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## **ICAO RBIS QMS PROJECT**

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

***AFI AIM RBIS QMS CATALOGUE OF AIM PROCEDURES***

Document Reference: *AFI\_AIM\_RBIS\_QMS\_CP01\_TMP*







## 1 PURPOSE

This catalogue contains the various procedures applicable to AIM within the framework of the QMS.

## 2 SCOPE

This catalogue contains procedure in line with ISO 9001:2015 International Standard.

## 3 REFERENCES

- a. This document covers clauses of ISO 9001:2015 International Standard.
- b. This document shall be used in tandem with the AIS Manual of Operations.
- c. This document should be used together with the AIS Training Manual.
- d. ISO 19011:2018, Guidelines for Auditing Management Systems.

## 4 TERMINOLOGIES

|                      |   |
|----------------------|---|
| Audit Evidence       | Records and statements of fact or other information which are relevant to the audit criteria and verifiable.  |
| Audit Team           | A group of internal auditors who will audit an assigned process   |
| Audit Team Leader    | The leader of the audit team  |
| Auditee              | Unit or employee being audited  |
| Awareness Training   | Raising the quality awareness of employees to increase their understanding of quality issues and the relevance of those issues to the activities, products and services of State AIS  |
| Change               | Any modification which affects the capability of a process to maintain control of the output; including all modifications to equipment, procedures, service conditions and software. Temporary changes are also considered a change |
| Change in facility   | A change in facility occurs whenever a change is made to office structure.  |
| Change in Procedures | Temporary or permanent modifications of written documented information.   |
| Closing Meeting      | Meeting held after the individual audit with the respective auditees.   |
| Communication        | The act of conveying meanings from one entity or group to another through the use of mutually understood signs and semiotic rules.  |
| Competency Training  | Equipping of State AIS Staff with the needed skills to enable them to fulfil their duties in a competent manner that is consistent with the objectives of the QMS   |



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| Concession                   | Permission to use or release a product/ service that does not conform to specified requirements   |
| Conformity                   | An observation that indicates a policy or practice meets the requirements of the standard or documented procedures  |
| Continual Improvement        | Recurring activity to enhance performance   |
| Controls                     | Measure that is modifying a risk. Controls include any process, policy, device, practice or other actions which modify risks. Controls may not always exert the intended or assumed modifying effect.   |
| Correction                   | Action to eliminate a detected non-conformity. A correction can be made in advance of, in conjunction with or after a corrective action. It can include rework or regrade.  |
| Corrective Action            | Any remedial action taken to eliminate the cause of a non-conformity that has occurred, and prevent recurrence of non-conformity. There can be more than one cause for a non-conformity.  |
| Document                     | Information and the medium on which it is contained   |
| Documented Information       | Information required to be controlled and maintained by State AIS and the medium on which it is contained. Documented information can be in any format and media and from any source.   |
| Documents of external origin | Documents from outside the confines of State AIS such as but not limited to Statutory / Legal / Legislative Regulations, Codes of Practice, letters or communications from external interested parties, National/International Standard, and other documents that are required by the Standards |
| Electronic Documents         | Documents in Hard Disk, Compact disc and Software Packages  |
| Environment                  | Surroundings in which State AIS operates, including air, land, natural resources, humans and their interrelationship.   |
| External provider            | Provider that is not part of State AIS  |
| Feedback                     | Opinion, comments and expressions of interests in a particular product or service   |
| Information                  | Meaningful data   |
| Interested Parties           | Person or organization that can affect, be affected by, or perceived itself to be affected by a decision or activity.   |
| Internal Documents           | Documents established such as: Policies, Objectives, Manual, Process, Procedures, Work Instructions (Standard Operating Procedures) and Registers   |
| Likelihood                   | Chance of something happening   |
| Management Review            | Cross-functional review by GCAA AIS Top Management which takes place at regular intervals aimed to assess GCAA AIS's success at achieving objectives established thus ensuring its continued suitability,   |



