Fifth North American, Central American and Caribbean Working Group (NACC/WG) Aeronautical Information Management Implementation Task Force Meeting (AIM/TF/5)

Mexico City, Mexico, 28 to 29 November 2022

Agenda Item 4:   **AIM Global Implementation Support: Doc 8126 –** *Aeronautical Information Services (AIS) Manual* **New Version, Doc 9839 –** *Quality Management System (QMS) Manual* **and Doc 9991 –** *AIM TRAIN Manual*

DOC 9839 AIM QUALITY MANAGEMENT SYSTEM MANUAL

(Presented by AIM TF Rapporteur)

EXECUTIVE SUMMARY
This Information Paper is dedicated to support States into having an AIM QMS in place, as Quality aeronautical data and aeronautical information are critical for area navigation, required navigation performance (RNP), airborne computer-based navigation systems and data link systems. Customers within the AIS operations (i.e. pilots, air traffic controllers, flight planning organizations, etc.), are users of aeronautical data and aeronautical information, which pertains to Safety Critical Operations. These Safety Critical Operations include uniformity and high requirements for accuracy, resolution, integrity, traceability, timeliness, completeness and format of aeronautical data and aeronautical information. Non-compliant and corrupted aeronautical data and aeronautical information can potentially affect the safety of air navigation, therefore the AIM QMS is of vital importance.

Strategic Objectives:	• Strategic Objective 1 – Safety • Strategic Objective 2 – Air Navigation Capacity and Efficiency • Strategic Objective 3 – Security & Facilitation
References:	• Annex 15 – Aeronautical Information Services • Doc 10066 – PANS-AIM • Doc 8126 – Aeronautical Information Services Manual • Doc 9839 – AIM QMS Manual

1.   Introduction

1.1   Annex 15 requires States to introduce the QMS to provide users assurance and confidence in the quality of aeronautical data and aeronautical information throughout the aeronautical data chain, from origination to distribution. The roles, responsibilities, competencies and associated knowledge, skills and attitudes required for the performance of each function within the AIM are identified in the QMS Manual.

1.2   Implementing a Safety Management System (SMS), as well as a QMS helps with managing the identified safety risks regarding the processing of safety critical aeronautical data and aeronautical information. A balanced implemented SMS and QMS enable the AIS provider to realize safety obligations and provide quality control of aeronautical information products and services → Doc 9839

1.3   Implementing QMS exercises control over processes and procedures for the provision of aeronautical information products and services, and it should be applied throughout the entire aeronautical data chain, from the Data Originator (DO) to the distribution of products and services to the next intended user.

2.   Implementing QMS ISO 9001

2.1   Easy steps can be exercised in order to implement the QMS. These can be broken down into:

- 2.1.1   Read the guidance material.Determine what processes are needed to deliver standardized products and services.
- 2.1.3   Have / get SLA's with DOs in place.
- 2.1.4   Define what in terms of quality is acceptable to the next intended users, such as pilots, airlines, navigation database suppliers, etc., and ensure the effectiveness and continuous improvement of the QMS.
- 2.1.5   Carry out an internal audit / management review on the defined processes, procedures (written and not written), business plans' objectives and targets.
- 2.1.6   Execute Corrective Actions, tied to time limits.
- 2.1.7   Carry out Risk Assessments on the defined processes and procedures
- 2.1.8   Review regularly with fixed timespans.

2.2   Defining the processes using the guidance provided in DOC 9839 is highly recommended.
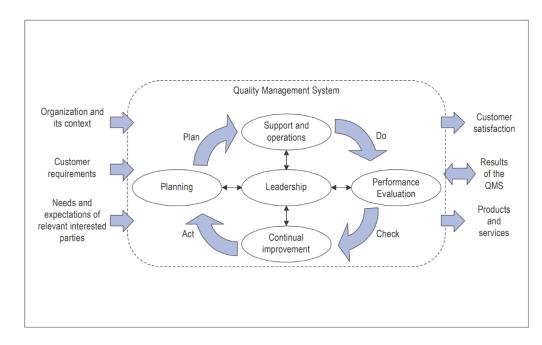
2.3   Create / update the AIM's Unit Manual, including standard operation procedures, rostering, contingency etc.

2.4   Yearly review of the above is required, together with initial and regular interval refresher training to AIM personnel.

2.5   Competent AIS technical personnel are a crucial part of the QMS and one of the most effective ways to ensure that quality and safety standards are maintained in daily operations. Training and competency of personnel need to serve the objectives of the QMS.

2.6   Processes and procedures related to the training and assessment of personnel that form part of the QMS must be routinely evaluated and monitored to ensure continued effectiveness.

2.7   With the upcoming transition stages, whereby SWIM will be the next step, having the QMS is not only highly recommended, it is a necessity in order to maintain uniformity and the high requirements for an AIM Operation that ensures accuracy, resolution, integrity, traceability, timeliness, completeness and format of aeronautical data and aeronautical information.

2.8   Improve QMS Performances within AIM

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