.6.8** If, at the end of the agreed period, a case of nonconformity has not been settled to the BNQ's satisfaction, the program leader undertakes the procedure to suspend or withdraw the certificate of conformity as stipulated respectively in Chapters 8 and 9.

**4.6.9** Before the expiry date of the certificate, the BNQ sends the Client a service contract for a new certification cycle. The Client shall then return the signed contract in order to the BNQ to proceed with the necessary activities for certificate renewal and ensure the continued validity of the certificate.

#### **4.7 MODIFICATIONS TO THE PRODUCT, PROCESS OR SERVICE**

The Client shall notify the BNQ, in writing, of any modifications made to the certified product, process or service that may affect its conformity, and specify the measures taken to maintain conformity of the said product, process or service. Depending on the nature of the modifications and provided explanations, along with the history of the results of inspection visits at the Client, the BNQ may require the Client to:

- a) provide a detailed action plan and a commitment to implement it;
- b) review the planning of inspection visits;
- c) carry out additional tests.

**NOTE** — The BNQ reserves the right to carry out an on-site inspection visit on short notice to verify the conformity of the product, process or service in question.

## **4.8 MODIFICATIONS TO THE SCOPE OF THE CERTIFICATE OF CONFORMITY**

**4.8.1** A Client wishing to add a new element or elements, authorized within the certification program, to the scope of an already valid certificate of conformity shall apply to the BNQ in writing and include the following:

- a) a note explaining the new element(s) that the Client wishes to add to the scope of his certificate of conformity;
- b) the documents required by the BNQ in accordance with the certification program or a statement aimed at confirming that the documents already provided in the file are valid for the requested scope of the certificate of conformity;
- c) instructions indicating whether the BNQ shall wait for the next periodic inspection visit or if an additional visit shall be carried out to proceed with the work needed to modify the scope of the certificate of conformity.

**4.8.2** The required documents as part of a request for an addition to the scope provided by the Client are verified by the program leader, who may, if need be, ask the Client for additional information in order to determine the admissibility of the application.

**4.8.3** During the next periodic inspection visit or during an additional visit requested by the Client, the activities required for the addition of the new element(s) to the scope of the certificate of conformity continue in accordance with the steps provided for in Clauses 4.3, 4.4 and 4.5.

NOTE — Where necessary, the work to modify the scope of a valid certificate of conformity is added to that already planned as part of the periodic inspection visit.

**4.8.4** The BNQ may reduce the scope of a valid certificate of conformity at the request of the Client.

## **4.9 MODIFICATIONS TO THE REQUIREMENTS OF A CERTIFICATION PROGRAM**

Following publication of a modification to a normative document, or a revised edition of this document, a Client who holds a certificate of conformity in accordance with the requirements of the previous edition receives notice of the terms applicable for the transition period to ensure conformity of his product, process or service to the requirements of the new edition.

## **4.10 MODIFICATIONS TO THIS INFORMATION DOCUMENT**

Modifications to the general rules of procedure specified in this information document are communicated to BNQ's Clients upon publication of the new edition of this information document with, if necessary, a notice informing them of the terms for the transition period to ensure conformity to the requirements of this new edition.

## **5 COMPONENT CERTIFICATION PROCEDURES**

As an adjunct to its certification program, the BNQ offers certification in reference to a part of a normative document that specifies all the requirements concerning a particular component.

A component may be a part of a product, a process or a service.

The certification procedures for component are similar to the certification procedures for product, process and service. However, the term *component* will be added to the mark of conformity of the product, process or service applicable to the concerned certification program.

## **6 CONFORMITY ATTESTATION PROCEDURES**

The BNQ offers conformity attestation to applicants wishing to have the conformity of an existing product lot recognized.

Conformity attestation procedures differ from product certification procedures (see Chapter 4) in the following ways:

- a) The product lot in question shall be clearly determined by the applicant.
- b) The sampling plan is determined by the BNQ.
- c) The conformity attestation of a product is confirmed through the issuing of a product attestation letter and is only valid for the lot in question, while stocks last.

NOTE — Conformity attestation comes with the right to use the product mark of conformity.

- d) Periodic inspection visits and the renewal procedure do not apply.
- e) Information on conformity attestations is not indicated on the BNQ's website.

