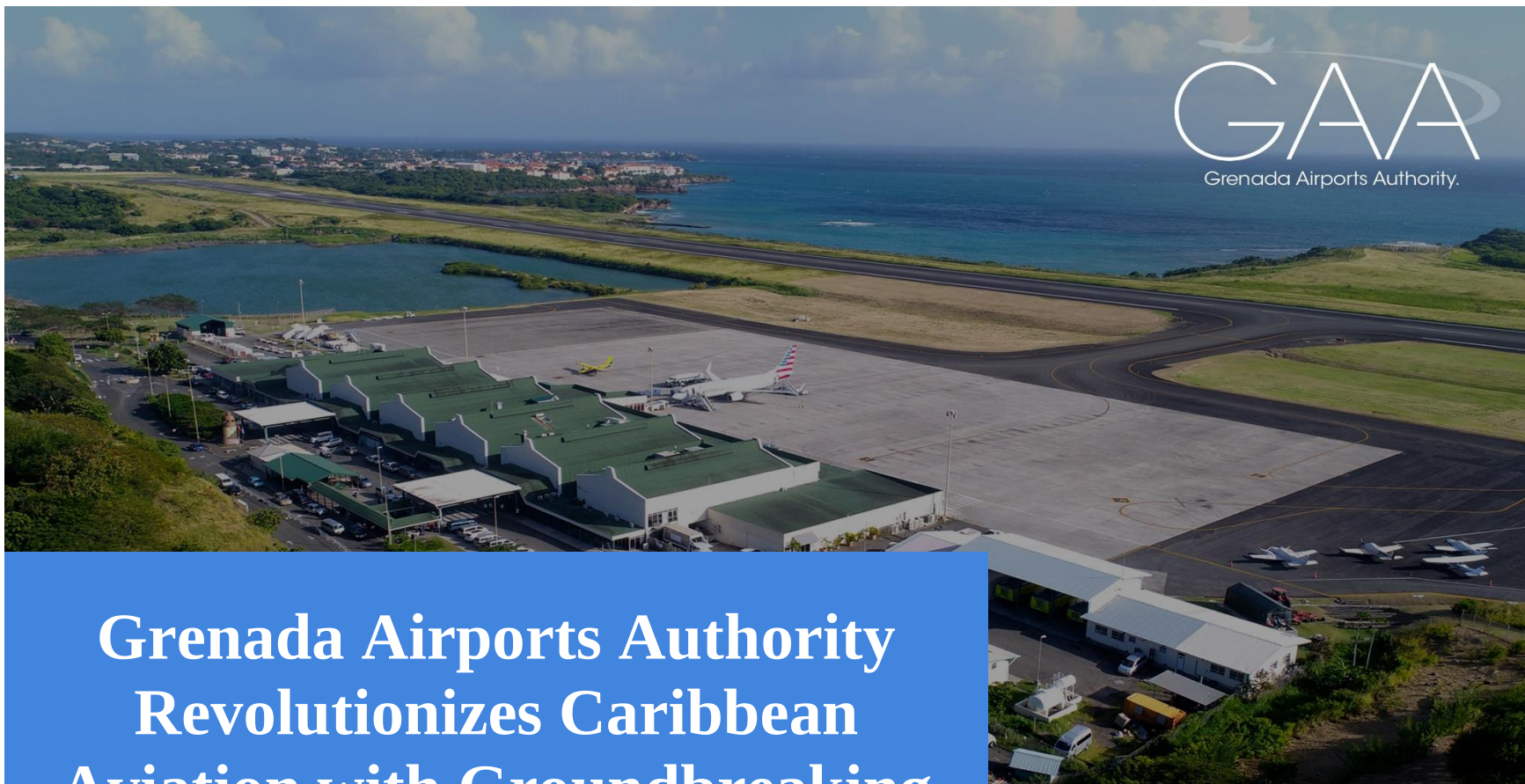




Grenada Airports Authority Revolutionizes Caribbean Aviation with Groundbreaking Quality Initiatives

St. George's, Grenada – November 14, 2024 – The Grenada Airports Authority (GAA) is setting new standards in Caribbean aviation with innovative quality initiatives that focus on service, safety, and sustainability. Thanks to a strategic decision by the Board of Directors, chaired by Mrs. Anya Chow Chung, GAA established its Quality Assurance and Compliance (QAC) Department in March 2023, transforming operations at Maurice Bishop International Airport and Lauriston Airport.

"This isn't just an operational shift; it's a cultural transformation," said Mrs. Chow Chung. "Our vision is to build a culture of excellence that resonates across our organization and positions GAA as a regional model for quality and sustainability."

CEO and General Manager, Mr. Edgar Stephen emphasizes, *"We're committed to embedding quality into the DNA of GAA, creating an environment where every employee, from frontline staff to senior management, is focused on delivering exceptional service"*

At the heart of GAA's transformation is the *Quality Champions* program, launched in September 2023. What sets GAA's approach apart is its extensive network of Quality Champions spanning fifteen critical departments, creating an unprecedented web of quality excellence. The Quality Champions initiative is distinguished by its focus on developing internal talent and expertise. This initiative empowers designated staff members from Air Traffic Control, to Security, and more to lead quality efforts within their teams. These Champions receive training in quality management and auditing to boost their competence.

