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OMAN AVIATION SERVICES Certified By IATA As AHS 1000 Accredited Member for the Year 2007

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Oman Air has been recognized by IATA as an accredited member of AHS 1000, for compliance with IATA/AHM 804 measurement of service delivery standards. OAS is the first ground handler in the Gulf region to achieve this recognition, since 1997 and to maintain until date.

Commenting on the occasion, Mr. Mazen bin Seif Al Amad, Senior Manager Ground Operation said, Oman Air is devoted to ensuring a safe, cost effective and competent operation in accordance with our customers' requirements. We implement internationally recognized quality assurance systems to uphold our high quality service standards. Even as attaining the highest level of operational efficiency, safety is always our foremost priority. OAS applies effective safety assurance programmes to ensure the safety and health of our staff in the workplace. The Programme is carried out, in line with the recommendations made by IATA Quality Standards Working Group (QSWG). This yet again boosts our portfolio of international quality and safety standards.



He added, "We are enchanted that our focal point on achieving customer satisfaction through detailed attention to quality has once more been recognised. Re-accreditation of this prominent international certification alongside our other awards, clearly make obvious that Oman Air has established a comprehensive yardstick in ground handling services. The certificate is one of many quality and safety awards, which distinguish OAS. The Main objective is to address specific issues relating to the management, of quality on ground handling. Based on the Service Level Agreement (SLA), 10 areas in Passenger and Ramp are bench marked on a monthly basis with active participation of 11 schedule carriers. 32 flights in a month are selected and the carriers certify benchmarks, the results completed in 278 forms, if the services are satisfactory. Within the main objective, the programme allows the Ground Handler to agree, implement, monitor and improve Service Delivery Standards.

Corporate Communication and Media Department concluded saying that Airport Handling Standard 1000 (AHS 1000) is a dominant quality measurement and control system introduced by experts of airline industry, in compliance with IATA AHM 804 for ground handling agents of airlines. It fits perfectly with any Service Level Agreement. AHS 1000 is not an alternative to a Service Level Agreement, but works with it. The corporation through AHS 1000 decreases the impact of future troubles using open and honest negotiations/discussions, creating short, medium and long-term objectives, and providing a framework for future problem solving. The effects of a Handling Company working with a Carrier rather than for a Carrier are very significant. It enables both parties to merge their force to solve current problems and plan. (AHS 1000), which not only is now the most extensively used quality measurement and control system worldwide involving handlers and carriers, but is also IATA AHM 804 compliant.

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