CODEVMET-AFI Project Familiarization Workshop

Nairobi, *6 - 10 March 2023*

QMS certification Process

Presented by the Secretariat

Content

- Overview on QMS Implementation
- QMS Certification Process

Quality Management System

Initialization of QMS Project
1. Decision to adopt the QMS
2. Designation of QMS Manager
3. Establishment of QMS Steering Committee
4. Designate an Accompanying Organization
5. Partnership with NHMS /MSPs with QMS experience

4. **Organizational Context**
5. **Leadership**
6. **Planning**
7. **Support**

10. Amelioration

9. **Performance Evaluation**

8. **Operations**

Organizational Context

Leadership

The Direction
The Organization (MSP)
Management System
Objectives
Quality Policy
Process Approach Risks-based Management
Level of Satisfaction of Customer
Assignement of Roles, Responsibilities & Authorities within the Organization
Risks & Opportunities
Resources
Promotion de l'amélioration du Système
Taking ino account the needs & expectations of customers

Planning

Summary :

The Organization :

a) plans **objectives**;

b) plans actions **to reduce risks and seize** opportunities.

Support

Summary:

Support for the organization's activities is based on:

- **Resources**
- **Documented information**
- **Communication**

HR:

- **Competencies must be defined and proven.**
- **Staff must be made aware and feel involved.**

Documented information allows the organisation to manage its knowledge.

Operations

Summary :

Organization :

- Activities broken down into processes (internal and external).
- Planning and achievement of operational activities
- Controlling the functioning of the processes
- Management of outsourced activities

Performance Evaluation

Amelioration

CERTIFY THE QMS

QMS Certification Cycle

ICAO

THANK YOU