

# JAZ AVIATION

EXPERT IN AVIATION SERVICES



JAZ AVIATION POSSESSES NOT ONLY THE LATEST TECHNOLOGY KNOW HOW BUT ALSO THE MOST KNOWLEDGEABLE AND EXPERIENCE HANDS TO OFFER.



**professional**  
**well organized**

Technically Skilled

20 YEARS EXPERIENCE IN AVIATION INDUSTRY

[www.jazaviation.com](http://www.jazaviation.com)

- COMPANY PROFILE
- GSA
- FUEL SERVICES
- MANUAL DEVELOPING
- AVIATION SECURITY SERVICES
- PASSENGER HANDLING SERVICES
- AIR CARGO HANDLING OPERATION
- CHARTER OPERATIONS
- SCHEDULE OPERATIONS
- PRIVATE CHARTER OPERATIONS
- FLEET EXPANSION
- AVIATION TRAINING & AUDITING
- HAJJ & UMRAH SERVICES
- QUALITY MANAGEMENT SYSTEM
- CATERING SERVICES
- TELECOMMUNICATION
- INFORMATION TECHNOLOGY



## MISSION

To develop the air transport services industry in accordance with the latest international standards, strengthen the position of the Kingdom as a globally influential players in civil aviation, achieve financial growth and sustainability, enforce the relevant rules, regulations and procedures to ensure air transport safety and security.

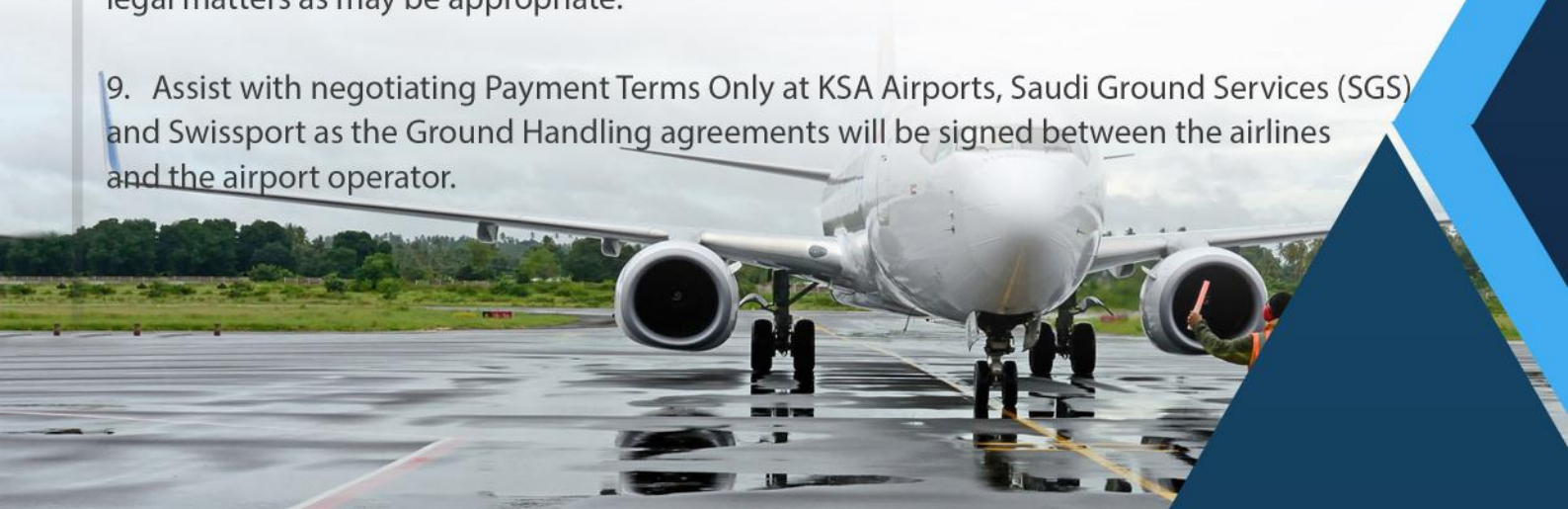
## VISION

To create a safe and secure aviation environment in accordance with the most rigorous international safety and security standards, build a modern airlines support system that offers consistently exceptional and state-of-the art service.