## **7 RESPONSIBILITIES AND COMMITMENTS OF THE BNQ AND CLIENT**

### **7.1 BNQ**

The BNQ agrees to:

- a) ensure that international accreditation requirements applicable to its sector of activity are met, act diligently, and apply the rules described in this information document uniformly;
- b) ensure the confidentiality of information to which it has access through its certification activities;

- c) provide up-to-date information so that certificates content and status can be verified on its website at <https://www.bnq.qc.ca> or upon request;
- d) inform its clients and interested parties who request it, in writing, of modifications made to this information document;
- e) grant its clients the right to use the licence mentioned in Annex D once all contractual obligations and certification requirements have been met.

## 7.2 CLIENT

The Client agrees to:

- a) take the necessary means to ensure at all times that the requirements described in this information document and in the certification program under which he obtained certification are met for all products, processes and services included in the scope of the certificate;
- b) take all necessary measures to facilitate the realization of inspection visits, including the review of documentation, by allowing access to the installations, personnel, and records. The inspector shall be able to make copies thereof for the needs of the certification file;
- c) pay the required fees to the BNQ;
- d) consent to the release of up-to-date information on the content and status of the certificate of conformity issued by the BNQ;
- e) inform the BNQ's program leader, in writing, within a maximum delay of thirty calendar days, of any modification that may affect his certification or the conformity of his products, processes or services or make the information on the certificate inaccurate; these modifications include, but are not limited to, a relocation or shut down of operations, a change in its legal, commercial or organizational status, the awarding or disposal of activities to a third party, a change in the nature of goods or services, a change or reassignment of one of the designated officials of the company a change to, or withdrawal of, an operating permit, if applicable. Following such changes, until the BNQ has given its consent in this respect, the Client is not authorized to distribute products, exploit a process or supply services deemed certified;
- f) inform the BNQ's program leader, in writing, as soon as possible, of any serious incident or violation of the regulations requiring the intervention of the competent regulatory authority which could affect the ability of the product, process or service to meet the applicable certification requirements;

- g) inform the BNQ's program leader, in writing, as soon as possible, of major threats to the continuity of activities, such as an earthquake, a fire, floods, a case of force majeure, which could affect the ability of the product, process or service to meet the applicable certification requirements;
- h) maintain updated files on all complaints and corrective actions relating to certified products, processes or services, and make these files available to the BNQ upon request;
- i) allow, during the performance of a control visit, the presence of a representative of the BNQ's accreditation body, for example, the Standards Council of Canada (SCC) or a BNQ's inspector for observation, training or witness audit purposes, when the BNQ so indicates;
- j) use the BNQ's certification documents in their entirety and only for the purpose of demonstrating conformity of his product, process or service; any other use shall be previously approved by the BNQ;
- k) provide the BNQ with 30 calendar days prior written notice if the Client voluntarily decides to discontinue certification.

## **8 SUSPENSION OF THE CERTIFICATE OF CONFORMITY**

### **8.1 GENERAL**

The certificate of conformity issued by the BNQ may be suspended for a limited period, not exceeding the expiry date of the certificate, at the BNQ's discretion, if a Client omits to correct a problem, within the stipulated time frame, for which he has been issued a warning (e.g., the absence of satisfactory response to notices of nonconformity within the agreed time frame, a non-conformity with the commitments stipulated in this information document or a serious breach of the requirements of the certification program).

NOTE — A suspension may apply to a single part of the scope of the certificate of conformity.

### **8.2 PROCEDURE**

**8.2.1** In the event of the suspension of a certificate of conformity, the BNQ sends a notice of suspension, in writing, to the Client stating the observed deviation from the requirements of the certification program or from the requirements described in this information document, as well as the conditions for lifting the suspension, including the time period granted to remediate the situation.

NOTE — The BNQ reserves the right to carry out an additional on-site inspection visit on short notice to verify that corrections have been made concerning the deviation from requirements which led to the suspension of the certificate of conformity.

**8.2.2** Notwithstanding the above, in exceptional circumstances, the BNQ reserves the right to suspend a certificate of conformity without having sent prior written warning to the Client.

**8.2.3** The BNQ lists any invalid certificates of conformity on its website.

**8.2.4** The Client shall immediately cease using the BNQ's mark of conformity and suspend all advertising relating to certification for the duration of the suspension of his certificate of conformity.

**8.2.5** Fees relating to certification, including additional work created by the suspension, remain payable according to the deadlines stated in the contract.

