



European Union
European Regional Development Fund
European Social Fund

LaatuSavo

Qualitative Development of the Pohjois-Savo Travelling

The travel centres of the Pohjois-Savo area, Tahko (Nilsjä), Vesileppis (Leppävirta), Lohimaa (Tervo) and Runni (Iisalmi) are important travel centres nationwide. An important part of Pohjois-Savo's accommodation and food sector jobs are in these travel centres. Tahko alone employs 270 persons/year in the travelling sector. The employees are both permanent and seasonal. Through the project, the skills of persons, organisations and agencies working in travel centres, as well as their overall quality will be improved. At the same time, the qualitative competition ability of the centres will be improved in both national

and international markets, through the improvement of skills, quality systems, environment inspections and audits.

A classification of the quality of accommodation services that is adequate for travel centres does not exist but it is needed, so as to better serve travel organisers and customers. A classification of the quality of accommodation services offered by travel centres will be created in this project. The project and measures will be implemented according to the company and the project's measures will have a concrete use for the companies.



Main Goals of the Project:

- *To increase the skill levels, quality and operation methods of staff from Northern Savo's travel centres and destinations, and of travel companies and companies closely associated to the travel industry.*
- *To improve the business, management and entrepreneurship skills, as well as well-being and environment skills of persons working in the centres.*
- *To utilise benchmarking in the development of products to other travel centres and destinations.*
- *To improve the competition ability of companies, through quality systems and travel centres/destinations, to improve the classification of the quality of accommodation services, as well as the environment inspection, both in national and international markets.*
- *To create new travel product schemes, as well as cooperation networks between travel centres and destinations.*
- *To promote an all-year round employment of seasonal workers.*

Basic information of the Project:

Objective:	Regional competitiveness and employment
Programme:	European Social Fund (ESF) Operational Programme in Eastern Finland
Priority axis:	3. Development of skill systems, innovation systems and service systems that improve the working of the labour market, and development of service systems
Total Costs:	238 300 €
Assistance (EU + Gov.):	166 810 €
Project period:	1.3.2008 – 31.12.2010
Sponsor:	Regional Council of Pohjois-Savo
Realisation:	Savonia Polytechnics