

# NEWS ALERT



## Another Year of No Non-Conformities! Bionetix® Passes ISO 9001 Audit



Quality Management System audit time was a little different for our subsidiary Bionetix® International this year due to COVID. Instead of Michel Morin of the SGS accrediting agency traveling onsite to our biotechnology offices near Montreal, Canada, he performed the ISO 9001:2015 quality audit remotely via Zoom video conferencing on January 22<sup>nd</sup>, 2021. The most important thing that did not change was that Bionetix® again passed the quality management system audit with no non-conformities! Three audit report highlights included Bionetix® meeting its goal of no product returns in 2020, slightly surpassing its goal on average ratings for its 2020 customer satisfaction survey, and chronicling 10 new and revised products in progress.

At Bionetix® and Cortec® it is our desire to consistently achieve excellent service and timely delivery, improve our processes, and reach the highest level of quality and customer satisfaction in all aspects of our business. For Bionetix®, this involves the design, development, and manufacturing of microbial products, natural hygiene solutions, and environmental treatments that are truly useful and effective in the field. Maintaining Bionetix's ISO 9001:2015 quality management system with no non-conformities provides reassurance of our reliable service and helps us stay focused on continuous quality improvements for the good of the company and you our customers.

Learn more about Bionetix® and contact us at: <http://www.bionetix-international.com/>



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