



NEWS RELEASE

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NK'MIP RV PARK RECEIVES HIGHEST QUALITY ACCREDITATION

The 320-site Nk'Mip RV Park in Osoyoos has been awarded the highest level of quality accreditation an organization can receive.

In a June 11 ceremony the full-service, year-round RV facility on the eastern shores of Lake Osoyoos was granted certification under the rigorous ISO (International Standardization Organization) quality assurance program. It is one of the first RV parks to reach this level of quality accreditation.

The Nk'Mip RV Park is part of the Osoyoos Indian Band's Nk'Mip Resort development which includes a First Nations desert cultural centre, a winery, a golf course, a health spa, riding stables, a marina, a deluxe restaurant, and the 4.5-star Spirit Ridge hotel/condominium resort.

OIB Chief Clarence Louie says the accreditation marks a milestone in the development of the RV Park and the Nk'Mip Resort.

"As a First Nations community, we are striving to be the best at what we do, and this ISO certification shows that we are succeeding," Chief Louie says. "We are developing a world-class facility at Nk'Mip."

Nk'Mip Resort Chairman and RV Park General Manger Chris Bower says achieving the ISO accreditation is an exciting honour, and it confirms that the Park is on the right track with it many recent developments aimed at making it the highest-quality RV Park anywhere.

"The ISO standard lets everyone know that we have all the proper management systems in place to assure top quality," Bower says. "It also recognizes all the things we're doing to enrich the customer experience and take our service to the highest possible level." He says some of the Park's initiatives include an online reservations system, park-wide wireless high-speed internet access, many infrastructure improvements, a new marina with boat rentals, a new lakeside Beach House Bistro, new desert landscaping, a convenience store, indoor swimming pool, safe drinking water at every site, cable-TV hookups, and night security. The RV Park also has a large clubhouse where games, potluck dinners, arts and crafts, and other activities are held.

ISO is a detailed worldwide standard of quality assurance for all types of organizations. It verifies that an organization has a rigorous quality-assurance system in place, which includes a quality plan aimed at enhancing customer satisfaction by meeting specific customer requirements. The ISO standards also mean an organization builds in continual improvement as part of its ongoing processes and operations. The organization must maintain a quality plan, must meet all statutory

and regulatory standards, must do regular quality audits, and must ensure the resources are available to carry out its quality plan. It looks at the organization's management systems, work environment, purchasing processes, and product quality controls. Customer feedback must be provided for, and customer satisfaction is the goal of all these standards.

The organization must also ensure that all of its staff are trained and competent to carry out the quality management system. And it must provide evidence it is meeting all of its quality goals.

"We're at an exciting stage in our RV Park's development," Bower says. "We're making the most of our ideal location in Canada's only desert, right on the country's warmest lake – and we have created one of the region's largest and most prestigious RV parks. Now we're taking our quality and customer service to the highest levels."

The Nk'Mip Resort – set in the stunning surroundings of Canada's only desert, on the shores of the country's warmest lake – features hot, dry summers and mild winters and is the Okanagan's ultimate destination. Its attractions include Spirit Ridge Vineyard Resort & Spa, Nk'Mip Desert Cultural Centre, Nk'Mip Cellars Winery, Sonora Dunes Golf Course, Nk'Mip RV Park, Passatempo Restaurant, and Sonora Desert Spa.

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