

HRAWI earns dual certification - ISO 9001:2015 & ISO 27001:2013

The Hotel and Restaurant Association of Western India (HRAWI) has become the first Indian Hospitality Association to be awarded the ISO 9001:2015 and ISO 27001:2013 certifications. These internationally recognized standards ensure organizations meet with the needs of their members through an effective Quality Management System (QMS) which is a foundation of quality assurance activities and Information Security Management System (ISMS) which aims to protect the confidentiality, integrity and availability of members' information and data.

“The ISO 9001:2015 and ISO 27001:2013 accreditation is assurance that we have robust, clearly defined procedures in place across all areas including handling of documents and data (Data Management), strong business continuity processes, back-up plan, risk analysis and mitigation (Risk Management), communications security, office security, incident management, compliance and monitoring. HRAWI is setting the standards for Hospitality Associations by raising the bar in Management and Security for the benefit of its members. Additionally, to maintain the validity of the certification, in the future HRAWI will perform regular audits to ensure compliance and identify areas of improvement. We are happy that we are the first Hospitality Association in the country to have proactively taken the initiative and become certified in the interest of our members,” says Mr. Sherry Bhatia, President, HRAWI.

“These certifications further strengthen our commitment towards our members' and our Association's quality and security policies. Through the effective application of the systems and with continuous process improvements we have strived to make our organization secure and systems robust for our members' satisfaction. We would like to take this opportunity to express our gratitude to members for their continued commitment and support. We remain committed to meeting the highest quality, security and privacy standards,” concludes Mr. Pradeep Shetty, Sr. Vice President, HRAWI.