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Oman Air's Luxury Muscat Lounges Receive ISO Certification

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Oman Air's luxurious lounges at Muscat International Airport have just been awarded ISO certification, following an audit by Intertek Semco Certification AB.

The First Class and Business Class lounges, which were unveiled earlier this year, have been awarded the ISO 9001:2008 certificate in recognition of its quality management systems.

Richard Hodges, Oman Air's Chief Officer Hotels and Catering, commented:

"We are delighted to have been awarded ISO 9001:2008 certification, and to have had the high quality of the management systems at our Muscat lounges confirmed.

"Every aspect of both our First Class and Business Class lounges has been designed to deliver the ultimate in hospitality for our guests and we have developed management systems which aim to deliver consistently high standards throughout our operation. The ISO 9001:2008 certification process has clearly shown that we have the right systems in place and all the customer feedback we have received shows that customers really appreciate our focus on quality and attention to detail.

"The hospitality that we offer at our lounges is an important element of the seamless Oman Air passenger experience and we look forward to building further on this important recognition."

The audit which preceded ISO 9001:2008 certification examined every aspect of Oman Air's airport lounge management systems, ensuring that they are robust, adaptable and applicable to all areas of the lounges' operations.



The award of certification to Oman Air's lounges at Muscat International Airport follows the recent ISO certification of the airline's supply chain management and is the latest step in Oman Air's programme of ensuring the highest possible quality in all aspects of its business.

Richard Hodges concluded:

"Oman Air is a luxury carrier and quality lies at the heart of everything we do. The First Class and Business Class lounges at Muscat are an excellent example of this – we offer outstanding hospitality within a relaxing environment which is perfect for preparing for your flight. Whether you choose the full à la carte dining experience or just a light snack, our menus will get your taste buds tingling, and our complimentary massages will ease away any tensions. The décor is elegant and refined, the atmosphere is soothing and services such as our First Class lounge-to-aircraft limousines underline the exclusivity that our guests enjoy. Ensuring that all this works perfectly requires excellent management systems and I would like to congratulate all the staff who have contributed to the

achievement of this ISO 9001:2008 certification."

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