## Obligations of Representative (GSA)

1. Gather all the data required and submit the file of FOC documentation with GACA for obtaining permission with regard to the technical information of the aircraft to be used by the Carrier for its operations.
2. Obtain the desired slots for the Carrier from GACA for Hajj/Umrah and scheduled flights.
3. Obtain approval/acceptance from GACA of KSA for Aircraft Operator Security Program (AOSP), other manuals and related documentation.
4. Negotiate a royalty agreement with Local KSA Airlines as mutually agreed between the Carrier and local KSA Airlines (if required).
5. Provide all required administrative services including but not limited to in respect of Saudi Passport Department, Labor office, Government authorities. These services include of residence permits, transfer of Iqama, exit and re-entry visas, visit visas, business visas, driving license, car registration and authentication of official documents from the Chamber of Commerce, GOSI forms and GOSI staff assistance.
6. Advise, assist and make sure the Carrier is in compliance with all the local laws and regulations applicable in the Kingdom of Saudi Arabia with regard to its activities.
7. Assist the Carrier with all government paperwork, clearances and official offices, with the General Authority of Civil Aviation (GACA), Saudi Telecommunication (STC), Municipalities, Traffic Police and other official offices when needed.
8. The GSA, in its capacity according to the agreement will assist and advise the Carrier to ensure their compliance with the laws and regulations of the Kingdom of Saudi Arabia and other related legal matters as may be appropriate.
9. Assist with negotiating Payment Terms Only at KSA Airports, Saudi Ground Services (SGS) and Swissport as the Ground Handling agreements will be signed between the airlines and the airport operator.





10. Assist in providing Hajj & Umrah Temporary work visas for the mentioned agreed operation as per the Carrier's requirement and on Carrier's cost.
11. Assist and obtain Airport Security access passes with the coordination Saudi Ground Services (SGS) and Swissport at KSA airports well in advance before the start of the operations for the staff of the Carrier.
12. Assist in negotiating and arranging suitable accommodation including transportation with all required permits for staff of the Carrier.
13. Assist in negotiating and concluding the agreement for passenger hotels in case of delay.
14. Assist in negotiating and engaging maintenance companies at all KSA Airports for maintenance support for the Carrier's aircrafts as per standby arrangement.
15. Assist in getting/obtaining approval to place stand for passenger's guidance at all KSA airports.
16. The GSA is capable to provide ground catering services to the passengers as per agreement with the Carrier as agreed menu and price.
17. The GSA is capable to provide City Check-In at both Airports JED & MED with the following services if required by the Carrier in case needed:
  - a. To handle registered baggage in hotel lobby, weigh, verify and its transportation from hotel to airports.
  - b. Provide qualified and proper personnel with uniform and ID card.
  - c. Provide serviceable, secure, proper transportation equipment with certification and license in order to support baggage transportation services.
  - d. Guarantee its personnel and transportation equipment has the access to hotel in Mecca and Medina to perform baggage transportation to city check-in before ETD flight per group.





e. Provider's personnel will behave friendly, kind, polite and "prohibited to" perform money collection or receive tip to/from the pilgrims.

f. Agree to coordinate with relevant institute during performing the service such as: sector to sector, hotel, traffic police, hajj operational carrier (airline) and customs.

g. Agree to baggage handling workflow and schedule of activity with the agent.

18. Assist in providing agreed number of dedicated local staff fluent in Arabic and English who are well versed with the procedures and liaising with authorities at both airports JED & MED to supervise the operations in coordination with the staff of the Carrier as well as assisting temporary deputed staff for the said operation. The lodging and boarding of the local staff is included in the cost of the staff provided locally.

19. Assist in providing dedicated Ramp Assistance vehicle for the staff of the carrier during the entire tenure of the entire operations including relevant passes through Saudi Ground Services Company (SGS) and Swissport on Carrier's Expense.

20. Follow up with the name and the contact number of the person whom the GSA has nominated for the purpose of this agreement.

21. Provide Sales of tickets and marketing for airlines and promote the business of airlines.



Jaz Aviation is involved in Aircraft Fueling supply operations to scheduled flights, Private charters, VIP transport – we do them all. We know that fuel is an operator's largest variable expense and how important it is to have a reliable counterparty with the expertise to design a fuel program to reduce costs. We offer competitively priced jet fuel on a network larger than any single integrated multinational oil company. As jet fuel service providers, we work around the clock to provide surity of supply and on demand service to meet our customer's fuel and credit needs around the world.