**8.2.6** In the event that, during the suspension period, the conditions for lifting the suspension are met by the Client to the satisfaction of the BNQ, the suspension is immediately lifted and the Client regains his rights regarding the use of the certificate of conformity and mark of conformity.

**8.2.7** If, at the end of the suspension period, the conditions for lifting the suspension have still not been met to the BNQ's satisfaction, the process to withdraw the certificate of conformity (see Chapter 9) or transition of the certificate to a non-valid state (see Chapter 10) is initiated.

## **9 WITHDRAWAL OF THE CERTIFICATE OF CONFORMITY**

### **9.1 GENERAL**

During the validity period of the certificate of conformity, the BNQ can withdraw a certificate of conformity in the following situations:

- a) at the request of the Client (30 calendar days' written notice required);
- b) if the BNQ deems that the requirements of the certification program, including the requirements stipulated in this information document, are no longer met;
- c) after a suspension period when the conditions for lifting are not met to the satisfaction of the BNQ.

### **9.2 PROCEDURE**

**9.2.1** In the event of the withdrawal of a certificate of conformity, the BNQ sends the Client a written notice of withdrawal of the certificate of conformity stating the reasons for withdrawal and, if applicable, a list of actions required to ensure that references to the BNQ's certification and mark of conformity will no longer be used by the Client (see the licence in Annex D).

**9.2.2** The certificate of conformity withdrawal notice stipulates that the Client has a period of 30 calendar days following the withdrawal notice, to appeal, in writing, the decision of the BNQ, explaining the grounds of the appeal (see Chapter 12).

**NOTE** — The period of 30 calendar days in which to appeal this decision does not authorize the Client to postpone taking action to ensure that references to the BNQ's certification and mark of conformity will no longer be used.

**9.2.3** If he so wishes, the Client that has had his certificate of conformity withdrawn can apply for a new certification from the BNQ after the period stipulated in the withdrawal notice.

**9.2.4** Certificate of conformity withdrawal notices are communicated to regulatory authorities and interested parties. The status of a Client's certificate of conformity may be seen on the BNQ's website by searching for the certificate number.

## **10 INACTIVE STATUS OF A CERTIFICATE OF CONFORMITY**

At the Client's request, a certification file may be moved to an inactive status. With this status, the number associated with the Client's certificate of conformity is preserved for him with a view to a possible reactivation at a later date. The inactive status of a file may not exceed the duration of a certification cycle and is conditional to the signing of a contract governing this provision.

## **11 CLOSURE OF A CERTIFICATION FILE**

Upon expiry of the validity of the certificate of conformity, the BNQ sends the Client a written notice informing him of the closure of the certification file. A Client whose file has been closed may file a new application at a later date.

## **12 TREATMENT OF COMPLAINTS**

### **12.1 GENERAL**

**12.1.1** Any person or Client may file a complaint with the BNQ in connection with the services offered by the latter as part of its certification programs.

**12.1.2** The complaint treatment process provided for in these rules conforms with the international accreditation requirements applying to certification bodies. Thus, the BNQ will take the necessary provisions so that complaints received are treated confidentially by one or more persons having the necessary impartiality.

**12.1.3** Information regarding the treatment of complaints is periodically subject to a BNQ management review through the continuous improvement process of its management system.

## 12.2 TERMS AND STEPS IN THE TREATMENT OF A COMPLAINT

**12.2.1** Complaints submitted to the BNQ, whether against the BNQ concerning service or against a Client whose product, process or service is certified, shall be lodged, in writing, and sent to the BNQ quality manager, by mail to 333, rue Franquet, Québec, Québec G1P 4C7, or by email to [secretariat.certification@bnq.qc.ca](mailto:secretariat.certification@bnq.qc.ca).

**12.2.2** When a complaint is received from a Client and is related to services rendered to it by the BNQ (e.g., disagreement on conclusions following an inspection visit, inadequate behaviour of an inspector, delays in processing), it is considered formal when it is accompanied by a description of the problem encountered and desired settlement.

**12.2.3** When a complaint concerns the misuse of the BNQ's mark of conformity or is lodged against a company holding a certificate of conformity from the BNQ, it is considered to be a formal complaint if submitted using the form provided for this purpose by the BNQ. In this case, the signatory of this formal complaint form agrees to pay the investigation fees required by the BNQ in the event that the complaint is proven unfounded.

