Boeing Air Traffic Management Awarded ISO 9001:2000 Certification

The International Organization for Standardization (ISO) has certified Boeing Air Traffic Management (ATM) as meeting or exceeding its requirements for quality management systems.

"We are very proud to receive this important certification because it means that independent experts have put our business under a microscope and determined that we have the management processes in place to ensure quality products and services," said John B. Hayhurst, president of ATM. "Nothing is more important to us than meeting or exceeding the expectations of our current and future customers," he added.

The internationally recognized ISO 9001:2000 certification ATM received requires that an organization:

- Identify the processes needed for quality management
- Determine the criteria and methods needed to ensure process effectiveness
- Continually improve its processes

The ISO standard holds organizations that outsource work responsible for the processes of their suppliers where those processes affect the quality of the end product or service. It also requires development and maintenance of a quality manual, documentation of requirements, procedures and processes, and maintenance of records showing evidence of conformity to requirements.

Boeing ATM was launched in the fall of 2000 with the goal of transforming the global air traffic system into a network-enabled, next-generation system with greater capacity, efficiency, safety and security than the current system. Reducing the impact of air travel on the environment and keeping the system accessible and affordable for all users are other top ATM priorities.

"We believe that having a quality management system which meets ISO's high standard is essential to the success of our mission. Quality must run through everything we do," Hayhurst said.

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