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## PrivatAir France receives ISO 9001-2000 certification for its Business Aviation Services

PrivatAir France, based at Paris-Le-Bourget Airport, has just been awarded the coveted ISO 9001-2000 certificate of Quality for its aircraft ground handling services.

PrivatAir France's Quality Management System - the basis of the ISO certification - was introduced on August 1, 2002 using the model developed in 1998 by PrivatAir Geneva, which was the very first European airline to receive ISO approval.

"We are very proud of Richard Webb, General Manager of PrivatAir France and his team of 40 professionals in having achieved this rigorous test of excellence, said Dave Hurley, Chief Executive Officer, PrivatAir Group.

"This certificate is especially important for our customers" said Richard Webb, "because it guarantees they will receive the same high level of service at all times and in all circumstances, whatever the type of aircraft or the nature of their operation".

PrivatAir's certification, which followed an in-depth audit carried out during November 2002 by Swiss TS, covers all of the services offered by the company at Le Bourget Airport<sup>2</sup>.

With these facilities, PrivatAir customers avoid crowded main terminals and optimise the use of their time before flying. From the moment passengers arrive at the airport to when they board the aircraft for departure, they are treated to a first class, seamless service, including assistance with baggage, refreshments, any business services they may need in the private lounge, and smooth customs and immigration clearance.

PrivatAir has the capacity to handle all types of aircraft and meet the requirements of a variety clients, from the businessman who is also a pilot, to a company moving its top executives.

The origin of the Le Bourget operations goes back to 1964, when Transair began offering aircraft sale and technical support services. In 1974, the company extended its activities to include ground handling, which rapidly became its core business. The acquisition of Transair at the end of 2000 gave PrivatAir the opportunity to further expand and strengthen its European ground handling services, together with a 35% share of air traffic handling in Paris Le Bourget, the premier business aviation airport in the European Union.