**12.2.4** A complaint concerns the misuse of the BNQ's mark of conformity may occur in any of the following situations:

- a) The mark of conformity is affixed to nonconforming products or used within the framework of a nonconforming process or service.
- b) The mark of conformity is affixed to noncertified products or used within the framework of a noncertified process or service.
- c) The mark of conformity is used in an unauthorized form.
- d) Contractual terms and conditions are not met.

**12.2.5** A complaint against a company holding a certificate of conformity from the BNQ filed without using the form provided for this purpose is considered an informal complaint. Unless urgent, an informal complaint is dealt with during a periodic inspection visit. No letter of acknowledgement is sent for an informal complaint, but the complainant may be informed, in writing, as to whether the informal complaint is founded or not, if the BNQ deems it appropriate to do so.

**12.2.6** Within the seven calendar days following the receipt of a formal complaint, the quality manager processes the file, ensures that the complaint is related to the certification activities under the responsibility of the BNQ, and then acknowledges receipt in writing.

**12.2.7** In the event that the subject of the complaint is related to the services of the BNQ, the complaint is brought to the attention of the director of operations or, if the BNQ deems that his impartiality may be challenged, to the attention of any other impartial person designated by the BNQ to rule on the admissibility of the complaint. Depending on the conclusions of the

director of operations or the impartial person designated by the BNQ, the quality manager will send the complainant a written notice regarding the admissibility or otherwise of his complaint.

**12.2.8** In the event that the subject of the complaint is related to a Client whose product, process or service is certified by the BNQ, the complaint is submitted to the attention of the program leader concerned or, if the BNQ deems that the impartiality of it could be called into question, for the attention of any other impartial person designated by the BNQ to rule on the admissibility of the complaint. Depending on the conclusions of the program leader or the impartial person designated by the BNQ, the quality manager will send the complainant a written notice regarding the admissibility or otherwise of his complaint.

**12.2.9** Whether the complaint is deemed admissible or not, the complainant will only be advised of the general status of the complaint. In the case of an admissible complaint, the file will be transferred to the person designated in accordance with Clauses 12.2.7 and 12.2.8 for examination, decision regarding actions to take and follow-up thereof.

**NOTE** — According to the seriousness and possible impacts that could result from a complaint concerning a Client certified by the BNQ, the latter may deem necessary to undertake an additional on-site visit within 30 calendar days following the receipt of the complaint. In this case, the BNQ will give the Client prior notice and the conditions under which the visit will take place and will provide the inspector responsible for the assessment with the information needed to proceed with the review of the concerned product, process or service.

**12.2.10** If the complainant is not satisfied with the BNQ's conclusion regarding the admissibility of a complaint or the treatment of an admissible complaint, he may ask for an appeal within the thirty calendar days following the BNQ's decision as to its admissibility or substance, by sending his reasons or objections, in writing, to the quality manager to one of the addresses indicated in Clause 12.2.1. Upon receipt of the appeal request, the quality manager submits the appeal request to an internal committee made up of at least three impartial persons designated by the BNQ and who did not participate in the analysis of the admissibility of the complaint or the handling thereof.

**12.2.11** Within the seven calendar days following the receipt of the appeal request, the BNQ will acknowledge receipt and the committee formed by the BNQ in accordance with the requirements of Clause 12.2.10 will have a period of thirty calendar days to become acquainted with the file, consult the parties, if need be, evaluate the treatment completed or conclusion issued, and make a written decision regarding this appeal request.

**12.2.12** If the decision issued by the committee formed by the BNQ in accordance with the requirements of Clause 12.2.10 is still not to the satisfaction of the complainant and mechanisms exist to appeal a decision rendered by the BNQ, in particular under the terms of its accredited products, processes or services certification programs, the latter may apply to appeal this decision to the BNQ's accreditation body, for example, the SCC.

**12.2.13** The BNQ notifies the complainant, in writing, of the terms of appeal to the accreditation body when it renders its decision in accordance with the requirements of Clause 12.2.11.

## **13 TREATMENT OF CERTIFICATION DECISION APPEALS**

### **13.1 GENERAL**

**13.1.1** Any Client of the BNQ who is not satisfied with a certification decision taken by the BNQ may appeal the decision to an internal committee made up of at least three impartial persons designated by the BNQ and who did not participate in the certification decision nor to the procedure that led to that decision.

**13.1.2** The certification decision appeal handling procedure provided for in this information document meets the international accreditation requirements applying to certification bodies. Thus, the BNQ will take the necessary provisions so that certification decision appeals are treated confidentially by one or more persons having the necessary impartiality.

