Case Study

Skyrail and their certified ISO 14001, Environmental and ISO 9001 Quality Management Systems

Australian tourist attraction Skyrail Rainforest Cableway is a multi-award winning, environmentally sustainable operation that credits the combination of their ISO 14001, Environmental Management and ISO 9001, Quality Management Systems to part of their outstanding success.

Gliding just metres above the rainforest canopy in Cairns, North Queensland, Skyrail spans 7.5kms over World Heritage listed tropical rainforest.

This multi-award winning tourist attraction is recognised not only as a premier tourist experience, but as a world leader in eco-tourism.

Skyrail uses ISO 14001 Environmental Management certification to help provide confidence for their visitors that they can explore the wonders of an ancient tropical rainforest whilst the challenging demands of complying to permit requirements and strict internal environmental management processes are met.

"ISO 14001 certification demonstrates external oversight of the Environmental Management System and both validates the systems we use and provides assurance to the natural area managers responsible for the rainforest areas," says Max Shepherd, General Manager of Skyrail Rainforest Cableway.

“Our ISO 14001 Environmental Management plan, has assisted the company in developing a culture of environmental awareness and vision of sustainable operation that is adopted by all staff in the way we manage our risks and by defining the processes necessary to achieve our environmental objectives,”

Mr Shepherd accredits their Management Systems with their increased engagement among staff regarding sustainable environmental issues.

The ISO 9001 Quality Management System also provides Skyrail with the consistency and compliance needed to create an award-winning operation. As the winner of no less than 21 awards including, the 2009 and 2008 Australian National Tourism Awards: Qantas Excellence in Sustainable Tourism, Mr Shepherd has credited their use of ISO 9001 Quality Management for their high level of consistency in their product.

“ISO 9001 has provided us with a base process to enable us to achieve a high level of consistency in the experience we offer our guests, a high level of compliance in all areas, enhanced training of staff and the ability to continually adapt to change.”
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ISO 9001 was also adopted by Skyrail to assist in achieving and maintaining the highest possible customer service standards. “It also provides a documented quality and operational template for the Skyrail business that could be transported to other similar projects should it be desired,” explains Mr Shepherd.

Skyrail now view SAI Global as partners in their business.

“SAI Global have been partners in assisting us in progress with our Quality and Environmental objectives, rather than just ticking the boxes and being overseers. The materials provided to guide best practice, and the constructive approach to auditing, demonstrate an involvement and guiding approach that assists ongoing improvement,” says Mr Shepherd.

Skyrail’s certified ISO 14001 and ISO 9001 processes have enabled it to maintain the highest level of tourism industry accreditation through Advanced Eco Certification and Green Globe 21 benchmarking.

“Skyrail’s greatest recognition is through winning the inaugural Australian National Tourism award for “Excellence in Sustainable Tourism” for 2008 and again receiving the award for 2009,” says Mr Shepherd.

They measure the success of their management systems by the many awards at local, state, national and international levels that Skyrail has received. These Awards recognise the experience that the Skyrail Rainforest Cableway provides its guests and of the industry leadership that they demonstrate.

SkyRail Rainforest Cableway

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✓ Australian Top 300 listed company (ASX: SAI)
✓ Market leader in certification in the United States of America, Canada, and Mexico
✓ Provider of the “Five Ticks” StandardsMark™
✓ Over 20,000 certification clients in around 100 countries which represents around 50,000 certificates worldwide
✓ Provider of around 1 million Standards ranging from Australian Standards; ISO; ASME; ANSI and more

SAI Global helps you understand, implement and manage business systems and processes, and comply with requirements that shape your business world. Our people come from diverse backgrounds and offer a wide range of skills. Wherever you are, there is an SAI Global expert close by, focussing on your business improvement with strategies for success.

Contact SAI Global

To enquire further, visit our website. [www.saiglobal.com/assurance](http://www.saiglobal.com/assurance), email [assurancemarketing@saiglobal.com](mailto:assurancemarketing@saiglobal.com) or call us on 1300 360 314.