

# AISATS receives ISO 9001:2008 certificates

AISATS (Air India SATS Airport Services Private Limited) has been honoured with the ISO 9001:2008 certification after independent assessment of the Quality Management System of AISATS being compliant with the requirements of ISO 9001:2008 for Ground Handling and Cargo Services. The certification covers all of AISATS' 5 stations - Kempegowda International Airport, Bengaluru (BLR), Indira Gandhi International Airport, Delhi (DEL), Rajiv Gandhi International Airport, Hyderabad (HYD), Trivandrum International Airport (TRV) and Mangalore International Airport (IXE)

ISO 9001:2008 is an international standard related to Quality Management System and is based on 8 quality management principles, namely; Customer Focus, Leadership, Involvement of People, Process Approach, System Approach to Management, Continual Improvement, Fact-based Decision Making and Mutually Beneficial Supplier Relationships. ISO 9001:2008 certification also ensures involvement of top management in the improvement of the quality management system in the company and facilitates the organisation to become customer-focused.

