



Association des propriétaires
d'autobus du Québec

MEDIA RELEASE

The APAQ Congratulates AUTOBUS GALLAND On Bus Transport Certification

Québec City, March 9, 2005 – The Association des propriétaires d'autobus du Québec congratulates Autobus Galland on obtaining its certification with respect to the bus transport service standard from the Bureau de normalisation du Québec (BNQ), thanks to which it has become one of only two certified bus transport companies in Quebec.

The *Bus Transport Businesses Certification Program* is intended to enhance the quality of business relations at each stage of client service, starting with the client's initial contact with the certified business. Nothing is left to chance, meaning that safety, competence, quality and reliability are no longer taken for granted. Under this program, participating bus transport companies implement a set of procedures, rules and standards which ensures that clients will receive the guaranteed level of service.

Out of an awareness that the public is increasingly attentive to the quality of the goods and services that it purchases, the Association des propriétaires d'autobus du Québec (APAQ) mandated the Bureau de normalisation du Québec (BNQ) to develop the *Bus Transport Businesses Certification Program* in collaboration with the ministère des Transports du Québec, Tourisme Québec, bus transport businesses, and clients. The *Bus Transport Businesses Certification Program* is a quality measurement tool that enables the Quebec bus transport industry to provide added value to the services provided to the entire spectrum of end users.



Obtaining this certification entails completing a rigorous process. Justifiably, the Autobus Galland team can take pride in having fulfilled all the prior requirements to receiving program certification.

The Association des propriétaires d'autobus du Québec is a non-profit organization founded in 1926 by the pioneers of bus transport in Quebec. Created by carriers who understood the need for unity in their efforts to further the development of the bus industry, the APAQ is now a dynamic, influential association committed to the promotion of bus transport. It brings together 230 businesses operating in all areas of Quebec in airport, urban, intercity, charter, school bus, tourist, and paratransit transport.

For more information about the *Bus Transport Businesses Certification Program*, please visit www.autobuscertification.com.

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