



**Bureau de normalisation
du Québec**

**BNQ 9700-699/2009
(R 2021)**

**Professional Customer Service —
Funeral Service Providers**

STANDARD

BNQ 9700-699/2009
(R 2021)

Professional Customer Service — Funeral Service Providers

Prestation de services professionnels à la clientèle — Entreprises de services funéraires



Bureau de normalisation du Québec

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FOREWORD

This document was developed in compliance with the Standards Council of Canada (SCC)'s Requirements and Guidance for standards development organizations. Its reaffirmation was approved by a Standards Development Committee, whose members were:

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PROFESSIONAL CUSTOMER SERVICE — FUNERAL SERVICE PROVIDERS

INTRODUCTION

This standard was developed to draw attention to the importance and professionalism of workers and funeral service providers in Québec. Their duties and responsibilities are sizeable. The goal is to ensure, through a consensual standard, a quality level of services and increased transparency in the performance of these services better to protect individuals involved by accompanying them during procedures so they may better cope with the bereavement process. To help you gain a better understanding of the reasons underlying the development of this standard, refer to Annex B presenting reflective guidelines on rituals.

1 PURPOSE AND SCOPE

This standard is intended to establish requirements related to the quality of customer service offered by funeral service providers.

When this service standard concerns management activities, such as the management of human resources, it deals only with aspects related to the quality of customer service.

This standard does not apply to businesses that sell products and supplies to funeral service providers.

This document was developed to serve as a reference document for conformity evaluation activities of specific services.

NOTE — Conformity evaluation is defined as the systematic examination of the extent to which a service fulfils specified requirements.

2 NORMATIVE REFERENCE

The reference below (including any amendment or errata) is a normative reference, and is therefore considered mandatory. It is essential to the understanding and use of this document, and is cited in appropriate places in the text.