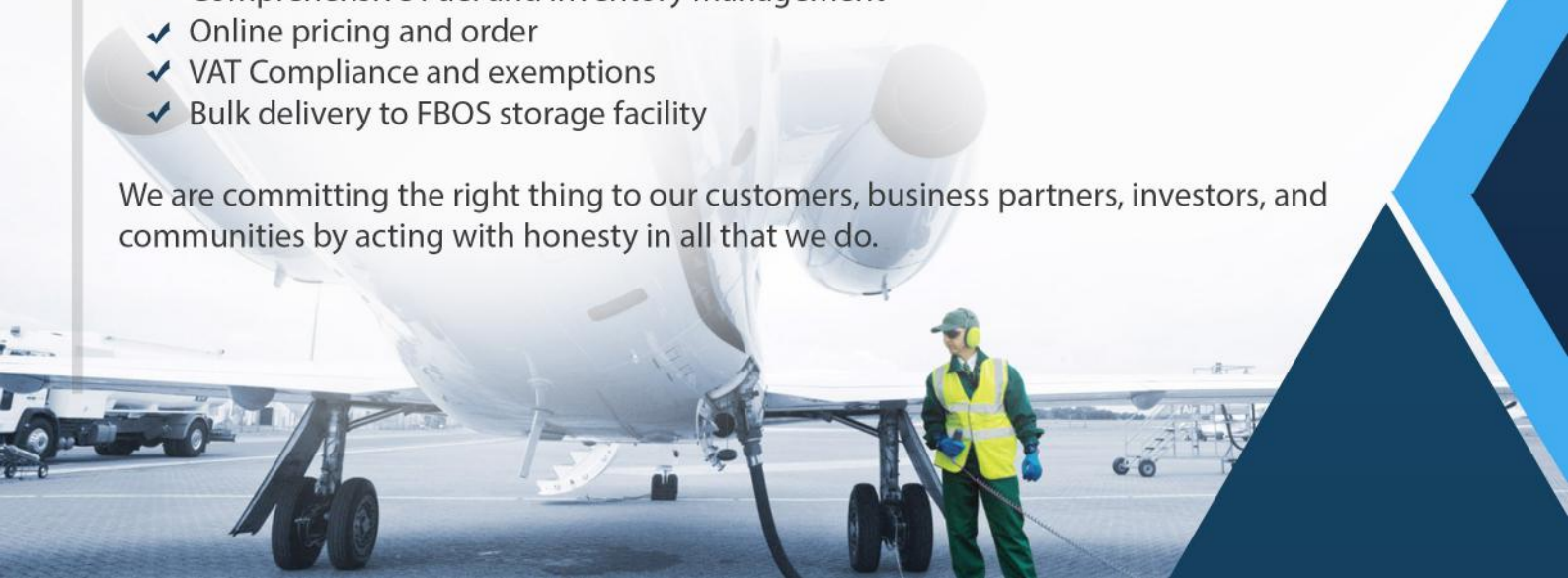
Our team tracks jet fuel availability, pricing, duties, taxes and airport fees at 28 airport locations to provide accurate and current information to our clients to aid in budgeting and decision making before or during their operation. Jaz Aviation is proactive in guiding our customers to the lowest price alternative, sharing tax exemption opportunities and giving personal attention to ensure the success of each flight.

- ✓ 28 airport locations and sourcing beyond because we just say cannot say no. If fuel is available then we will make it happen.
- ✓ Office based 24HR multilingual fuel dispatch and flight support
- ✓ Online Jet Fuel Management, pricing and ordering
- ✓ Fully customizable fuel management programs including procurement, back office support and reporting
- ✓ Airline alternate and diversion management
- ✓ Into wing and into storage delivery
- ✓ Carnet Card for fleet clientele
- ✓ Timely and accurate invoicing

## Our Services

- ✓ Contract Fuel at over 28 airport locations in KSA
- ✓ 24 HR Live Dispatch
- ✓ Credit Facility
- ✓ Comprehensive Fuel and inventory Management
- ✓ Online pricing and order
- ✓ VAT Compliance and exemptions
- ✓ Bulk delivery to FBOS storage facility

We are committing the right thing to our customers, business partners, investors, and communities by acting with honesty in all that we do.





Jaz Aviation has comprehensive company policies and procedures to develop **manuals** covering all GACA's requirements within the organization. A main purpose of a **procedure technical manuals** is to help airlines to ensure optimum business operations and consistent delivery of products and services for operators.

