



## KULM HOTEL ST.MORITZ

### Quality made to measure

#### **The noble Kulm Hotel St. Moritz now has ISO certification**

The Kulm Hotel St. Moritz has once again proved its high quality standards: following two years of preparation the five-star superior hotel was audited successfully on 27 August 2008 by the AJA Registrars Germany GmbH and received the ISO 9001:2000 certification. The Grand Hotel in St. Moritz thus becomes the second five-star superior hotel in the Engadin to meet these strict requirements. The hotel's quality management system is based on an Intranet computer system which allows staff to access at any time all the standards as well as more than 1000 documents and models on the computer. The certification brings with it the QQQ seal of approval from Hotellerie Suisse.

The ISO 9001:2000 standard contains requirements which must be fulfilled by operational quality management systems of all sectors. These include customer orientation, management responsibility, the involvement of the participants, process orientation and a systems-oriented management approach, continuous improvement, a businesslike decision-making approach and mutually beneficial supplier relations. AJA Registrars is an independent certification body operating worldwide, accredited by UKAS UK to carry out ISO 9001:2000 inspections in a broad range of industrial and commercial sectors. Further information can be found under <http://www.ajaregistrars.de>.

The Kulm Hotel St. Moritz was founded in 1856 by Johannes Badrutt, and made a lasting imprint on Swiss winter tourism. This luxury traditional hotel has 173 rooms and suites, gourmet cuisine under the guidance of Hans Nussbaumer, the Panorama Spa & Health Club, its own 9-hole golf course and a comprehensive sports and activities programme in both summer and winter. Further information can be found under [www.kulmhotel-stmoritz.ch](http://www.kulmhotel-stmoritz.ch).

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