**13.1.3** Information regarding the treatment of certification decision appeals is periodically subject to a BNQ management review through the continuous improvement process of its management system.

### **13.2 TERMS AND STEPS IN THE TREATMENT OF A CERTIFICATION DECISION APPEAL**

**13.2.1** Certification decision appeals submitted to the BNQ shall be addressed in writing by the Client and sent to the attention of the quality manager to 333, rue Franquet, Québec, Quebec G1P 4C7, or by email at [secretariat.certification@bnq.qc.ca](mailto:secretariat.certification@bnq.qc.ca).

**13.2.2** Within the seven calendar days following the receipt of the certification decision appeal, the quality manager processes the file, ensures that the subject is related to certification activities under the responsibility of the BNQ and then acknowledges receipt in writing.

**13.2.3** The committee formed by the BNQ in accordance with the requirements of Clause 14.1.1 will have thirty calendar days to become acquainted with the file, consult the parties if need be, evaluate the decision taken and render, in writing, a decision regarding this certification decision appeal.

**13.2.4** If the treatment of the BNQ's decision appeal is still not to the satisfaction of the Client and mechanisms exist to appeal a decision rendered by the BNQ, in particular under the terms of its accredited products, processes and services certification programs, the Client may apply to appeal this decision to the BNQ's accreditation body, for example, the SCC.

**13.2.5** The BNQ notifies the Client, in writing, of the terms of appeal to the accreditation body when it renders its decision according to the requirements of Clause 14.2.3.

## **14 CERTIFIED PRODUCT, PROCESS OR SERVICE FOUND TO BE HAZARDOUS**

### **14.1 GENERAL**

**14.1.1** The Client commits to record and immediately report to the BNQ any situation in which a certified product, process or service or an attested lot of products may present or does present hazards.

**14.1.2** A certified product, process or service or a lot of products attested found to be hazardous is a certified product, process or service or a lot of products or products attested by the BNQ that poses a real risk to public health or safety when one of the following situations arises:

- a) the lot of products attested or the product resulting from a process is defective;
- b) the process performed or the service provided is deficient;
- c) the lot of products attested or the product resulting from a process was not designed for the use made thereof;
- d) the process is not applied or the service provided is not exploited appropriately.

#### NOTES —

- 1 A hazardous product is said to exist if the quantity of products found hazardous represents an unacceptable percentage in relation to the total quantity of products manufactured.
- 2 A hazardous process or service is said to exist if the process or service that is found hazardous is deemed to occur at an unacceptable frequency.
- 3 A hazardous product, process or service is said to exist if the product, process or service includes the use of a hazardous device or procedure necessary to its function or performance.

### **14.2 TERMS AND STEPS IN THE TREATMENT OF A CERTIFIED PRODUCT, PROCESS OR SERVICE OR LOT OF PRODUCTS ATTESTED FOUND TO BE HAZARDOUS**

**14.2.1** When the BNQ is notified that of a certified product, process or service or an attested lot of products is found to be hazardous or detects such a case, a documented investigation is initiated to confirm or refute the facts and, as applicable, determine the extent of the situation.

**14.2.2** If the Client concerned by the certified product, process or service or the attested lot of products found to be hazardous is a client of the BNQ, the following measures are taken:

- a) The BNQ notifies the Client of the situation, without delay, by sending a notice of suspension of the certificate of conformity (see Clause 8.2.1) which will also include a warning that legal proceedings may be taken should there be a refusal to undertake the actions required in the notice of suspension within the set deadlines.
- b) The BNQ immediately notifies the SCC and the regulatory authorities concerned by the situation, in writing.

**14.2.3** In the event that the Client or any other party responsible for the distribution of the product or of any information related to the product cannot be held accountable, or if the product in question has not been manufactured for several years and is no longer on the market, the BNQ will seek advice from its Legal Counsel and notify the relevant regulatory authorities. This also applies in the case of a process or service.

### **14.3 ACTIONS DEEMED ACCEPTABLE BY THE BNQ**

Without limiting the generality of the following, undertaking one or more of the following actions is deemed acceptable by the BNQ as measures the Client may adopt with regard to a certified product, process or service or an attested lot of products found to be hazardous:

- a) publishing a public notice;
- b) recalling the attested lot of products or product resulting from a process, where necessary, to protect the public;

NOTE — Attested lot of products being recalled are published on the BNQ's website.