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|                                 | adequacy and effectiveness and to take action to correct it when necessary.   |
| Management Team                 | Refers to the Head of Section and all State AIS/AIM Managers  |
| Measure                         | Process to determine value  |
| Measurement                     | Process to determine a value.   |
| Monitor                         | Determine the status of a system, a process or an activity through checking, supervision or critical observation  |
| Next intended user Satisfaction | Next intended user's perception of the degree to which the next intended user's requirements have been fulfilled.   |
| Nonconforming Output            | Any output that deviates from known requirements resulting from system failure, technical error or human induced error  |
| Non-Conformity                  | Any form of non-fulfilment of internal, regulatory, statutory or customer requirement. It also includes non-conformity to requirements that STATE AIS/AIM established for itself.   |
| Objective                       | Result to be achieved   |
| Obsolete documents              | Old revision documents  |
| Opening Meeting                 | Meeting held before the individual audit with the respective auditees.  |
| Organizational Context          | Combination of internal and external factors and conditions that can have an effect on State AIS/AIM's approach to developing and achieving its objectives.   |
| Originator                      | An entity that is accountable for data or information origination and/or from which the AIS/AIM organization receives aeronautical data and aeronautical information. They are also considered as external providers in the context of the QMS. |
| Output                          | Result of a process   |
| Performance                     | Measurable result related to either quantitative or qualitative findings  |
| Performance Indicator           | Measurable representation of the condition or status of operations, management or conditions  |
| Process                         | Set of interrelated or interacting activities, which transform inputs into outputs  |
| Provider                        | Supplier/ organisation that provides a product or a service   |
| Quality Manual                  | Specification for the Quality management System of State AIS/AIM  |
| Record                          | Document stating results achieved or providing evidence of activities performed   |
| Requirement                     | Need and expectation that is stated, generally implied or obligatory  |
| Rework                          | Action on a nonconforming product/ service to make it conform to the requirements   |





|                         |   |
|-------------------------|---|
| Risk                    | Effect of uncertainty on an expected result   |
| Risks and opportunities | Potential adverse effects (threats) and potential beneficial effects (opportunities).   |
| Severity                | Outcome of an occurrence or change of a particular set of circumstances affecting objectives  |
| SWOT Analysis           | It is a tool used to analyse State AIS/AIM Strengths, Weaknesses, Opportunities and Threats.  |
| Top Management          | Person or group of people who directs and controls state AIS/AIM at the highest level. This includes the State AIS Director-General, Technical Director, DAIS, and Head of Section. |
| Training                | Includes all forms of training such as on job experience and background education, programmed training or QMS training  |
| Validation              | Confirmation, through the provision of objective evidence, that the requirements for a specific intended use or application has been fulfilled                                      |

**4.1 Abbreviations**

|          |  |
|----------|--|
| AIS      | Aeronautical Information Services              |
| AIC      | Aeronautical Information Circular              |
| AIM      | Aeronautical Information Management            |
| AIP      | Aeronautical Information Publication           |
| AFTN     | Aeronautical Fixed Telecommunication Network   |
| AMHS     | ATS Message Handling System                    |
| AMHS     | ATS Messaging Handling System                  |
| ATSE     | Air Traffic Safety Engineering                 |
| ATSE     | Air Traffic Safety Engineering Department      |
| CAR      | Corrective Action Request                      |
| DAIS     | Director of Section                            |
| DGS      | Director, General Services                     |
| DOC/ PUB | Documentation and Publication Unit             |
| ETC      | Entity Tender Committee                        |
| FPL      | Filed Flight Plan(s)                           |
| GMET     | Ghana Meteorological Agency                    |
| HAIS     | Head of Aeronautical Information Services      |
| HOW      | Handing over Watch                             |
| ICAO     | International Civil Aviation Organisation      |
| ISO      | International Organisation for Standardization |
| NC       | Nonconformity                                  |
| NC&CAR   | Nonconformity and Corrective Action Request    |
| NOF      | International NOTAM Office                     |
| NOTAM    | Notice to Airmen                               |



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| PANS     | Procedures for Air Navigation  |
| PANS-AIM | Procedures for Air Navigation Services - Aeronautical Information Management |
| PC       | Personal Computer  |
| PDF      | Portable Document Format   |
| QCL      | Quality Champion Leader  |
| QMS      | Quality Management System  |
| SARPs    | Standards and Recommended Practices  |
| SLA      | Service Level Agreements   |
| SMS      | Safety Management System   |
| SOP      | Standard Operating Procedure   |
| TOW      | Taking Over Watch  |
| TWR      | Aerodrome Control Tower or Aerodrome Control                                 |

The following procedures are applicable to AIM within the framework of the QMS and have been developed in line with ISO 9001:2015 International Standard:

1. AFI\_AIM\_RBIS\_QMS\_400\_PR01\_TMP, AFI AIM RBIS QMS Procedure to Define Organisational Context and QMS Processes
2. AFI\_AIM\_RBIS\_QMS\_500\_PR01\_TMP, AFI AIM RBIS QMS Procedure to Define Leadership and Commitment template
3. AFI\_AIM\_RBIS\_QMS\_600\_PR01\_TMP, AFI AIM RBIS QMS Procedure for Planning of the Quality Management System template
4. AFI\_AIM\_RBIS\_QMS\_610\_PR01\_TMP, AFI AIM RBIS QMS Procedure for Quality Risk Analysis and Management template
5. AFI\_AIM\_RBIS\_QMS\_710\_PR01\_TMP, AFI AIM RBIS QMS Procedure for Resource Management template
6. AFI\_AIM\_RBIS\_QMS\_720\_PR01\_TMP, AFI AIM RBIS QMS Procedure to Define Competence, Training and Awareness template
7. AFI\_AIM\_RBIS\_QMS\_740\_PR01\_TMP, AFI AIM RBIS QMS Procedure for Communication template
8. AFI\_AIM\_RBIS\_QMS\_750\_PR01\_TMP, AFI AIM RBIS QMS Procedure for the Control of Documented Information template
9. AFI\_AIM\_RBIS\_QMS\_810\_PR01\_TMP, AFI AIM RBIS QMS Procedure to define QMS Operational Planning and Control template
10. AFI\_AIM\_RBIS\_QMS\_820\_PR01\_TMP, AFI AIM RBIS QMS Procedure to Define Next Intended User Related Processes template





11. AFI\_AIM\_RBIS\_QMS\_823\_PR01\_TMP, AFI AIM RBIS QMS Procedure for Identification of Legal, Statutory and Regulatory Requirements template
12. AFI\_AIM\_RBIS\_QMS\_840\_PR01\_TMP, AFI AIM RBIS QMS Procedure for the Control of External Service Providers template
13. AFI\_AIM\_RBIS\_QMS\_850\_PR01\_TMP, AFI AIM RBIS QMS Procedure for Control of Production of Aeronautical Data, Aeronautical Information And Service Provision template
14. AFI\_AIM\_RBIS\_QMS\_870\_PR01\_TMP, AFI AIM RBIS QMS Procedure for the Control of Non-Conforming Outputs template
15. AFI\_AIM\_RBIS\_QMS\_910\_PR01\_TMP, AFI AIM RBIS QMS Procedure for QMS Monitoring, Measurement, Analysis and Evaluation template
16. AFI\_AIM\_RBIS\_QMS\_920\_PR01\_TMP, AFI AIM RBIS QMS Procedure for Internal Audit template
17. AFI\_AIM\_RBIS\_QMS\_930\_PR01\_TMP, AFI AIM RBIS QMS Procedure for Management Review template
18. AFI\_AIM\_RBIS\_QMS\_102\_PR01\_TMP, AFI AIM RBIS QMS Procedure for Nonconformity, Complaint Management, Corrective Action and Error Analysis template
19. AFI\_AIM\_RBIS\_QMS\_103\_PR01\_TMP, AFI AIM RBIS QMS Procedure for Continual Improvement template

## 5 THE ATTACHMENT AND FORMS

| Number                        | Description   |
|-------------------------------|---|
| AFI_AIM_RBIS_QMS_PL01_TMP     | AFI AIM RBIS QMS Policy Statement template                                    |
| AFI_AIM_RBIS_QMS_621_RG01     | Objectives, Targets and Programmes  |
| AFI_AIM_RBIS_QMS_102-FR01     | AFI AIM RBIS QMS Nonconformity and Corrective Action Request Form             |
| AFI_AIM_RBIS_QMS_600_FR01     | AFI AIM RBIS QMS Change Request Form  |
| AFI_AIM_RBIS_QMS_610_RG01     | AFI AIM RBIS QMS Quality Risk Analysis and Management Register                |
| AFI_AIM_RBIS_QMS_400_PR01_TMP | AFI AIM RBIS QMS Procedure to Define Organisational Context and QMS Processes |
| AFI_AIM_RBIS_QMS_MAN_TMP      | AFI AIM RBIS QMS Manual Template  |



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| AFI_AIM_RBIS_QMS_610_RG01 | AFI AIM RBIS QMS Quality Risk Analysis and Management Register |
| AFI_AIM_RBIS_QMS_720_FR01 | AFI AIM RBIS QMS Training Attendance & Evaluation Sheet        |
| AFI_AIM_RBIS_QMS_720_FR02 | AFI AIM RBIS QMS Training Need Identification Form             |
| AFI_AIM_RBIS_QMS_750_FR02 | AFI AIM RBIS QMS Document Change Request Form                  |
| AFI_AIM_RBIS_QMS_910_FR01 | AFI AIM RBIS QMS Next Intended User Satisfaction Survey Form   |
| AFI_AIM_RBIS_QMS_840_FR01 | AFI AIM RBIS QMS External Provider Evaluation Criteria         |
| AFI_AIM_RBIS_QMS_920_FR01 | AFI AIM RBIS QMS Internal Audit Plan                           |



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