Jaz Aviation prepare, develop all GACA's required following Manuals and obtained approvals for commercial, Private on demand-chartered airlines:

- ✓ Aircraft Operator Security Program (AOSP) Manual.
- ✓ Dispatch Procedures Manual (DPM)
- ✓ General Operations Manual (GOM).
- ✓ Station Operations Manual (SOM).
- ✓ Continuous Airworthiness Maintenance Program (CAMP) Manual.
- ✓ Electronic Flight Bag (EFB).
- ✓ Flight Operations Training Manual (FOTM).
- ✓ Company Emergency Manual (CEM).
- ✓ Fueling/Service Manual (FUEL).
- ✓ Hazardous Material Training and/or Recognition Program (HAZ).
- ✓ Flight Attendant Manual (FAM)
- ✓ General Maintenance Manual (GMM).
- ✓ Safety Management System Manual - Emergency Response Plan (SMS/ERP).
- ✓ Minimum Equipment List (MEL) Manual.
- ✓ Continuing Analysis and Surveillance System (CASS) Manual.
- ✓ Maintenance Training Manual (MTM).
- ✓ Quality Manual (QM)
- ✓ Reliability Manual.
- ✓ Exit Seating Manual (ESM)
- ✓ Non-Essential Equipment & Furnishing (NEF)







## Introduction

The department of Jaz Aviation Security is committed to manage security control and audit tasks at airlines offices, airports, Cargo, Catering facilities, develop systems, security programs, enact the relevant legislation and manage the coordination of the training of personnel in the field of aviation security and the department is responsible for documentation of all facts and events related to the security issues.

## Objectives:

- ✓ Provide high security standard to the Airlines and Airports to enable safe operation and flexible flight processes.
- ✓ Ensure that Jaz Aviation is in compliance with the required security standards through inspection and audits.
- ✓ Create systematic, integrated and unified work environment at airports in accordance with the National Civil Aviation Security Program (NCASP) of KSA.
- ✓ Build bridges of cooperation and harmony between the other government security agencies and GACA with emphasis on complementing each other roles and responsibilities.

## Sections:

- Airport Security Control Inspection
- Security Regulation & Program
- Aviation Security Training & Certification
- Security Documents & Correspondences
- Security Equipment

## Mission

Our mission is to ensure adherence of national and international security regulations and procedures, while continuing to develop and update our Jaz Aviation security according to the latest systems and the best standards to guarantee excellence in airports security.

## Vision

Our Vision is to continue develop, update and activate all tasks and responsibilities entrusted with the management of aviation security according to the best standards and contribute to the customer service and facilitation at our airports.



## Duties & Responsibilities:

- ✓ We put security regulations, procedures and ensure that it's in compliance with the required security standards through inspection and audits.
- ✓ Implement the National Civil Aviation Security Program (NCASP) requirements and any instructions according to national and international standards.
- ✓ Prepare and submit reports to GACA.
- ✓ Examine the quality control standards implementation, according to national and international quality security requirements and risk assessment program.
- ✓ Develop and manage the national program for the training of civil aviation security.
- ✓ Coordinate and cooperate with relevant organizations to create needed training programs for staff at airports by coordinating with Saudi Academy of Civil Aviation (SACA).
- ✓ Follow-up reports of the Preparatory Committee with all airport security.
- ✓ Representation of Jaz Aviation locally, regionally and internationally in all events relating to aviation security.
- ✓ Oversee and inspect the security operations of Jaz Aviation through the GACA certified security inspectors.
- ✓ Participate in relevant local/ international committees.
- ✓ Participate in workshops and specialized courses for Jaz Aviation staff inside & outside the Kingdom.





# AVIATION SECURITY SERVICES



## Hazard Observed:

Jaz Aviation employees shall report of any security occurrence or incident/Hazard involving staff, equipment, vehicle, customer and aircraft etc. in the following sequence:

- Inform Airport Security functions;
- Inform Jaz Aviation Security Manager;
- Inform Customer Services of airlines
- Complete division report

Jaz Aviation is an active private aviation security company. We have a long-term positive relationship with General Authority of Civil Aviation (GACA) and Kingdom-wide airports. Jaz Aviation is providing aviation security services to its clients who are airlines and airport operators, and they know us for honest service and skilled officers. Our officers are held to strict regulatory standards verified by our senior staff using documented quality procedures. It is mandatory at active aviation security that each employee is trained in all aspects of security and ready for whatever the customers may require. Jaz Aviation Company and security guards are licensed from GACA and Ministry of Interior of KSA. Our clients are airlines, airport operators, airports taints, concessioners and airport facilities. We are in the business to protect airport property and travelling passengers. We make sure the airport operators and airlines are safe from the unlawful interference at airport locations. We have the experience to meet and exceed the aviation security needs business. All staff and managements are comprised and have prior experience at local and government levels of aviation security.

Please contact us or visit our office (JAZ AVIATION) if you would like to learn more about our business and staff.