- c) removing the mark of conformity from the attested lot of products or product resulting from a process;

NOTE — It is preferable to remove the mark of conformity at the company 'site or at another designated location so that the product in question is removed from the stockroom, market, distribution centres and user possession. Another solution is to authorize the on-site removal of the mark of conformity from the product, provided such removal is carried out in conjunction with the proper regulatory authorities, who then proceed to accept or reject the attested lot of products.

- d) removing all references to the certification of the product, process or service from any of the Client's advertising materials, and commercial and administrative documents;
- e) modifying the product, process or service to meet the certification requirements;
- f) disposing of or finding an acceptable replacement for the attested lot of products or product resulting from a process;
- g) discontinuing or replacing the service;
- h) continuing actions already undertaken with regard to the attested lot of products or product resulting from a process that users have already acquired;
- i) undertaking necessary corrective actions to prevent a recurrence of the situation in the manufacturing of the product, in the process or in the service.

#### **14.4 FOLLOW-UP BY THE BNQ**

**14.4.1** In the event that it is noted that the Client or any other relevant party refuses to undertake the actions deemed necessary, the following measures will be taken, as appropriate:

- a) The BNQ notifies the parties responsible for initiating a product recall if the BNQ deems such a recall is necessary to protect the public.
- b) The BNQ notifies the public of the risk incurred and takes any other measures in accordance with the relevant legislation.
- c) The BNQ withdraws all certificates of conformity issued to the Client and informs the interested parties if the severity of the case warrants such action.
- d) Discussions with the proper regulatory authorities will be held to determine a course of action.

**14.4.2** When the BNQ is satisfied with the actions undertaken, a written notice containing the following information is sent to all parties concerned by the suspension or legal injunction:

- a) a statement that the suspension has been lifted and that the authorization to use the mark of conformity has been reinstated;
- b) a summary of the actions undertaken by the Client.

#### **14.5 REVISION OF THE CERTIFICATION PROGRAM AND ADDITIONAL MEASURES**

**14.5.1** In the event of a product, process or service are found to be hazardous, the BNQ reviews the data pertaining to the certification program to determine, and if necessary, correct, any shortcomings in the BNQ's certification procedure.

**14.5.2** This review includes, but is not limited to, the relevant normative documents and applicable BNQ's procedures.

**14.5.3** In addition to the measures that the regulatory authorities can take, the BNQ can also decide, among other things:

- a) to undertake the thorough revision of the normative documents associated with the certification program for which it is responsible;
- b) to inform the public of the hazard via the most appropriate information channels;
- c) to put an end to the certification program.



**ANNEX A**

**General certification requirements pertaining  
to the company's quality management system  
(Clause 4.2.3)**

**A.1 COMPETENCE OF RESOURCES**

The personnel performing work having an impact on the quality of the product, process or service shall be competent with regard to their professional training, their knowledge or their experience.

**A.2 PURCHASE INFORMATION**

The company shall keep an up-to-date list of the qualified suppliers used as part of the product manufacture, process implementation, or service provision covered by the certification.

**A.3 QUALITY MONITORING AND MEASUREMENT ACTIVITIES**

The company shall designate a person who is responsible for ensuring that the quality monitoring and measurement activities planned are carried out, and that the results show that the product, process or service is conforming with the applicable requirements.

**A.4 HANDLING NONCONFORMITIES**

**A.4.1** The company's management shall designate a person who is responsible for ensuring proper handling of nonconformities to the certification program requirements identified by the company or the BNQ.

**A.4.2** The company shall establish a procedure to handle the cases of nonconformity.

**A.4.3** The company shall keep a register of the results of the handling of cases of nonconformity obtained after each of the following steps:

- a) applying a correction to the cases of nonconformity (e.g., the downgrading or destruction of the product, the halting of the process, or interruption of the service);
- b) searching for the causes of the cases of nonconformity;

- c) determining corrective actions needed to eliminate the causes of the cases of nonconformity;
- d) applying appropriate means to ensure that the corrective actions have been implemented and they produce the desired effect.

**A.4.4** When it is possible to do so, nonconforming products shall be identified as such and be isolated from conforming products.

**A.4.5** The BNQ's mark of conformity shall not be found on nonconforming products.

## **A.5 HANDLING COMPLAINTS**

**A.5.1** The company shall keep a file of any complaints brought to its knowledge concerning the nonconformity of the certified product, process or service certified to the applicable requirements of the certification program.

