



Network Manager
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Quality Management System (QMS)

Workshop for the development of Operational skills for the transition
from AIS to AIM for Civil Aviation Authorities (CAA) and Air Navigation
Service Providers

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Gaston Liegeois

Network Management Directorate

gaston.liegeois@eurocontrol.int

QMS

Need for a Management System?

- To protect our business/ assets/ reputation/ brand image
 - Business continuity, availability of operational systems
- Best practice / lessons learnt
- To maintain/ increase confidence/ assurance (internal & external – public & stakeholders)
- Better clarity in roles & responsibilities
- Increased complexity and interactions
- Increasing and changing threats and vulnerabilities
- To protect against legal action
- Insurance requirement

AND

- Compliance with regulations

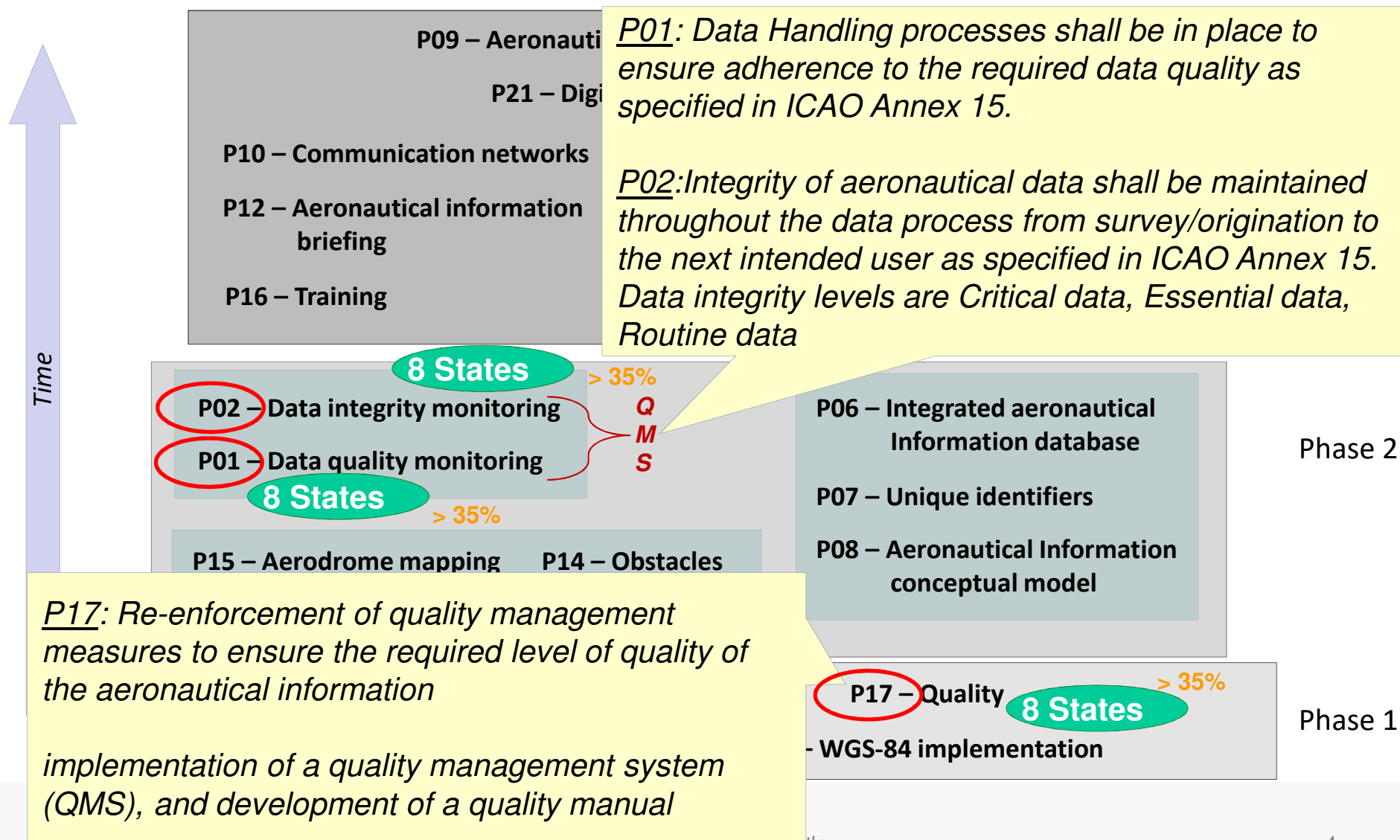
QMS

What is a management system?

- Way in which an organization manages the inter-related parts of its business in order to achieve its objectives
- Formalised : Includes all activities, arrangements and measures that an organization uses to manage and improve its output/ performance.
- More efficient use of resources
- Increased capability to deliver consistent and improved services and products customers
- Proactive approach to managing risks

AIS to AIM roadmap

ESAF (24 States) transition progress status – Steps implemented



QMS

PANS-AIM Quality management system requirements (chapter 3)

- a) Develop a quality manual that includes the scope of the QMS as applied to AIM processes
- b) Identify the processes needed for the QMS
- c) Determine the sequence and interaction of these processes
- d) Determine criteria and methods required to ensure the effective operation and control of these processes
- e) Ensure the availability of information necessary to support the operation and monitoring of these processes
- f) Measure, monitor and analyse these processes, and implement action necessary to achieve planned results and continual improvement
- g) Maintain appropriate records that are necessary to provide confidence of conformity of the processes and resulting product

In the framework of the quality management system, a user feedback system shall be defined and implemented.

QMS

General principle

- Each State shall have a properly organized quality system that contains procedures, processes and resources necessary to ensure the Quality Management (QM) at each stage of data processing
- The State's QMS must be effective and implemented at all stages of the data process, including receiving, originating, collating, assembling, editing, formatting, publishing, storing and distributing the information
- Data must be traceable at any point back through each stage of the process, to the origin

QMS

General principle - Personnel

- The QMS should also include that the personnel to possess and use the skills to operate the QMS.
- Records of qualifications and training shall be maintained of personnel based on the specific function they performed.
- Periodic checks shall be taken to ensure that personnel continue to meet the required standards and if shortfalls are found, corrective measures are taken to correct them.

QMS

General principle - Documentation

- All necessary documents are readily available for reference at the AIS headquarters and at aerodrome/heliport AIS units:
 - In-house manuals and procedure handbooks
 - International standards and guidance material such as the ICAO Documents and Annexes
 - Other publications from IATA, EUROCONTROL, etc.

QMS

Quality Manual - Content

- AIS/AIM Organisation
- Scope (service provided, etc.)
- Quality Policy
 - Commitment to quality, meet customer's expectations, continual improvement, etc.
- Policies, processes, procedures and resources necessary to implement quality management at each function stage of the aeronautical information data chain
- Reference to documented procedures, establishment of responsibilities
- Competencies (skills and knowledge) required for each function shall be identified (Job description)
- Organization and Personnel assigned to perform those functions (process owner, actor(s))
- Performance Indicators associated to the different functions in order to monitor and apply continuous improvements

QMS

Participants feedback – sharing experience

- Describe internal QMS at high level: procedures, processes, etc.
- Interaction with QMS
- KPI in place