

INTERNATIONAL CIVIL AVIATION ORGANIZATION
FIRST MEETING OF DIRECTORS OF CIVIL AVIATION OF THE
CARIBBEAN REGION (CAR/DCA/1)

(Grand Cayman, Cayman Islands, 8-11 October 2002)

Agenda Item 4: **Air Navigation**
 4.1 ATM Developments

IMPLEMENTATION OF ATS QUALITY ASSURANCE
PROGRAMMES BY THE STATES, TERRITORIES / ATS
SERVICE SUPPLIERS IN ORDER TO IMPROVE THE
QUALITY OF SUCH SERVICES IN THE CAR REGION.

SUMMARY

This Information Note briefly summarizes work performed in Cuba in order to put into practice a quality assurance system.

(Presented by Cuba)

1 Introduction

1.1 During GREPECAS/8 (Dominican Republic 9 – 17 November, 1998) meeting, record was taken on the fact that ATS subgroup had centered its efforts on ATS incidents and their direct relation with air navigation safety. The meeting also acknowledged that occurrence of ATS incidents was a problem affecting ATS worldwide, this having a negative impact on international civil aviation safety. CAR /SAM regions are not exempt of this phenomenon, therefore concrete measures are required to reduce these incidents at both, short and long- term.

1.2 The observation is that, in order to reduce ATS incidents, the most adequate method shall be to introduce a quality assurance program.

2. Analysis

2.1 Quality assurance is a dynamic procedure used to continuously improve an ATS system. Success of the effort on quality assurance depends on the admission that all ATS suppliers for the CAR /SAM regions must, individually and collectively, strive to provide the best service possible.

2.2 Taking as reference the regional CAR / SAM guiding material for quality assurance programmes on air traffic services and quality management system under ISO 9001/2000, The Institute of Civil Aeronautics of Cuba (IACC) has started the implementation process of quality assurance systems for air traffic services.

2.3 The programme, initially designed in Cuba, is addressed to avoid or reduce ATS incidents as much as possible, as well as improve total quality of services rendered.

2.4 ATS total quality management is based on the participation of all the staff and is addressed to the long-term success with benefits to all interested parties.

2.5 A high level of consciousness has been reached amongst the chiefs of ATS agencies regarding the need and usefulness to put into practice quality management systems.

2.6 The following preliminary results have been obtained:

- Identification of processes and procedures, pointing out the unnecessary ones for further exclusion.
- Distinct definition of purposes desired to be reached in each process and responsibilities on their application.
- Provision of a distinct approach to managers and staff as well as guidance towards identified goals.
- Provision of failure-detection mechanisms and execution of effective actions to correct same.

2.7 Work carried out so far shows that the task of implementation of an ATS quality assurance system requires comprehension and participation of the total staff, particularly the Managing Direction and, at the same time, constitutes a basic tool in order to reach an optimum level of quality.

3. Suggested action

3.1 Participants in this meeting are invited to take note of the information presented.