



SANS/AIM experience in QMS implementation





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Requirements for Aeronautical Information (Annex
15)

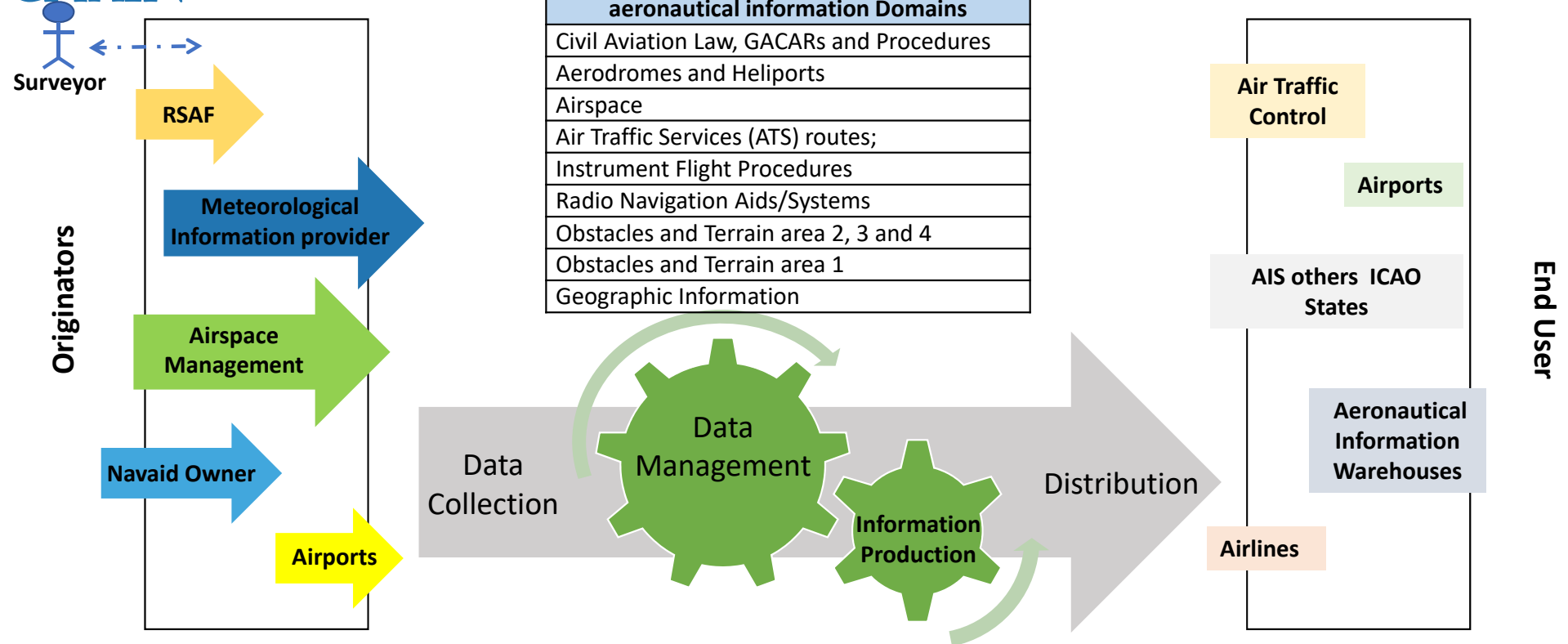
Certified ISO 9001 for Quality Management
System *since 2012*



