



BELGOCONTROL HAS OBTAINED THE ISO 9001: 2000 CERTIFICATION

BELCERT, the Belgian certification accreditation authority, has officially delivered the certificate to Jean-Claude Tintin, Chief Executive Officer of Belgocontrol, during the annual staff dinner on Thursday 29th January 2004.



(from left to right): Louis Dingemans, auditor for Lloyd's Register Quality Assurance, and Jean-Claude Tintin, Chief Executive Officer of Belgocontrol

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The Chief Executive Officer explained that:

“Belgocontrol is one of the few European air navigation services providers having obtained the ISO 9001: version 2000 certification for all of its activities. This is nevertheless exceptional compared to the certification of our counterparts in other countries where often only a part of the activities is involved. The company confirms in this way its intention of remaining among the top few European air traffic control centres.”

Quality management is actually a rather new concept as regards the provision of air navigation services. Customer satisfaction and continual improvement are the two main objectives.

Jean-Claude Tintin, Chief Executive Officer, and the Quality cell, managed by Chris Cachard, insisted on thanking the whole staff for the meritorious work performed by everyone in this perspective during the 3 last years. Moreover the external auditors of Lloyd's Register Quality Assurance confirmed this at the end of their assessment audit carried out the first week of January 2004, by underlining that they had noticed a great motivation and a lot of commitment among all the auditees.

The Total Quality Management (TQM) programme of the company is simultaneously based on a quality management system according to the ISO9001 standard version 2000, and on a management system for air traffic safety. These two systems are inseparable in aeronautics. Belgocontrol has therefore opted for an integrated system in order to ensure its clients an optimal service quality.

The aspect of air traffic safety has also been inserted in the procedures each time it was applicable. The future obligation of Belgocontrol to respect Eurocontrol ESARR's (European Safety Regulatory Requirements) has already been reckoned with. This will significantly simplify future audits on ESARR's carried out by superior regulatory authorities such as the Directorate general Air Transport and Eurocontrol.

Belgocontrol is an autonomous public company created in October 1998. Its mission is to ensure the Air Traffic Safety in the airspace for which the Belgian State is responsible. It controls the areas of the airports of Brussels, Antwerp, Charleroi, Liège and Ostend, the civil controlled airspace from 0 to 8,000 metres for Belgium and from 4,500 to 8,000 metres for Luxembourg. The area above 8,000 metres has been delegated to the air traffic control centre of Eurocontrol in Maastricht, that manages the upper airspace traffic in Belgium, Luxembourg, the Netherlands and in the Western part of Germany.
www.belgocontrol.be