



# **ICAO RBIS QMS PROJECT**

**QUALITY MANAGEMENT SYSTEM  
(ISO 9001 :2015)**

**AFI AIM RBIS QMS REGULATORY FRAMEWORK**

Document reference : AFI\_AIM\_RBIS\_QMS\_RF01\_TMP



APPROVAL PAGE

APPROVAL PAGE			
Prepared by	Position	Name and Signature	Date
Reviewed by	Position	Name and Signature	Date
Approved by	Position	Name and Signature	Date







## 1. Purpose and scope

This regulation provides requirements on the quality management system (QMS) related to aeronautical information management (AIM) processes in the Republic of [Name of the State].

## 2. References

ICAO Annex 15, *aeronautical information services, sixteenth edition - July 2018 (amendment 42)*

ICAO Doc 10066, *Procedures for air navigation services – aeronautical information management (PANS-AIM), first edition - 2018 (amendment 2)*

ISO 9000 :2015, *Quality Management Systems – Fundamentals and Vocabulary*

ISO 9001 :2015, *Quality Management Systems – Requirements*

## 3. Definitions

When the following terms are used in this regulation, they have the following meanings:

**Audit.** Systematic, independent and documented process for obtaining objective evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

**Complaint.** Expression of dissatisfaction made to an organization, related to its products or service, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

**Documented information.** Information required to be controlled and maintained by an organization and the medium on which it is contained.

**Management review.** Determination of the suitability, adequacy or effectiveness of the QMS to achieve established objectives made by the organization management.

**Nonconformity.** Non-fulfilment of a requirement.

**Procedure** – specified way to carry out an activity or a process (can be documented or not).

**Process** – Set of interrelated or interacting activities that use inputs to deliver an intended result.

**Quality.** Degree to which a set of inherent characteristics of an object fulfils requirement.



**Quality management system.** Set of interrelated or interacting elements of an organization to establish quality policies and objectives, and processes to achieve those objectives.

**Quality objective.** Result related to quality, to be achieved

**Quality policy.** Intentions and direction of an organization related to quality as formally expressed by its top management.

## 4. QMS Requirements

### 4.1 General requirements

- 4.1.1 Quality management systems (QMS) shall be implemented and maintained encompassing all functions of an AIS, as outlined in 2.2 of ICAO Annex 15. The execution of such quality management systems shall be made demonstrable for each function stage.
- 4.1.2 Quality management shall be applicable to the whole aeronautical data chain from data origination to distribution to the next intended user, taking into consideration the intended use of data.
- 4.1.3 The quality management system established in accordance with 4.1.1 shall follow the ISO 9000 series of quality assurance standards and be certified by an accredited certification body.

### 4.2 Scope of the QMS.

The Aeronautical Information Management Provider (AIMP) shall determine the limits and applicability of its quality management system in order to establish its scope of application.

### 4.3 Quality processes

- 4.3.1 The AIMP shall determine the processes necessary for the quality management system, their sequence and interactions. These processes shall include, for aeronautical data and aeronautical information:
- a) collection;
  - b) processing;
  - c) quality control; and



d) distribution.

4.3.2 The AIMP shall determine criteria and methods required to ensure the effective operation and control of these processes.

#### 4.4 Quality Policy

4.4.1 The AIMP shall establish, implement and maintain a quality policy that :

- Supports its strategic direction and provides a framework for setting quality objectives of management ;
- Includes a commitment to provide resources, to satisfy applicable requirements and meet the needs of aviation users;
- Includes a commitment to continual improvement of the QMS.

4.4.2 The established policy shall :

- be available and be maintained as documented information ;
- be communicated, understood and applied within the organization ;
- be available to relevant interested parties.

#### 4.5 Roles, responsibilities and authorities

The AIMP shall assign within its organization the responsibilities and authorities for the relevant roles.

#### 4.6 Risk-based approach

The AIMP shall determine the risks and opportunities that need to be taken into account in carrying out its activities.

#### 4.7 Quality objectives and associated indicators

The AIMP shall establish quality objectives necessary for the QMS and associated indicators to ensure that the objectives are achieved.



#### 4.8 Resources

The AIMP shall determine, provide and maintain:

- the human resources necessary for the effective implementation of its QMS and the implementation and control of its processes;
- the infrastructure (buildings, equipment and materials) necessary to implement its processes and achieve compliance with AIS products and services ;
- the environment necessary to implement its processes and achieve compliance of products and services ;
- the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of AIS products and services to requirements.

#### 4.9 Competencies

Within the context of the established quality management system, the AIMP shall identify the competencies and the associated knowledge, skills and abilities required for each function, and personnel assigned to perform those functions shall be appropriately trained. Processes shall be in place to ensure that personnel possess the competencies required to perform specific assigned functions. Appropriate records shall be maintained so that the qualifications of personnel can be confirmed. Initial and periodic assessments shall be established that require personnel to demonstrate the required competencies. Periodic assessments of personnel shall be used as a means to detect and correct shortfalls in knowledge, skills and abilities.

#### 4.10 Operational Procedures

The AIMP shall determine, develop and implement operational procedures related to AIS processes including those for the use of metadata, to ensure and verify that aeronautical data is traceable throughout the aeronautical information data chain so as to allow any data anomalies or errors detected in use to be identified by root cause, corrected and communicated to affected users.

#### 4.11 Means of surveillance

The AIMP shall have at its disposal means of monitoring to ensure compliance with the prescribed timeframe for the realization of AIS products and services.





#### 4.12 Operational performance indicators

The AIMP shall define operational performance indicators in order to assess the quality of AIS products and services provided to the users.

#### 4.13 Internal Audit

On the basis of a documented procedure, the AIMP shall conduct internal audits at planned intervals to determine whether the QMS complies with the applicable requirements, is effectively implemented and maintained.

#### 4.14 Management review

The AIMP shall conduct a review of its QMS, at planned intervals, to ensure that it is still suitable, adequate, effective and in line with the strategic direction of the organization.

#### 4.15 Non-conformity and corrective action

If nonconformity is identified, initiating action to correct its cause shall be determined and taken without undue delay. All audit observations and remedial actions shall be evidenced and properly documented.

\_\_\_\_\_END\_\_\_\_\_