ICAO


AERONAUTICAL INFORMATION


CHAIN



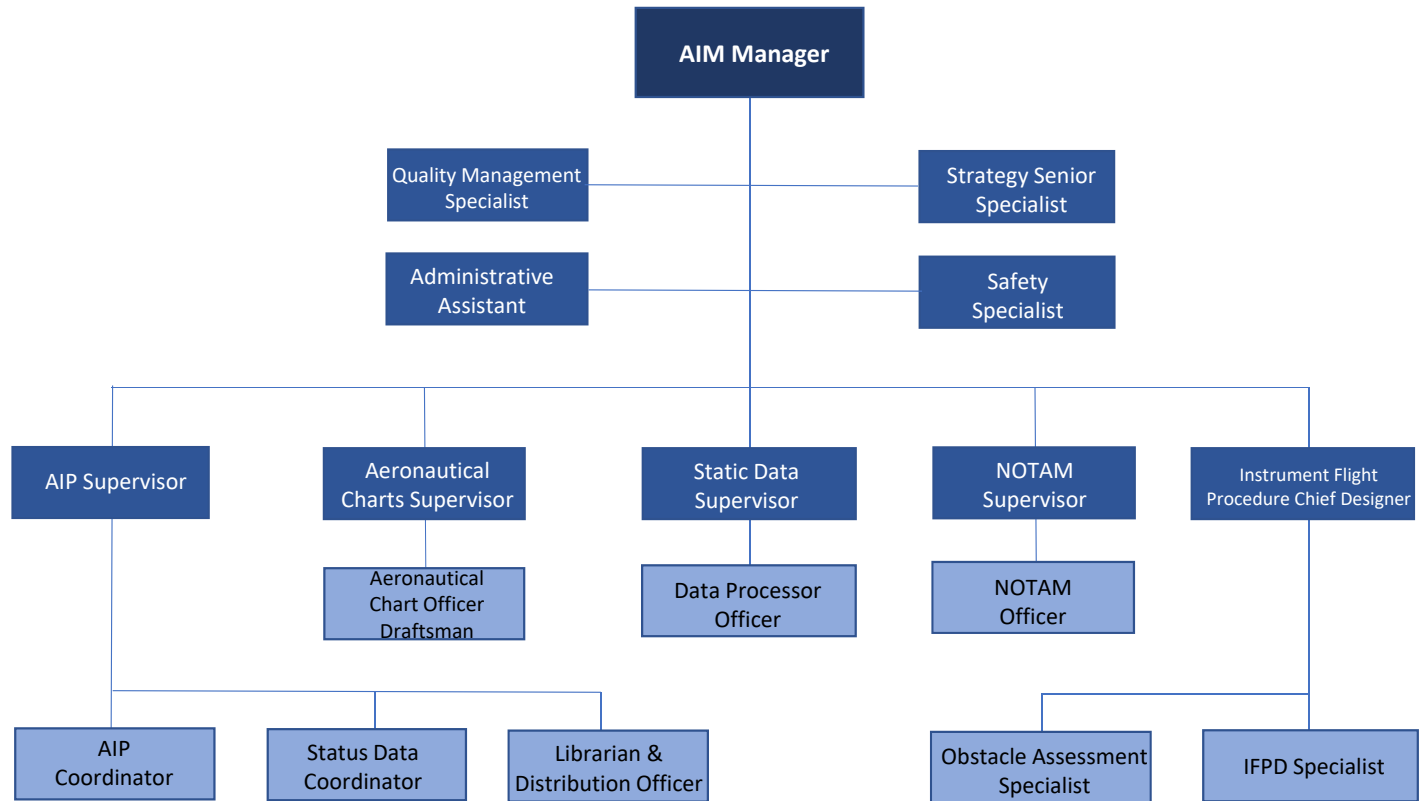


RESOURCES

 Human Resource

 42 Employees

Qualified Experienced Trained

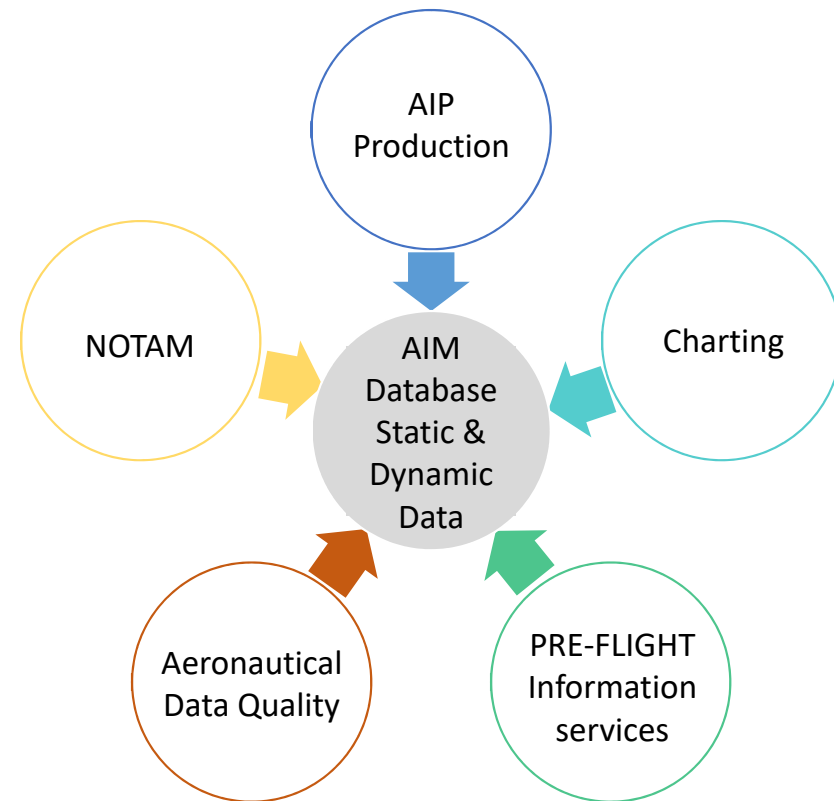


RESOURCES

Material Resources

The Current Automation AIM System used by SANS/AIM:

- ✈️ Protect the aeronautical data from corruption
- ✈️ Provides digital processing of aeronautical data