Our security assistance can include:

- Implementing comprehensive aviation security legislation
- Advice and support on ICAO Universal Security Audit Programme (USAP)
- Organization restructuring to improve security oversight
- Guidance on technical procedure in all areas of aviation security
- Provision of Training Needs Analysis (TNA) to enhance competencies

**We provide open access training courses in the area of aviation security.**

Passenger handling services are designed to make you both customer-focused and knowledgeable in many roles you may fill as a front-line employee. This includes customer service best practices, conflict management and the development of other soft skills combined with a review of domestic and international passenger and baggage handling standards.

As a Passenger Ground Handling Services staff of Jaz Aviation will be granted free access to the Departure Control System (DCS), this includes on the acceptance of passengers and baggage, seating, boarding and handling disruptions.

- ✓ Respond professionally to customer requests and complaints
- ✓ Maintain composure when dealing with difficult passengers, converting crisis situations into opportunities
- ✓ Passenger with reduced mobility and medical cases
- ✓ Diplomats and other privileged passenger
- ✓ Manage irregular operations and execute strategies to get back on track quickly
- ✓ Use and endorse e-tickets
- ✓ Comply with passenger and baggage handling standards
- ✓ Transfer of knowledge to Jaz Aviation staff, colleagues and employees

## Customer service skills and principles

- ✓ Customer expectations and satisfaction
- ✓ Passenger service delivery model
- ✓ Listening and responding skills
- ✓ Cultural awareness

## Difficult customers and situations

- ✓ Dealing with complaints
- ✓ Conflict management
- ✓ Denied boarding

## Industry rules and guidelines

- ✓ Official Airline Guide (OAG)
- ✓ IATA manuals
- ✓ Minimal Connecting Time (MCT)
- ✓ Automated Baggage Rules

## Gate procedures

- ✓ E-ticketing
- ✓ Boarding and delays
- ✓ Endorsements
- ✓ Special customer handling



## Baggage services

- ✓ Carry on and checked baggage, allowances and charges
- ✓ Hold baggage reconciliation
- ✓ Unaccompanied baggage and personal effect carried as cargo
- ✓ World Tracer
- ✓ Dangerous items and general emergency procedures
- ✓ Lost and found baggage services

## This includes practical exercises and assessments:

- ✓ Situational exercises
- ✓ Customer service case studies
- ✓ Quality Control

## Staff on Duties

- ✓ Passenger service managers
- ✓ Handling agents and other customer contact personnel
- ✓ Customer service instructors





# AIR CARGO HANDLING OPERATION

## **Air cargo operations**

GACA of KSA works through its approved shipper to drive efficiency in all areas of cargo operations. The integration of those efficiencies into operations plays an increasingly critical role for today's air freight industry. ... Its objective is to develop best-practice processes and procedures to address all aspects of cargo acceptance and handling. Air cargo is any property carried or to be carried in an aircraft. Air cargo comprises air freight, air express and airmail.

## **Considered cargo**

Bulk cargo is commodity cargo that is transported unpackaged in large quantities. It refers to material in either liquid or granular, particulate form, as a mass of relatively small solids, such as petroleum/crude oil, grain, coal, or gravel.

## **Cargo details**

All articles, goods, materials, merchandise, or wares carried onboard an aircraft, ship, train, or truck, and for which an air waybill, or bill of lading, or other receipt is issued by the carrier.

## **Air Transport**

Jaz Aviation offers a wide range of possibilities and greater flexibility with regard to transport logistics. By teaming up with air carriers and network agents, Jaz Aviation is able to provide an array of options to respond to all your needs. Through its ever-evolving cutting-edge technology, air transport helps meet domestic and international trade requirements. We are constantly innovating to give you the very best solutions. Moreover, we comply with new technologies, such as E-AWB and E-MANIFEST, so that you can enter into and respect your agreements, alliances and contracts.

## **What Solution do we offer?**

International air freight or air cargo.

Express courier – small package shipping (0-100 kg/0-220 lb).

Shipment of temperature-sensitive products (perishable goods or goods with a short shelf life, pharmaceutical products, etc.).

Shipment of products that require special handling (works of art, high-value products, human remains, high technology, personal belongings, hazardous materials).

Urgent shipments.

Delivery following an equipment failure.

Aircraft on Ground (AOG) service.

Hand Carry: items accompanied by one of our team members for immediate release upon arrival.

Aircraft charters.

Shipment of stage equipment for exhibitions or performances.

Shipments for the mining industry.



