

Travel Agencies

Specific Quality Criteria no. 211 - Checklist

4th edition 2018

Self assessment

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**In 4th edition the specific quality criteria is based on self-assessment checklists that applicants/participants complete themselves. The applicable criteria must be completely fulfilled. A clear explanation of how each criterion is fulfilled must be given with reference to appropriate documentation e.g. employee handbook/quality manual, safety plans, photos etc. Random and/or criteria will be verified by the auditor.**

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| --- | --- | --- | --- | --- |
| ***211-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *211-1.1* | The company has written safety plans covering all tours and services offered to customers. |  |  |  |
| *211-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *211-1.3* | Employees are briefed on safety plans every year. The briefing is done according to a written procedure. |  |  |  |
| *211-1.4* | The company ensures that employees operate according to safety plans. This is for example stated in employment contracts and  subcontracting agreements. |  |  |  |
| *211-1.5* | The company ensures that contingency plans are at hand on every  tour. |  |  |  |
| *211-1.6* | The company gathers information on safety plans of suppliers. This is done according to a written procedure. |  |  |  |
| *211-1.7* | Customers are reminded of responsible behaviour towards the environment. |  |  |  |
| ***211-2*** | ***Cooperation with Suppliers/Partners*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *211-2.1* | The company verifies that suppliers have all necessary licenses for their services. This is done according to a written procedure. |  |  |  |
| *211-2.2* | As a rule, the company visits suppliers and service providers to learn how their operations are conducted. |  |  |  |
| *211-2.3* | The travel agency has written procedures on how to respond to changes in products or services that are provided by suppliers and partners. |  |  |  |
| *211-2.4* | The travel agency emphasizes doing business with accommodations that have been verified by Vakinn or another independent quality control system. |  |  |  |
| *211-2.5* | The travel agency emphasizes doing business with activity providers that have been verified by Vakinn or another independent quality control system. |  |  |  |
| *211-2.6* | Regular surveys are conducted among the clients to check their opinions on the performance of suppliers and service providers; ideas on how performance could be improved are forwarded when required. |  |  |  |
| *211-2.7* | The travel agency requires that all vehicles provided by suppliers/service providers must be up to the standards of Vakinn quality criteria. |  |  |  |
| *211-2.8* | The travel agency introduces the Vakinn quality system to Icelandic cooperating parties and encourages them to obtain a quality certification from Vakinn or another recognised quality control system. |  |  |  |