GULF AIR'S WORLD FIRST WHEN IT COMES TO IT CERTIFICATION.

News / Airlines

Bahrain carrier Gulf Air, has become the first airline in the world to be certified with Information Technology ISO certifications in the five areas of Quality Management, Environmental Management, Service Management, Information Security Management and Energy Management Systems.

Following a comprehensive internal and external audit conducted by RINA Services, one of the oldest international certification bodies, Gulf Air was awarded ISO 14001 and ISO 50001 Certifications (Environmental Management and Energy Management Systems) while picking up, for the second year in a row, ISO 9001 Certification (Quality Management System) and ISO 20000 Certification (Service Management System) and also garnering, for the third year in a row, ISO 27001 Certification (Information Security Management System).
In a world first, these ISO Certifications acknowledge Gulf Air's successful implementation of international standards and best practices as it strives to continuously improve the quality of the airline's Information Technology services as well as their impact on the environment.
The airline's acting CEO. Maher Salman AlMusallam said: "I'm delighted with our achievement. At Gulf Air, we effectively deliver superior quality, service and security while maintaining focus on our

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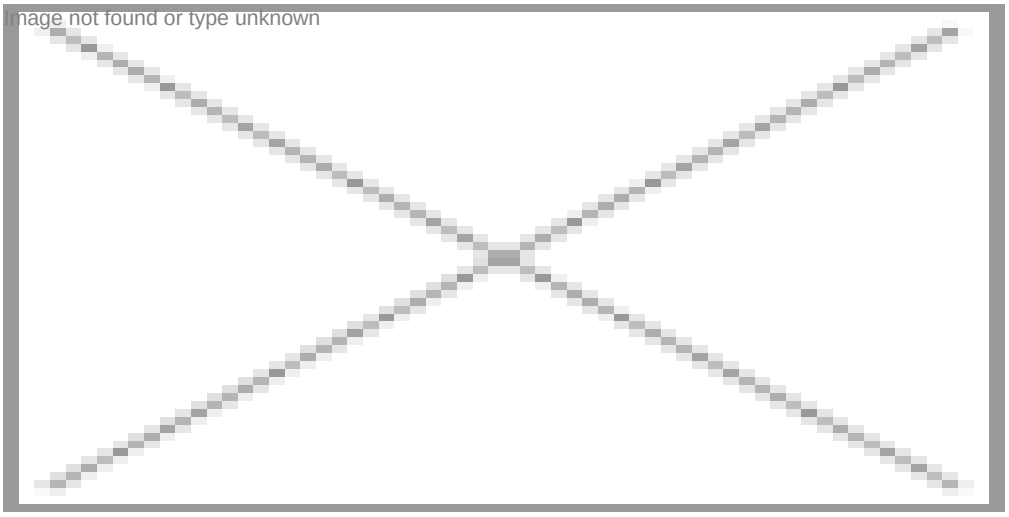
impact on the environment. Gulf Air continually strives to safeguard and enhance these areas across the organization – including our Information Technology offering – critical to ensuring customer satisfaction."

Gulf Air's director of IT, Dr. Jassim Haji added: "We are pleased to achieve yet another 'first' in our information technology offering and pleased to be recognised for our team's work in further helping to achieve customer satisfaction. Such certifications enable us to guarantee the highest level of IT services excellence which has direct a positive influence on the end-user and passenger experience."
The certificates were presented to Gulf Air by RINA certification manager, Santosh Rodrigues who congratulated the airline on yet another achievement in the field of information technology. The national carrier's most recent IT achievements include implementation of electronic flight bag, big data, business intelligence and the hybrid cloud, which were recognised in several international forums and have earned the airline numerous international awards..



Pictured: Gulf Air director of information technology, Dr. Jassim Haji is seen alongside Gulf Air's acting CEO, Maher Salman AlMusallam (centre) with RINA certification manager, Santosh Rodrigues and members of Gulf Air's Information Technology team

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