# AIR CARGO HANDLING OPERATION



## OUR ROLE IN YOUR AIR FREIGHT TRANSPORTS

By its very nature, Jaz Aviation meets the highest safety standards and is subject to space and weight restrictions. We manage predetermined schedules and routes, and comply with regulations on products and product handling. Jaz Aviation has an in-depth understanding of international shipping restrictions, customs regulations and other government departments. As a result, the company is able to rise to the challenges facing importers or exporters. Our adaptive approach ensures that we always stay on top of an industry that is constantly changing.

Our role is to be your advocate, to be beside you to assist you in your supply chain. This has allowed us to support you at each step of the shipping process, offer you more opportunities – as well as highly competitive air freight rates – and bring added value to your expertise.

From consultation, analysis, planning and negotiation to design, execution and tracking, Jaz Aviation will provide you with a turnkey air service tailored to your needs, whether for a permanent assignment or a one-time request.

### **Cargo, Courier, Express parcels and mail**

- ✓ The General Authority of Civil Aviation (GACA) supervised the overhaul Cargo Handling functions at Kingdom's airports through its approved shippers for air cargo, courier, express parcels and mail on behalf of airlines.
- ✓ GACA of Saudi Arabia is applying strict cargo security regime involving the implementation of Regulated Agent concept in accordance with ICAO Annex-17 standard 4-6-4. Under this regime, only GACA's certified regulated agents are authorized to dispatch inbound and outbound air cargo through Saudi Arabian airports.
- ✓ Regulated agent/ GACA's certified shipper's concept is followed at Kingdom International Airports. All cargo and mail accepted for carriage will be screened by the cargo agents. Cargo agents in Saudi Arabia have been authorized by GACA to screen all cargo and seal them before they are brought to the cargo warehouse. There are 10% random checks of cargo by GID at airport location, prior to be loaded in the cargo hold of an aircraft. Perishable cargo is screened by GID at KSA airports.

Jaz Aviation is providing the method of booking and travelling by air that most casual passengers are acquainted with schedule flying. Charter flights offer greater flexibility in terms of scheduling, routing and destinations, but Jaz Aviation booked world-wide passenger charter flight to KSA airports by a group for Hajj and Umrah or consortium responsible for all seats on the flight.





# SCHEDULE OPERATIONS



Jaz Aviation is helping the world's airlines, airports & travel-related service companies and tour operators with real-time flight schedules, flight status data feeds and aviation analytics. Travel ecosystem from airlines, airports, government agencies.



## Welcome to the Luxurious world of Private jet Charter KSA

For over 20 years, Jaz Aviation, Private Jet Charter has been providing air charter services to personal and business clients the world over.

Jaz Aviation's vast and extensive experience in aircraft charter has enable us to establish ourselves as one of the leading private jet rental provider in the Kingdom of Saudi Arabia, Middle East and our dedication to continued development and customer services enhancement is what sets us apart in the field of private aircraft rental.

Our team of dedicated and professional staff will ensure that your journey with us is of the utmost quality in elegance and sophistication and that every one of your need is catered for to the highest standard.

Jaz Aviation, Private Jet charter's primary objective is the safety and well-being of all our customer and that you receive the level of luxury and hassle-free travel associated with leading aircraft charter services in the world.





## Welcome to the Luxurious world of Private jet Charter KSA

Jaz Aviation is committed to exceeding what our customers expect from us on a daily basis. Our selection of services and tools provide the control and confidence that your fleet management needs will be looked after by our team of experts.

If this is any indicator, the air transport industry is, once again, demonstrating its relative resilience against economic externalities. In the Middle East, the fact that fleet renewal and expansion strategies have largely remained unaffected is further evidence that the major airlines are commercially autonomous, accountable for their capital generation and spending.

The airlines' financial gains translate into a sustained appetite for investing in the capital-intensive aspects of the business, such as renewing and expanding fleets. And, when their balance-sheets are healthy, they qualify as "investment grade", opening up access to debt financing for fleet-expansion strategies.

Due to high volume of air traffic to KSA airports, Jaz Aviation is supporting the local and foreign air carrier for their fleet expansion.



## AVIATION TRAINING & AUDITING

### Aviation Training Training of Staff

#### SCOPE

Jaz Aviation and its agents' staff who are required to receive specific training or instruction in aviation activities under the terms and requirements of the Kingdom of Saudi Arabia. Training required by Jaz Aviation and its agents' staff working outstations would be governed by local regulations. Where no such regulations are in force, the Jaz Aviation Training department will advise on requirements. The training department also gives an indication of the content and depth of the various training courses prescribed by the General Authority of Civil Aviation of KSA. The aim is to enable responsible managers to know when aviation training is necessary for their own or their agents' staff.

