

# SAS PRESS RELEASE

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## SAS FLIGHT OPERATIONS IS ISO-CERTIFIED

SAS is the first international airline to get an ISO-9001 certified Flight Operations Department. The Certification will be presented today by the CEO of Det Norske Veritas at a ceremony held at SAS's head office in Stockholm

"It is highly gratifying to receive an official confirmation that we fulfill the very strict quality requirements demanded of an operation such as ours," says Per Lock, Vice President of Flight Operations.

In August 1995, SAS's management decided to apply for ISO-9001 certification for Flight Operations since that department already had an extensive quality reporting system in place. The application for ISO certification was an obvious step to demonstrate SAS's ongoing dedication to quality through TQM, Total Quality Management.

"We never had any doubts regarding the quality of our work in Flight Operations, but when we applied for the ISO-9001 certification we were forced to carry out a complete analysis of our activities -- which encompassed everything from administration to aircraft operations. This has involved a great deal of work for many of our employees during the past one and a half years but is now rewarded by the satisfaction of knowing we fulfill all the international quality requirements demanded by the ISO system," says Per Lock.

SAS continues to persevere in its quality work and intends to also apply for ISO-9001 certification in other departments.

For further information:

Owe Sandström, SAS Flight Operations, tel: +46-8-797 1064

Jens Ericsson, SAS Flight Operations, tel: +46-8-1920