



Agenda Item 3: implementation of the Quality Management System in AIM units

IMPLEMENTATION PROCESS OF THE QAM IN URUGUAY AIM

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Summary

This information paper describes the progress of Uruguay towards AIM, according to the ICAO Roadmap, in the implementation of a Quality Management System.

1 Background

1.1 When the AIS-AIM Transition Roadmap was defined, the implementation of a Quality Management System was included as a priority task, within the first phase, based on ISO 9001 2008 standard.

1.2 One of the most important problems and with greater impact in such implementation refers to the accuracy of aeronautical information data received by providers. Therefore, it was decided to sign a Service Level Agreement (SLA) with such providers.

2 Discussion

2.1 As per ICAO recommendations, contemplated in the Guidance Material for the Implementation of a Quality Management System in the SAM Region, the Directorate made the necessary efforts for the introduction of a Quality System, based on procedures, processes and resources in all functional stages of the AIM.

2.2 To this end, it was necessary to get for the General Directorate the commitment for the compliance of the Roadmap, the creation of a task force, and the designation of a task coordinator, in order to define the objectives and scope of the project.

2.3 Further, training was carried out for the task force on Quality Assurance Management System, under ISO 9000 standards, and planning was initiated defining the processes and procedure to document. A schedule was also established for the development of implementation, and implementation

sessions of processes and procedures. The corresponding records were generated to be analysed by Internal Audit.

2.4 To date, the corresponding corrections are being made to the observations made by Internal Audit, and also the Service Level Agreements (SLA) have been included, to be signed with data and aeronautical information providers, as per the following schedule:

	I	Task Name	Duration	Start	End
1		Define Service Level Agreements	23 days?	Mon 01/10/12	Wed 31/10/12
2		Sign SLA by data and aeronautical information providers	87 days?	Wed 31/10/12	Thu 28/02/13
3		Sign SLA with Internal Audit	86 days?	Fri 30/11/12	Fri 29/03/13
4		Define Quality indicators	21 days?	Fri 01/03/13	Fri 29/03/13
5		Finish the system documentation	33 days?	Mon 01/04/13	Wed 15/05/13
6		Request quality pre-audit	24 days?	Mon 20/05/13	Thu 20/06/13
7		Correction of possible differences	22 days?	Fri 21/06/13	Mon 22/07/13
8		Presentation for certification	1 day?	Tue 30/07/13	Tue 30/07/13

2.5 The main reason to include the definition and signature of SLA with data and aeronautical information providers is the fact that there is no information regarding certification of such providers.

2.6 Consequently, it is fundamental that such information has the quality criteria required by ICAO Annexes, and it was understood that the only way to comply with such requirements would be through the signature of the reference agreements, which implied some tasks additional to those initially planned for the implementation of the QMS.

3 Suggested action

3.1 The meeting is invited to review the content of this information paper and make the comments deemed pertinent.

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