#### OBJECTIVES

The objective of aviation training is to ensure that individuals in the aviation industry whose jobs include aviation duties are fully aware of the purpose and practicalities of those activities.

##### GENERAL

- ✓ Jaz Aviation Training Program is based on the Saudi Arabian National Civil Aviation Security Training Program (NCASTP) issued by GACA and applicable requirements of other States where operations are conducted.
- ✓ Jaz Aviation training Department shall review and update its Training Program for continuous improvement whenever regulatory or operational changes take place and ensure that such updates are reflect in all related departments training programs.
- ✓ Each Division shall conduct their own training and maintain a record of completion and update their Training Program is coordinated with GACA as applicable.
- ✓ The Training Program has a balanced curriculum of theoretical and practical training that ensures:
  - ✓ Jaz Aviation Personnel, and Service providers employee who implement special measures, have the competence to perform their duties;
  - ✓ Specify the categories of employee who require training.



## Auditing in Aviation

Audits are of increasing importance for aerodromes and authorities when it comes to implementing management systems. Quality management systems (QMS) have proven their value controlling operational processes with focus on quality. As part of the Jaz Aviation continuous improvement cycle, audits are an essential instrument to identify and use potential improvements.

Based on ICAO requirements, the implementation of safety management systems at airports similar principles and instruments are needed to improve the safety of operations. ICAO & GACA's new requirements focusing on aerodromes also includes the use of audits as part of the oversight function by competent authorities. Therefore, aerodrome inspectors have to possess knowledge about auditing techniques.

The Jaz Aviation is always focusing of this training course to its staff on the basic principles of auditing, audit procedures and techniques. Besides the management of audit programs (e.g. as part of a certification process), a close look will be taken on the whole audit process beginning from planning through conduction up to analysis. Alternative procedures will be presented and discussed. The course refers to the basic principles of the guideline for auditing management systems

The course enables the participants to conduct audits in their own organization or to prepare for an upcoming audit (e.g. by an authority or external organization). The audit criteria could be safety, quality or environmental aspects at aerodromes. The participants have the possibility to practice what they have learnt.





## Hajj & Umrah Services

That the ritual of Hajj and Umrah and to visit the Masjid Al-Nabwi is to be codified with much ease and convenience in an atmosphere of peace and tranquility so that the pleasant and contented memories will be deeply remembered by the pilgrims, Umra performers and visitors acting as an ambassador to the world by giving a positive image of the services offered by the Kingdom to serve the guests of Allah.

### Vision

Jaz Aviation strive for continued excellence in service, in order to deliver the best travel and tourism experience to our clients within the Kingdom of Saudi Arabia, the Makkah and Madinah regions as well as international locations, creating unique life time experiences for all, and becoming a partner of choice. We endeavour to provide an integrated travel package of products and services through contractual agreements, global and regional partnerships that enhance our operational performance, both in terms of service quality and competitive rates.

The Jaz Aviation is especially focused on its vision of promoting Saudization, and providing jobs for young men and women in the Kingdom, while contributing to the development and prosperity of the nation.

### Mission

To realize our vision of global excellence in the industry, our approach encompasses the following:

- Exploring new global markets and developing the existing regional footprint with progressive partnerships.
- Continued improvement of our portfolio and service quality through leadership, highly qualified professional staff and advanced technology in order to constantly meet and exceed clients' expectations.
- Enabling a reliable, cost effective and transparent operations system.
- Enhancing our shareholder's value and increasingly developing the quantity and quality of services for special needs travelers.



Jaz Aviation Company founded over 20 years ago, is based in the city of Jeddah.

Jaz Aviation is specializing in travel, tourism, airport support services and complementary services within the Kingdom of Saudi Arabia.

Owens branches in various regions of the Kingdom, including offices located in each of the Kingdom's airports.

Most of the Group's offices operate 24/7, year-round.

Operations conducted across an integrated set of offices in both domestic and international airports, working 24/7 year-round within King Khalid International airport in Riyadh, King Abdul Aziz International airport in Jeddah, King Fahad International airport in Dammam, Prince Mohammad Bin Abdulaziz International airport in Medina.





A quality management system (QMS) is a formalized system that documents processes, procedures and responsibilities for achieving quality policies and objectives. A QMS helps coordinate and direct an organization's activities to meet customer and regulatory requirements and improve its effectiveness and efficiency on a continuous basis.

ISO 9001:2015, the international standard specifying requirements for quality management systems, is the most prominent approach to quality management systems.

While some use the term QMS to describe the ISO 9001 standard or the group of documents detailing the QMS, it actually refers to the entirety of the system. The documents only serve to describe the system.

