

# News from ITP Partners...

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## ISO accreditation awarded to ITP in Lebanon

On 23rd of January 2017, Sun Holiday Tours were awarded ISO 9001-2015 certification, a significant achievement for the ITP partner in Lebanon. Throughout the company, many employees worked together as a team to support and drive the process which led to accreditation. The procedure was complex and required changes to be made in many areas of the business to meet the ISO standard and fulfil all of the certification requirements. "Amin Haddad, Executive Manager, commented "We are very proud of the Team and the way they all pulled together to achieve this important goal for our company".

ISO Certification is not a new development in Travel. Many ITP partners are certified and Sun Holiday Tours can now join this group and meet the standards prescribed by so many multinational and global customers. Sun Holiday Tours started this project just over a year ago in an effort to embrace quality and continuous improvement. Most importantly, it enables them to meet the international standards now required by a growing number of existing and potential customers.

The process required two ISO auditors to move into Sun Holiday Tours' offices to implement the fundamental ISO procedures and work alongside the Team. The main challenge for everyone involved was to adapt to an entirely different approach to many everyday tasks and processes. Imad Wehbe and Roula Khoury were instrumental in driving the Team behind this project from start to completion.

Sun Holiday Tours is currently the only Lebanese travel company certified to be ISO 9001-2015 compliant. Without doubt, this achievement has raised their profile in the Lebanese marketplace and the feedback that followed shortly after certification was very positive and encouraging for all involved.

Amin went on to say, "ISO 9001-2015 is already proving to be beneficial internally to our business, and we really feel this will be followed by positive opportunities in local and international markets."

Amin Haddad  
Executive Manager  
Sun Holiday Tours - ITP Lebanon

