African Travel Concept, first ISO 9001:2008 certified tour operator in SA

ATC African Travel Concept is the first tour operator in Southern Africa to be rewarded ISO 9001:2008 Commercial Certification.

ISO 9001 Certification is focused on quality management systems that meet the global standard and seek to continually improve the quality management system to the benefit of clients, suppliers and employer-employee mutually beneficial relationships.

ATC, as a company, has outlined various steps and processes to ensure the continuous improvement of service delivery levels, quality products and client satisfaction. By involving all levels of the organisation into the process, constant assessments by means of regular external and internal audits are the basis to ensure highest quality at all times. The input is used to ensure that an accurate knowledge-based assessment process is used to constantly meet, exceed and improve on the highest level of service. Audit results are discussed in regular management review meetings and action plans are developed.

For any further information regarding ATC's quality objective achievement plan, contact its management representative, Gail Keown, by emailing her at gkeown@atc-sa.co.za.