

PR11/2010

Ngong Ping 360 Attains ISO 9001:2008 Certification

(Hong Kong, 29 April 2010) Ngong Ping 360 is pleased to announce that the company officially received ISO 9001:2008 certification in April 2010.

The certification demonstrates that Ngong Ping 360 services have met the stringent requirements specified by the ISO 9001:2008 Quality Management System, and adopted international best practices in the company's delivery of safe and reliable cable car journeys and excellent guest services to visitors worldwide.

"As a world-class tourist attraction in Hong Kong, we aim to consistently provide the highest level of safety, reliability, efficiency and quality services to our guests," said Ngong Ping 360 Managing Director Mr Y T Li. "We proactively stretch our targets to seek continuous improvements in everything we do for the promotion of tourism in Hong Kong."

"Our Cable Car Operations Department received ISO 9001:2008 certification last year and we are pleased to see the certification extended to our entire company this year," Mr Li added.

To prepare for the company-wide ISO 9001 certification, Ngong Ping 360 has set high standards for its operations and services, and ensured that these are supported by clear procedures and performance measures which are aligned across all departments including Cable Car Operations, Guest Services & Village Operations, Ticketing, Safety & Quality, Procurement, IT services, Finance & Administration and Human Resources. To deliver high quality services to the tourists, staff are also properly trained and qualified, and all are well-equipped to implement the quality system.

Ngong Ping Cable Car services have consistently achieved a reliability rate at over 99% and surveys show that more than 80% of the tourists visiting Ngong Ping 360 are highly satisfied with the cable car services and the visit to the beautiful country side of Hong Kong.

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