### **Quality management systems serve many purposes, including:**

- ✓ Improving processes
- ✓ Reducing waste
- ✓ Lowering costs
- ✓ Facilitating and identifying training opportunities
- ✓ Engaging staff
- ✓ Setting organization-wide direction







## Catering Services for Airlines, Lounges and Business Aviation

Jaz Aviation is an independent provider of Catering Services for airlines passengers. With more than ten years of experience in providing appealing food and beverage options, designed to fit any budget, we offer:

- ✓ A wide range of culinary solutions
- ✓ "Last mile" provisioning to aircraft
- ✓ Catering and provisioning services for non-airline business, such as airport lounges and convenience retailers

## AIRLINE CATERING

Jaz Aviation is a leading global provider of a full range of catering services for today's airline industry. At each of our kitchens, the focus is on culinary and operational excellence – and consistently providing the highest quality products and services tailored to strengthen your brand.

From menu design through execution and delivery, our passion is giving you and your passengers an exceptional experience. To ensure that our high standards are met and maintained, Jaz Aviation instituted gate, gate group's operational excellence program developed to define and promote best practices across all functional areas.



## Premium Service & Economy Service

Jaz Aviation premium catering offers customers the highest level of customized catering and provisioning service available in the industry – from First and Business Class cabins or VIP charter flight services, to bespoke private jet service. Jaz Aviation prides itself on serving some of the most distinctive cabins aboard the most recognizable airlines flying today.

Jaz Aviation also provides food and beverages for airport lounges that are managed directly by customers or through a partnership with our colleagues at Performa. We support menu development and delivery of a wide array of hot and cold buffet meals including breakfasts, lunches, dinners and afternoon tea throughout the day.

Our premium-catering offering begins with consultations with Jaz Aviation experienced team of executive chefs, to fully understand the scope of your on-board program, including menus, drink service, service presentation and amenity kits or other comfort items. Our teams work closely with you throughout the menu development process and continually over the course of the relationship to ensure that your needs and expectations are met and exceeded and that our unparalleled level of service is consistently achieved.

Jaz Aviation full offering of economy class catering covers your needs throughout the aircraft. We offer complete catering services and amenities in aft cabins – ranging from innovative and affordable meals, beverages and snacks for long-haul flights, to fresh or shelf-stable food for purchase on short-haul flights, and everything in between.

We begin by understanding your needs and expectations, then design a catering program based on your desired meal and service elements, related options and cost structure.

### Provisioning

At Jaz Aviation we have a passion for on-time performance, and it shows: We handle many airline flights a year with an average reliability rate of over 99 percent.

Before a flight can be dispatched, thousands of individual items must be provisioned to make the trip safe and comfortable for passengers. Getting the right items on the right flight at the right time is a huge challenge, requiring precise coordination for loading and unloading trucks at busy gates, flexibility to meet critical turn-around times and a mastery of logistics to ensure reliability.



We as "JAZ" Aviation Services Company, based in Jeddah Sari Street, we are looking for a joint venture with your company in a matter offering:

## **SIM CARDS CALLS & INTERNET**

JAZ can provide you with a free SIM cards to your passengers wich you may give it as free or you may sell it. This gift will affect your marketing .

JAZ is giving free sims to its partner to distribute them to their passengers, each sim have a 200 mg and 5 international minuets free, but for activation each sim must be loaded by 10 sr minimum which will give extra minutes and internet to the SIM card.

Activation can be done upon arrival at airport or in the bus or in their hotel. JAZ AVIATION is responsible for all SIM card services and also to provide customer care services in JEDDAH, MECCA, MADINAH through ground staff or call centers.



We are equipped with the finest tools to train and develop the different organizations. We align our training tools with your organizations' goals and strategies. Our corporate focus ensures that all your training needs are met.

As Combines the strategic Thinking,  
Professional Approach, Creative Design,  
Technical Expertise & Innovative Concepts to  
help every business Sector !

## Services & Expertise

- Mobile Application
- CRM (Customer Relationship Management)
- EAI (Enterprise Application Management)
- ERP (Enterprise Resource Planning)
- EPS (Enterprise Portal Services)
- Knowledge Management
- Smart Interactive Services
- Web Application Services
- Business Intelligence Services
- Cloud Services
- Software Development
- E-Marketing



**Business  
Intelligence**



- ✓ Business Planning
- ✓ Marketing & Research
- ✓ Design & Presentation
- ✓ Development Services
- ✓ Quality Management
- ✓ Finance Management





# Contact Us



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Get in  
**TOUCH**

