

FOR THE FIRST TIME, NATIONAL QUALITY INSTITUTE HONOURS A FEDERAL INSTITUTION

OTTAWA — Natural Resources Canada's Aeronautical and Technical Services (ATS), has won the prestigious "Canada Award for Excellence." It is the first Government of Canada organization honoured by the National Quality Institute (NQi) for high-quality products, services and management. The awards were created in 1992 by NQi to recognize excellence in implementing quality principles and practices.

"The men and women producing these maps for Canada are among the best in the world. Their commitment to excellence is integral to aviation safety in our country," said Ralph Goodale, Minister of Natural Resources Canada. "The NQi's award is especially welcome since the quality of aeronautical charts is so important. Pilots use them to navigate, air traffic controllers need them to manage air traffic, and rescue teams rely on them in emergencies."

ATS publishes Canada's official aeronautical charts and quickly produces the maps needed in national emergencies. ATS recently implemented new technology and digital products and services to provide fast, first-rate service to their clients and to reduce costs. It has met the ISO 9001 standard for effective and efficient operations since 1997.

"ATS's dedication to excellence and continuous improvement place it among the most efficient and competitive organizations in the private and public sectors," said Alan Stark, Chairman of the Board of Governors for NQi also President and CEO of Amex Bank of Canada. "ATS also demonstrates the Government of Canada's overall commitment to supporting its employees, providing top-quality products and services, and putting its resources in the right places."

The NQi assists Canadian organizations to achieve the best possible quality in their products and services, and in their working environment, helping to create more profitable corporations, more responsive health care and educational institutions, and more efficient government. The awards encourage the adoption of world-class management techniques, promote communication and create a forum for the exchange of best practices.

ATS will receive its Canada Award for Excellence at NQi's Excellence Summit on Thursday, October 26 at the Metro Toronto Convention Centre.

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For more information on ATS, please consult the following [backgrounder](#) and the [ATS Web site](#)