"Each Quality Champion brings unique expertise and perspective to our quality mission," explains Ms. Cécil Mitchell, Quality Assurance and Compliance Manager. "This diverse representation ensures that quality consciousness permeates every aspect of our operations, from airside to landside. They ensure that quality reaches every department, and they inspire their colleagues to aim higher every day."

CEO, Mr. Edgar Stephen added, *"These champions show that quality is everyone's responsibility. Their passion is helping us create a GAA experience that travellers and employees are excited to be a part of."*

Building Quality with the 4Ps Framework

GAA's approach to quality is grounded in the 4Ps model, ensuring excellence at every level:

1. People – GAA invests in training and development, empowering a talented workforce that takes pride in creating memorable travel experiences. The Quality Champions program is a shining example of this commitment.

2. Policy – Our Quality Management System (QMS) aligns operations with international standards, supporting continuous improvement.

3. Premises – GAA maintains clean, comfortable facilities that put passenger safety and convenience first.

4. Processes – From streamlined check-ins to efficient boarding, GAA's operational processes are optimized for a seamless travel experience.

"The 4Ps framework is our recipe for ensuring every passenger enjoys an exceptional journey," said Mrs. Cristina Joseph, Director of Operations. "It's how we bring quality to life across the airport."



Strategic Quality Excellence

The GAA Quality Policy: A Blueprint for Excellence

The GAA Quality Policy, introduced alongside the QAC Department, sets forth a comprehensive framework that aligns with international standards while addressing the unique needs of Grenada's airports. The policy prioritizes:

- **Customer-Centric Service** – Ensuring resources are deployed effectively to exceed customer expectations.
- **Empowered Team** – Fostering a culture of motivation, competence, and integrity through continuous training and evaluation.
- **Safety and Compliance** – Strict adherence to regulatory standards with a focus on safety and proactive quality checks.
- **Sustainable Practices** – Embracing environmentally friendly operations, from waste reduction to energy conservation.

Passengers, Join the Movement!

SUP Reduction Initiative

GAA is excited to invite passengers to join the *Single Use Plastics (SUP) Reduction Initiative*, launched in June 2024 with the Grenada Solid Waste Management Authority. The initiative has already removed over 667 pounds of plastics from airport facilities, helping to keep Grenada pristine. Passengers can make a difference too—simply drop plastic bottles into the designated recycling bins throughout the airport.



Large depository for disposal of plastic bottles

“Our SUP Reduction Initiative is all about sustainability,” said Ms. Mitchell. “By placing your plastic bottles in our recycling bins, you’re helping us create a greener, cleaner Grenada. Every small action counts!”



Ms. Dale Mc.Intosh, Quality Champion, HR

Quality Week Celebrations: Honouring Champions and Gathering Feedback

To celebrate *Quality Week* (November 11-15), GAA invited staff and passengers to participate in three surveys to improve airport services:

- *Rainbow Janitorial Services*: Evaluating the cleanliness and maintenance of our facilities.
- *Skyline Café*: Gathering feedback on food quality and service.
- *SUP Reduction Initiative*: Measuring awareness and impact of GAA's sustainability efforts.

On *World Quality Day*, November 14, the QAC Department hosted a special luncheon to honour the Quality Champions who assist in driving these initiatives forward.

“These activities bring our quality journey to life,” noted Mrs. Joseph. “Quality Week is a time to celebrate our progress and honour all champions leading the way.”

GAA: Becoming the Employer of Choice

GAA's focus on quality extends beyond passenger experience; it's about making GAA an exceptional place to work. *“Quality begins with our people,”* said the HR Director, Dr. Jamiillah Anane. *“Our goal is to become the employer of choice in Caribbean aviation. By fostering a supportive culture, investing in training, and encouraging growth, we're creating a workplace where employees feel valued, motivated, and inspired to build meaningful careers.”*

Looking Ahead: Innovation and Continuous Improvement

GAA's quality journey soars, with plans to continue real-time quality monitoring, expand training, enhance the customer experience and elevate our compliance with industry standards. *“Our journey is about setting new standards in aviation,”* said Mr. Stephen. *“We're committed to delivering excellence in everything, from service to sustainability.”*

Ms. Mitchell added, *“We're weaving a tapestry and building a model of quality and sustainability. Every initiative, every training, and every effort by our Quality Champions brings us closer to that vision. We are proud of our progress and excited for the future.”*

Building a Future Together: Thank You to Our Team and Stakeholders

As GAA continues to soar, we want to recognize the incredible contributions of our team, management, and stakeholders. Your support has been vital in helping us reach new heights in quality, safety, and sustainability. From our frontline staff to our Board of Directors, everyone's dedication is what makes GAA shine.

"We're grateful to everyone who's been part of this journey," said Mr. Stephen. "Thanks to your commitment, we're not just improving operations—we're redefining what passengers expect from GAA. Here's to many more years of quality excellence!"

Happy Quality Week, Everyone!

Join us in celebrating Quality Week, whether by sharing feedback, honouring our Quality Champions, or helping us go green with the SUP Reduction Initiative. Together, we're building an extraordinary GAA experience. Here's to a quality-filled week—and beyond!

For more on GAA's initiatives, contact the *Quality Assurance and Compliance Department* at :

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About Grenada Airports Authority
The Grenada Airports Authority manages Maurice Bishop International Airport, and Lauriston Airport is committed to delivering exceptional travel experiences through innovation, quality, and sustainability