**A.5.2** Appropriate corrections and corrective actions arising from the investigation of a complaint shall be undertaken in accordance with the requirements in Chapter A.4.

## **A.6 DOCUMENT CONTROL**

**A.6.1** The company shall establish, maintain and retain documents providing evidence that it holds the following:

- a) the documents needed by the BNQ as part of the certification program;
- b) the results of all quality monitoring and measurement activities;
- c) the results of how cases of nonconformity are handled;
- d) the file of complaints to the company.

**A.6.2** It shall be possible to obtain from the company all the documents listed in Clause A.6.1, which shall be kept for at least the period of validity of the certificate of conformity.

**A.6.3** When a company is required to record the results or implementation of an activity, this shall be carried out as and when the results are available or the activity has been implemented.

**A.6.4** The registers related to quality shall be accessible to the inspector who shall be able to make copies thereof for the certification file.

**ANNEX B**

**Requirements concerning laboratories used by  
the company for the testing of its products**  
(Clause 4.4.3 and Annex C)

When the company that manufactures the products has a laboratory or has direct access to a laboratory for its product testing activities, this laboratory shall meet the following requirements:

- a) The laboratory shall be organized in a manner to guarantee that it can, at all times, be shown that its judgment remains independent and its integrity uncompromised when it comes to the manufacturing of the product. It shall also have a responsible technical person (regardless of this person's title) to whom the general responsibility of this laboratory is incumbent.

NOTE — To demonstrate its independence of judgment and its integrity, the laboratory should specify the relations, roles and responsibilities of its personnel concerning the review, approval, publication and recording of test results.

- b) The laboratory shall have sufficient staff with the requisite training, technical knowledge and experience to conduct the tests. Records concerning the training, aptitudes and experience of each staff member shall be kept up to date.
- c) The environment in which testing activities are performed shall conform with the requirements stated in the test methods. Special care shall be taken when these activities are performed in locations other than the laboratory. Neighbouring sectors harbouring incompatible activities shall be physically separated.
- d) The laboratory shall have the appropriate equipment as described in the reference documents. When it uses equipment over which it has no permanent control, the laboratory shall ensure that all the relevant requirements are met.
- e) Equipment having an effect on the uncertainty of measurement in test results shall be included in a calibration schedule. A register shall be maintained attesting conformity of the results obtained and demonstrating that calibration frequency is respected.
- f) Maintenance procedures shall be written down. Any testing equipment that was subject to an overload or defective handling, which has shown results that are dubious or outside the specified limits or that has revealed itself to be defective shall be taken out of service. It shall also be isolated to prevent it from being used, or clearly labelled or marked as being taken out of service until it has been repaired and a calibration or test demonstrates that it is operating correctly. The

laboratory shall examine the consequences of the malfunction or deviation with regard to the limits specified in the test methods or to prior calibrations. The laboratory shall also record the results of the examination of the testing equipment and of the corrective actions taken.

- g) Reference standards used shall be calibrated by an organization capable of ensuring the calibration traceability to the International System of Units (SI). A calibration and reference standard control program is necessary.
- h) The instructions, standards, guides and reference data pertaining to the laboratory's work shall be kept up to date and easily accessible to the staff.
- i) If sampling is conducted in accordance with a test method, the laboratory or the company shall have written procedures to collect, package and conserve the samples.
- j) All calculations and data transcriptions shall be subject to the appropriate verifications.
- k) If a company subcontracts testing to an external laboratory, this laboratory shall meet all the requirements in this annex along with the particular requirements of the certification program in question.
- l) When the test results come from work done by a subcontracted laboratory, it shall be clearly identified in the company's records.
- m) The company shall record and keep details of its analysis on the competence and conformity of subcontracted laboratories and keep file of all subcontracted operations.

**ANNEX C**

**Witness testing**

(Clause 4.4.4)

When applicable to product certification programs, the witness testing methods are followed up by the BNQ's inspector.

