

**APAQ congratulates Autocars Murray Hill Inc.  
for becoming a certified carrier**

**Québec, October 1<sup>st</sup>, 2003** - The Québec Bus Owners Association (APAQ) is pleased to congratulate Autocars Murray Hill inc., a branch of Groupe Gaudreault, to be the first bus transport company in Québec to satisfy the standards for bus transport services.

The *Private Bus Transport company Certification Program* aims at enhancing the quality of business relations at each step of customer services, starting at the very first contact between the customer and the certified carrier. Nothing is left to chance, consequently safety, competence, quality and reliability are no longer taken for granted. The new standards guarantees that a certified carrier company will deliver the promised high level of services.

Conscious that people are more and more interested by the quality of the goods and services they buy, the Québec Bus Owners Association (APAQ) has given a mandate to the Québec Standards Bureau (BNQ) to elaborate the *Private Bus Transport company Certification Program*, in collaboration with the Ministry of transports, Tourisme Québec, members of the industry and representatives of the customers. The *Private Bus Transport company Certification Program* gives a quality measure instrument which allows the bus transport industry to offer added quality services to customers from all origins.

*L'APAQ fière des 15 ans  
de son événement  
BIENVENUE QUÉBEC*



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Getting certified is a serious business and the Murray Hill team can be proud to have met all the requirements of the program.

APAQ is a non profit organisation, funded in 1926 by the pioneers of the bus transport industry in Québec.

Created by carriers who understood the need to be united to better insure the development of the industry, APAQ represents today a dynamic collective force, dedicated to promote transport by bus. Its membership counts 230 companies operating everywhere in Québec in all types of bus transport, charter, public, long distance, airport, school, tourism and adapted.

For more information concerning the Program, please visit our web site at [www.autobuscertification.com](http://www.autobuscertification.com)

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