

Media Release



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The Gold Coast Convention and Exhibition Centre Joins List of AIPC Quality Standards Certified Centres

With their successful completion of the external audit process, the Gold Coast Convention and Exhibition Centre (GCCEC) has become the latest AIPC member to achieve AIPC Quality Standards certification. Based on the results of the audit, the certification has been granted at the bronze level, which represents an exemplary response to the Quality Standards criteria.

GCCEC joins seven other AIPC centres who have achieved this certification: Brighton Centre; Finlandia Hall, Helsinki; Sibelius Hall, Congress and Concert Centre, Lahti; the Lisboa Congress Centre; the Melbourne Exhibition and Convention Centre, the Kursaal Centre, San Sebastian and the Vancouver Convention & Exhibition Centre.

The AIPC Quality Standards program was developed in response to an expressed need for by members to have an industry-specific program for identifying and evaluating key areas of convention centre performance leading to an accepted form of recognition. Developed over a two year process, which involved extensive industry research and consultation, the standards address ten key areas: Customer Service, Quality of Facilities and Operations, Employee Relations, Health, Safety, Security and Emergency Response, Financial Integrity, Community Relations, Environmental Responsibility, Industry Relations and Supplier Relations.

Along with creating a process for centres to carry out a "self-audit" within the framework of the identified performance areas, there was a requirement for a professional "arms length" audit process in order to ensure the credibility of results. The audit process now consists of a procedure wherein centres assemble and submit documentation as to how they are addressing each area and what measures they have in place to gauge success.

The External Auditor for the AIPC Quality Standards Certification program is Mr. Rick Knowlan, President, Knowlan Consulting Group Inc. of North Vancouver, Canada, which specializes in strategic management consulting. He holds a bachelors degree in Civil Engineering (1974) from the University of British Columbia (UBC) and an MBA (1985), also from UBC.

"I congratulate the Gold Coast Convention and Exhibition Centre for its successful accomplishment of the AIPC Quality Standards Certification, particularly at the level of achievement", said AIPC President Edgar Hirt. "I am confident that it will provide certified centres with not only a recognizable and marketable qualification but provide important internal benefits as well in the form of enhanced staff pride, satisfaction and participation".

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