- a) The inspector determines the products to be tested.
- b) The sampling methods described in the relevant normative documents are followed up.
- c) The inspector verifies that the facilities of the laboratory used by the company for product testing conform to the requirements listed in Annex B.
- d) The inspector has the test performed by personnel qualified to this effect. It is obligatory for the test to be carried out in the presence of the inspector.
- e) The inspector shall have access to all relevant documents enabling him to evaluate the accuracy of the testing methodology.
- f) The inspector ensures that the test methods described in the normative documents are followed up.
- g) The inspector records all data relating to test conditions and methods.
- h) All records are processed confidentially to protect the company's interests.
- i) The results of the activities carried out during witness testing are included in the inspection visit report.

## ANNEX D

### **Licence to use the BNQ's certificate, conformity attestation letter or mark of conformity** (Clauses 4.5.2, 4.6.2, 7.1 and 9.2.1)

#### **D.1 COPYRIGHT**

The certificate and mark of conformity issued to the Client are the property of the BNQ and protected by the *Copyright Act* and the *Trademarks Act*, in addition to the particular provisions provided in international agreements. The marks of conformity used by the BNQ are registered with the Trademarks Branch, Canadian Intellectual Property Office (CIPO) by Innovation, Science and Economic Development (ISED) Canada. Consequently, the only user rights granted to the Client are those expressly stipulated in this user licence.

#### **D.2 CLIENT'S USER RIGHTS AND OBLIGATIONS**

**D.2.1** The BNQ grants the Client a non-exclusive, non-transferable user right of the certificate and mark of conformity, without the right to sublicense, for the promotion of its certification. This right is only applicable if the certificate of conformity is valid in accordance with the requirements of the certification program and of this information document.

**D.2.2** The company holding a valid certificate of conformity from the BNQ may announce its certification in association with its corporate identity in its administrative, commercial and promotional documents.

NOTE — The term *product* also includes components.

**D.2.3** In the case of product certification, unless the certification protocol, the certification document or the certification requirements document specify otherwise, the mark of conformity, accompanied by the number of the certificate of conformity or of the conformity attestation letter of the product, by the reference to the certification program, and an identifier to allow traceability of the date of manufacture, shall be affixed to the certified or attested product or, if this is impossible, shall appear on the packaging or the product's delivery slip. Affixing the mark of conformity shall only be carried out on products deemed to be conforming with the certification requirements by the Client.

**D.2.4** The BNQ provides a model of the mark of conformity applicable to the certification program.

**D.2.5** The mark of conformity shall only serve to indicate the conformity of the products, processes or services subject to a valid certificate of conformity or conformity attestation letter.

**D.2.6** The company shall meet the requirements of this licence when announcing its certification or conformity attestation, whether in the company's business locations; through its publications, such as advertising; or in its commercial and administrative documents.

NOTE — The company should first submit to the BNQ all documents in which its certification is mentioned.

### **D.3 USER RIGHTS RESTRICTION**

The Client agrees not to use the certificate or mark of conformity in a manner not authorized by the BNQ and not to make any declaration regarding his certification that might be deemed abusive by a reasonable person in similar circumstances. The Client also agrees not to use the certificate or t mark of conformity so as to:

- a) harm the reputation of the BNQ, its accreditation bodies or t certification system and jeopardize public confidence in it;
- b) lead to the assumption that the certification applies to products, processes or services not covered by the scope of the certification.

### **D.4 BREACH TO BNQ'S REQUIREMENTS REGARDING THE USE OF THE CERTIFICATE OR MARK OF CONFORMITY**

**D.4.1** Any improper reference to the certification or any abusive use of the certificate or mark of conformity by the Client will be subject to a request for immediate rectification, in writing, subject to the suspension of the certificate. In the event that a rectification is not made, or of a repeat offence, the BNQ reserves the right to withdraw the certificate or mark of conformity and take any other action deemed necessary.

**D.4.2** Upon suspension or withdrawal of the certification, the Client shall cease any use of the certificate or mark of conformity in any way whatsoever, and shall return any document required by the BNQ.



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## **COMMENTS AND SUGGESTIONS**

In order to improve the documents published by the Bureau de normalisation du Québec (BNQ) and to facilitate the updating of them, we invite you to send us your comments and suggestions related to this document.

Please contact our customer service department at [bnqinfo@bnq.qc.ca](mailto:bnqinfo@bnq.qc.ca) to share your ideas. In order to easily identify your email, we ask you to write “Comments” as the subject of your email and to provide us with the following information:

- the number and title of the document (BNQ 9902-001 *Product, Process and Service Certification — General Rules of Procedure*);
- your comments or suggestions (e.g., to report an error, to suggest a modification, to suggest a new document on a related matter, or other);
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