- ✈️ Integrity Checks

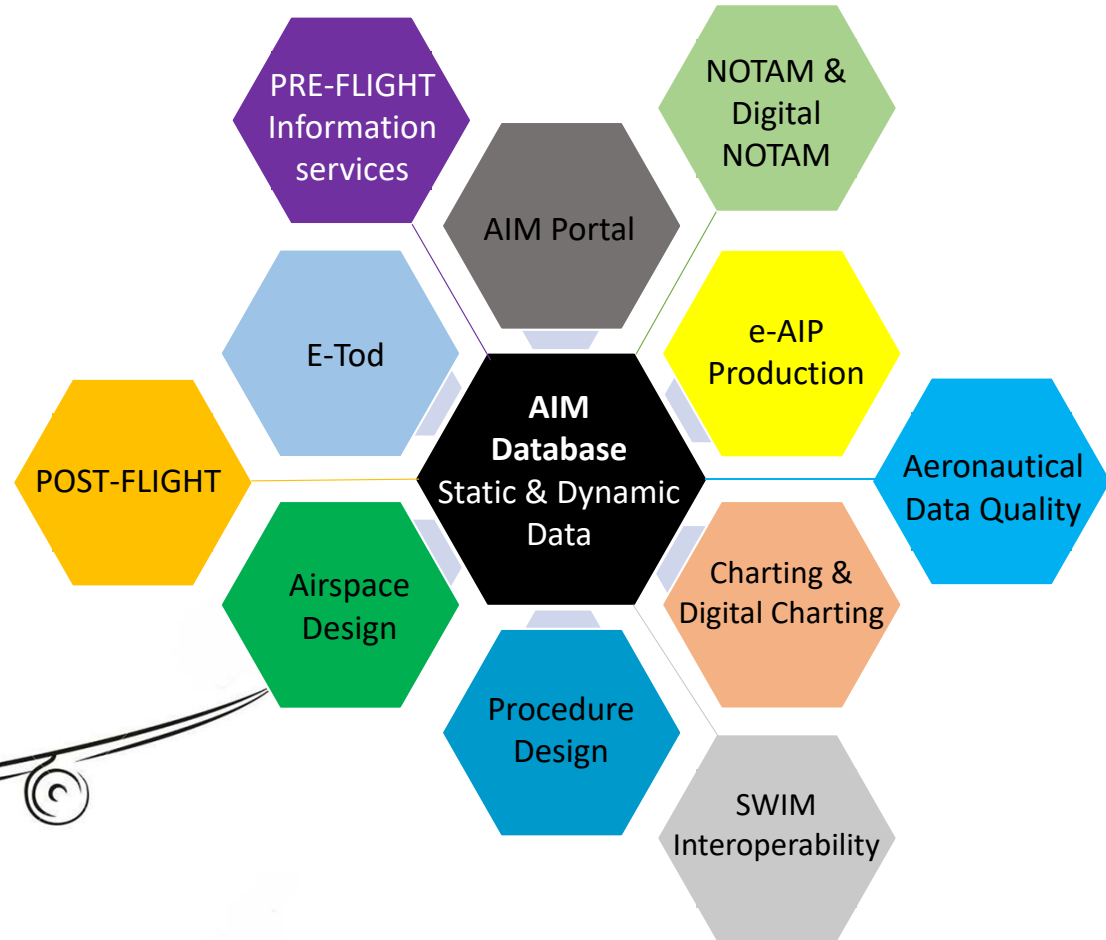


RESOURCES

Material Resources

New AIM System:

- ✈ Integrated aeronautical information database based on AIXM 5.1





COMPETENCE

AIM has adopted competency-based approach wherein the trainees at the end of session have to demonstrate that they can perform an AIM function and task.

