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 13 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...

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, OSE managers, Assessors

LABELS, PRIVATE INSPECTION
Evaluate and optimise your commitments.
Equality and Diversity Labels, Internal Audit

EVALUATIONS
Take the mead.
Corporate Social Responsibility, Eco design, Lean management, Performance

- 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

- Information Technologies:
  ISO 20000-1, CMMi

- Human Resources:
  Equality, Diversity Labels

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
OPERTATIONAL SERVICES
TEXTILES CLOTHING
TOURISM
TRANSPORT LOGISTICS
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 1,200 employees. In France, 13 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/certification