

Schedule Coordination Austria (SCA) received the quality management certification EN ISO9001:2015 from TÜV-Austria

An achievement:

On December 13th, 2019, SCA was certified by TÜV-Austria, Austrian representative at the international organization for standardization, according to the quality management standard ISO9001:2015.

This certification is the achievement of a long voluntary process of SCA, -the Airport Slot Coordinator and Schedule Facilitator for airports in Austria-, during which a quality management system (QMS) has been implemented aiming at a continuous improvement of SCA's services and efficiency level by:

- mapping the key processes of SCA to fulfill the different missions,
- describing and documenting the key actions,
- introducing the necessary tools and indicators for the management of the different activities,
- implementing all the organizational, procedural and human requirements by this international standard.

The scope of this certification covers the three essential missions of airport slot coordination organization as defined in the European Regulation 95/93 as amended on common rules for the allocation of slots at Community airports:

- the allocation of airport slots and facilitation of schedules at airports,
- the monitoring of the usage of slots allocated to the aircraft operators, and
- the communication of information to interested parties

Supporting the legal framework of our activities and duties, also Industry Guidelines like the WASG (World Airport Slot Guidelines) or Recommended Practices developed by WWACG (World Wide Airport Coordinators Group) or EUACA (European Airport Coordination Association) create an important element in the customer orientated management of our processes and activities.

What are the benefits of such a certification?

The quality management certification according to this international standard was identified as a way to ensure, through an audit conducted by an external organization, independent from all interested parties, including the national authorities, that applicable European and Austrian regulations are properly enforced by SCA and that the procedures and processes established by SCA and integrated in its Quality Management Manual are correctly applied.

Without directly interfering in the way SCA Managing Director and his team perform their duty, and therefore in full compliance with the independence principle required by the EU regulation, national authorities and SCA shareholders (airlines and airports) will then be alerted of any potential major deficiency of the Austrian coordination thanks to the annual audit conducted by TÜV-Austria, an internationally recognized certification organization.

As a first step, SCA identified and described the key processes of its activity. Procedures were designed to specifically describe the implementation of every process key points. These procedures are purely for an internal usage, but they also allow the national authorities to check that they are compliant with all the applicable regulations. The correct implementation of these procedures is monitored and guaranteed by the certification.

Focused on customers

SCA will organize every second year an anonymous customer satisfaction survey. The objective of these surveys is to identify areas of progress or development but also to collect suggestions for improvement or service enhancements.

SCA thanks in advance the airport user's representatives (airlines and General & Business operators) for their contribution, which is pivotal to the success of this quality management system, in order for SCA to assess its quality level as experienced by its customers.

In addition, the Managing bodies of the Airports in Austria handled by SCA with regard to slot allocation and schedule facilitation will also be interviewed in the future.

On top of this, the members of the SCA Team systematically capture every claim expressed by a customer, either by email or by any other means. They also register every identified internal deficiency, in order to analyze it and implement corrective or preventive dedicated actions, which are evaluated later on for their efficiency.

To support our customer oriented quality management, a generic email address will be introduced and made available for any organization concerned by SCA's services and activities, airlines, airports, handling agents, national authorities, to directly send comments, suggestions or possibly report claims.

The certificate is obtained for a 3 years period; in the meantime, audit's by TÜV-Austria will confirm the certification every year.

We thank all our customers, stakeholders, suppliers and interested parties for their participation to our continuous improvement process.

SCA/WG
20.12.2019



CERTIFICATE



**Management system as per
EN ISO 9001:2015**

In accordance with TÜV AUSTRIA CERT procedures, it is hereby certified that



SCA - Schedule Coordination Austria GmbH
Office Park 1, Top B 08/04
A-1300 Wien-Flughafen

applies a management system in line with the above standard for the following scope

Airport Slot Coordination & Airport Schedule Facilitation

Certificate Registration No. 20100193005447

Valid until 2022-12-12
Initial certification: 2019-12-13

Certification Body
at TÜV AUSTRIA CERT GMBH

Vienna, 2019-12-13

This certification was conducted in accordance with TÜV AUSTRIA CERT auditing and certification procedures and is subject to regular surveillance audits.
TÜV AUSTRIA CERT GMBH Deutschstraße 10 A-1230 Wien www.tuv.at



ZERTIFIKAT | CERTIFICATE | CERTIFICAT | CERTIFICADO | СЕРТИФИКАТ | 證書 | 인증서 | شهادة

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