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## b<>com earns ISO 9001 certification for its quality approach

Confirming the performance of its management and organization that are solidly geared toward satisfying its customers, the b<>com Institute of Research and Technology is one of the first French companies to obtain ISO 9001:2015 certification.

Taking an unusual approach in the world of research, b<>com prioritizes the commercialization of its research and innovation findings in digital technologies. Customers are the focus of the organization, and satisfying them, or even going beyond their expectations, is a priority. Another strength that was highlighted: the IRT's agility, both internally towards its employees and in its discussions with partners.

*"This recognition of our customer approach is naturally, because our mission is to get products and services that improve everyday life onto the market. Besides that, it is a reward for the hard work of all b<>com's teams. Our commitment for continual improvement of our processes will help us strengthen our relationships of trust with our partners,"* said **Bertrand Guilbaud, CEO of b<>com.**



**In Rennes, the company's head office, 200 people are innovating in digital technologies.**

Credits: Fred Pieau



It wasn't just customer satisfaction management; all of b<>com's activities were assessed: Research, naturally, but also production management and delivery of services, skills management, business intelligence, etc. Based on all of these criteria, AFNOR certified b<>com as being ISO 9001:2015 compliant\*. This latest version of the standard puts greater emphasis on the commitment and leadership of management, and includes a broader range of items concerning risk management and opportunities.

This certification is only a first step for b<>com. As part of its e-health operations, the IRT plans to have its quality management for supplying medical devices certified as well. The goal: develop solutions intended for deployment in the medical market, in accordance with regulatory obligations.

*\*b<>com is certified for its Research and Innovation activities in digital technologies, at its three sites in Rennes, Brest, and Lannion.*

## About b<>com

With its innovations, the Institute of Research and Technology (IRT) b<>com is taking part in the European digital transformation. Its 200 researchers develop tools, products, and services that make everyday life easier. They focus on two fields of research: Hypermedia (ultra-high definition images, 3D sound, smart content, virtual and augmented reality) and more agile ultra-high speed networks (cloud, cybersecurity, ultra-high speed mobile, network resilience, Internet of Things). Of the many fields of application for these technologies, e-health has allowed b<>com to participate in the digital revolution going on in medicine. Founded through a public/private partnership, the IRT gathers the best experts from industry and academia at its campus in Rennes, and at its sites in Lannion and Brest. Since its creation in 2012, the IRT has grown 30% a year. [www.b-com.com](http://www.b-com.com)



[IRT\\_Bcom](#)

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