AIM has approved Training Manual which described the training requirement for AIM staff with the intension to provide:

- ✈ Initial training such as AIS basic course for all staff
- ✈ Recurrent training to maintain competency (at least once in three years)
- ✈ Advance training to upgrade the knowledge and competence of AIM staff for efficient functioning



AWARENESS

AIM ensures that all staff are aware:

- ✓ Quality Policy
- ✓ Quality Objectives
- ✓ The effectiveness of the QMS including the benefits of improved quality performance
- ✓ The consequences of non-compliance

All those through training sessions, briefings and meetings.



Quality Policy

We in SANS/AIM are committed to achieving the following:

- Delivering the highest professional customer-focused aeronautical information and data that conform to national & international standards and regulations.
- The implementation and compliance with ISO 9001:2015 QMS and ICAO Quality Assurance requirements for aeronautical information (Annex 15).
- Establish quality objectives for the continual improvement of our QMS system and procedures to ensure high customer satisfaction.
- To maintain a high level of competency and skills for our staff through required training.
- Appropriate to the purpose and context of the organization, supports its strategic direction, and provides a framework for setting quality objectives

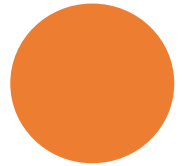
Top management and all staff will continually work together to help achieving this policy.

Mazen M. Alshihri
AIM/IFPD Manager



COMMUNICATIO

N
AIM identified both internal and external communication channels



Internally through

- SANS Internal Portal
- Email
- Annual meetings

AIM - Customer Satisfaction Survey

Dear valued Customer/Service user,
We are continually striving to improve and serve you better. To achieve this, we would like to know your opinion of the quality of our service, please indicate the extent to which you agree or disagree with the following statements about AIM service provided. Thank you in advance for helping us to improve our service for you.

* Required

1. Name *

Enter your answer

2. Telephone

Enter your answer

Fill the Form → Receive Acknowledgement via Email → Case in progress → Receive email with case resolution details

Case Form

Type: Inquiry

Category: AIM - Aeronautical Information Management

Subject

Inquiry Question

Attachments

File Name Action

Externally through

- SANS website – AIM Customer Satisfaction Survey
- SANS website – Customer Complains and Inquiries
- Annual workshops with the originators

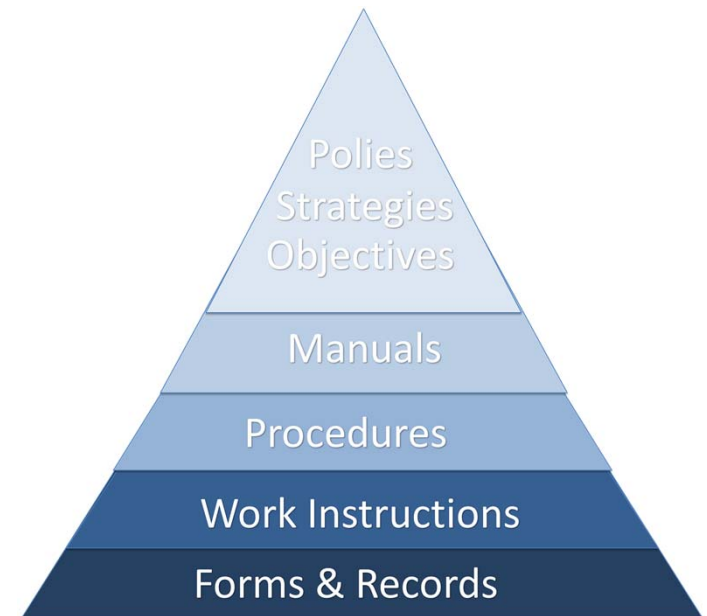
DOCUMENT CONTROL

AIM has Doc. Library access for AIM user including internal and external doc.

All internal doc. has Quality Doc. Control System:

- ✓ Identifying & Coding
- ✓ Control of changes (e. g. version control)
- ✓ Retention and Disposition

**Announce for any external doc. update
at the same time update the doc. library**





“To become the **single**
Trusted source of AI”



Thank You