



“ISO 9001:2015 standard allows us to continually improve process and customer satisfaction”

Mario Habig - Managing Director, Le Passage to India Journeys

Client Background

The Le Passage to India Journeys (LPTI) is India's premier Destination Management Company with a clear vision: to create the 'journey of a lifetime, every time' for all its clients. The Company also has an elaborate country wide network of owned offices across India and strategic global alliance for overseas representation. It's Pan-India network enables LPTI to maintain the high standards of services delivery as well as scout for innovative products. The international representatives work with to ensure a smooth and successful collaboration with all clients across the globe. Through the years, LPTI has been recognized for its efforts multiple times and has won many awards, including the coveted position of No. 1 by the

Ministry of Tourism, Government of India as many as six times.

Why ISO 9001 Certification?

LPTI is committed to providing immaculately planned trips with consistent quality to its clients.

In today's environment, to be a truly global player and guarantee quality, there is a need to ensure continual improvement by streamlining processes and business efficiencies.

As Mario Habig, MD, explains, 'Standardization helps create the precondition for operational success so we can focus on ensuring our clients' preferences are reflected in every aspect of their journey'.

To achieve this goal, LPTI decided that the implementation of a quality management system based on the ISO 9001:2015 was the way forward.

Implementation

As Mr. Habig explains, "Risk-based decision making is a key element in the latest ISO 9001:2015 standard. After implementing this standard, we at LPTI have been able to better monitor the processes and track improvement based on relevant data. This has led to better decision making and strategic planning, which helps the business grow and encourages employee engagement".

The ISO 9001:2015 standard also enables companies to systematically track customer feedback and satisfaction levels allowing for improvements where needed.



Benefits

Implementation of ISO 9001:2015 has been highly beneficial. LPTI has seen:

- cost savings
- improved efficiency and productivity;
- process integration
- continual improvement
- increased customer satisfaction

"The Quality Management System is helping to run our business now and it is the best management tool for us" - Mr. Habig affirms.

Why BSI?

BSI is a renowned organisation that has been in the business of developing standards for many years. With a rich history of accomplishments, ranging from the grant of royal charter to the multiple acquisitions of other Audit bodies, the standards developed by BSI have enabled many organisations to set up efficient and effective management systems that allow the senior management to better govern its people, process and technology.

Keeping all of the above in mind, and with the recommendation by the in-house advisors (Big 4) that certifications with BSI are the least disruptive and cost efficient, the decision was an obvious choice. And it has proven to be a correct one.

LPTI is firmly committed to following and implementing the ISO 9001:2015 quality management standards and looks forward to a long-lasting and mutually beneficial relationship with BSI.

Call +91 (0)11 2692 9000 to find out how BSI can help your business make excellence a habit.

