



evaluation
Certification

SMBs/SMIs, Major groups,
Skilled trades, Administrations,
Local authorities, Associations...

○ **Your challenges :**

placing customer satisfaction at the heart of your organisation, improving business efficiency and opting for differentiation at regional, national or international level, being an actor of civil society and of its development.

○ **Your requirements :**

optimise your organisation, secure your activity, uphold your commitment to service, guarantee product and service quality, demonstrate your expertise, generate innovation, display your competitiveness.

**You are seeking differentiation
through quality...**

...your organisation deserves
a partner commensurate
with your ambitions

AFNOR Certification : the keys to your differentiation

○ The added value of AFNOR Certification audits: a reality attested by our thousands of clients

With over **20 years' experience** pioneering evaluation and certification of organisations, AFNOR Certification is constantly upgrading its auditing methods while remaining attentive to your needs.

By placing innovation at the heart of our strategy, we are participating in current challenges such as sustainable development, performance, equality and diversity in order to provide you with the best possible service.

To comply with the specificities of your organisation, we adapt our audits and evaluations to your values, your culture, your activities and your objectives. We offer you a clear vision of your organisation. You identify your strengths and the areas for progress which contribute towards orienting your strategy.

○ A national and international network of multicultural experts and auditors

A unique auditing expertise, with over **1,400 qualified men and women**, who are experienced and regularly trained in the latest evaluation techniques, means that you receive highly effective audits that take your specificities into account.

To guarantee product compliance, AFNOR Certification relies on the highest levels of expertise from major laboratories, inspection bodies, technical centres and mandated bodies.

○ A worldwide presence dedicated to the success of your evaluation and certification projects

The certificates of **65,000 client sites**, implanted in **90 countries**, are managed by **28 locations** throughout the world.

There are **14 agencies in France** to provide you with regional proximity.

Every year, the AFNOR Group organises events in your region and hosts Certified Customer Clubs through which you can broaden your network and share your experiences.

AFNOR Certification Panorama

MANAGEMENT

Control your organisational structure.
ISO 9001, ISO 14001, ILO-OSH 2001...



• **Food industry:**
ISO 22000, IFS, BRC

• **Automobile:**
ISO/TS 16949

• **Aeronautics Space
Defence:**
EN 9100, AQAP

• **Rail:**
IRIS

• **Public administrations
& Local Authorities:**
Marianne Label, Qualiville,
1000 NR Regional authorities

• **Information Technologies:**
ISO 20000-1, CMMi

• **Human Resources:**
Equality, Diversity
and Accessibility Labels

PRODUCTS

Guarantee product compliance.

French, European
or international standards



SERVICES

Enhance the quality of your services.

Choose a system of reference
or create your own



SKILLS

Have your expertise recognised.

Auditors, QSE managers,
Assessors, Coaches



LABELS, PRIVATE INSPECTION

Evaluate and optimise your commitments.

Equality, Diversity and Horizon Labels,
Internal Audit



EVALUATIONS

Take the lead.

Performance, Sustainable Development



SOCIAL AND ASSOCIATIVE ACTION

PUBLIC ADMINISTRATIONS

AERONAUTICS SPACE DEFENCE

FOOD INDUSTRY

AUTOMOBILE

BANKING INSURANCE

CONSUMER GOODS

WHOLESALE AND RETAIL

CONSTRUCTION PUBLIC WORKS

COMMUNICATION – MARKETING

CHEMISTRY PETROLEUM

LAW AND FIGURES

ECO-INDUSTRIES

ELECTRICITY – ELECTRONICS

ENERGY

TEACHING AND TRAINING

INDUSTRIAL EQUIPMENT

PROPERTY

PRINTING PUBLISHING

PROCESSING INDUSTRY

ENGINEERING CONSULTANCY

INFORMATION PROCESSING

RAW MATERIALS

MECHANICAL ENGINEERING

CLEANLINESS HYGIENE

HEALTH

SECURITY SURVEILLANCE

OPERATIONAL SERVICES

TEXTILES CLOTHING

TOURISM

TRANSPORT LOGISTICS

The AFNOR Group

In a context of intensified trade, of pursuit of competitiveness and innovation, of **differentiation through quality**, the **AFNOR Group** offers the socio-economic players additional, recognised services that will enable them to occupy a **visible, sustainable** position at regional, national and international level.

The AFNOR Group deploys its expertise in management through quality, a requirement that has become crucial and universal:

- For products, services, skills intended for consumers (B to C) and/or professionals (B to B)
- In the private or public sector
- For organisations of all types and sizes: companies, associations, liberal professions, professional federations, local authorities, public services, schools, universities
- In ever wider fields: environment, sustainable development, risk management, corporate social responsibility, equal employment opportunities, public welcome, accessibility...

Under the direction of Olivier Peyrat, the Group counts over 1,000 employees. In France, 14 regional delegations provide a local service. At international level, the group deploys its services (certification, technical cooperation, training) in over 90 countries.

The AFNOR Group acts at the heart of a network of experts (auditors, instructors/trainers, authors) and partners – government departments, local and regional authorities, consular networks, professional organisations, players of civil society, schools and universities – to **single out and optimise the reference solutions that constitute real competitive advantages for all the economic and social actors.**

www.afnor.org

Standardisation

Publishing

Training
& Consultancy

Evaluation
& Certification

