ICAO RBIS QMS PROJECT

QUALITY MANAGEMENT SYSTEM

(ISO 9001:2015)

AFI AIM RBIS QMS PROCEDURE TO DEFINE LEADERSHIP AND COMMITMENT TEMPLATE

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Disclaimer:

1   PURPOSE

The purpose of this procedure is to establish and maintain the leadership responsibilities and authority necessary to ensure top management at State AIM/AIS is committed to supporting the requirements of the Quality Management System (QMS).

2   SCOPE

The procedure applies to State AIM/AIS stated commitments and aspirations to performance, integrity and reliability of aeronautical information products and service provision through the operation of a Quality Management System in line with ISO 9001:2015 International Standard.

3   REFERENCES

This document addresses clause 5 of the ISO 9001:2015 covering leadership and commitment.

4   TERMINOLOGIES

Top Management	Person or group of people who directs and controls an organization at the highest level. This includes State AIM/AIS Director-General, Technical Director, DAIM and HAIM.
Management Team	Refers to Head of AIS and all State AIM/AIS Managers.

4.1   Abbreviations

AIS	Aeronautical Information Services
DAIM	Director, Aeronautical Information Management/Services
HAIM	Head of Aeronautical Information Management/Services
ISO	International Organisation for Standardization
QMS	Quality Management System

5   RESPONSIBILITIES

DAIM	Has the prime responsibility and approval authority for this procedure
HAIM	Responsible to demonstrate leadership and commitment with respect to QMS.
	Responsible for updating and maintaining this procedure through the QMS Manager.
AIS Managers	Responsible to ensure that the QMS conforms to requirements of ISO 9001:2015 international standards and is established, implemented and maintained within the Units of the AIM/AIS.

6 METHOD

6.1 Leadership and Commitment to the Quality Management system (QMS)

1. Top management ensures that the QMS is established, implemented and maintained in a planned and systematic manner.

2. This is accomplished with the appointment of a QMS Manager as the Coordinator of the project with specific responsibility for the QMS, and the selection of a supporting Quality Champions team.

   - Responsibilities for the QMS Manager and the Quality Champions are communicated and detailed in relevant paragraphs of this procedure.

3. Top management through the Quality Champions demonstrates leadership and commitment to the QMS by:

   - Taking accountability for the effectiveness of the QMS,

   - Ensuring that the quality policy and quality objectives are established and are compatible with the context and strategic direction of State AIM/AIS,

   - Ensuring the integration of the QMS requirements into the State AIM/AIS business processes,

   - Promoting awareness of process approach and risk-based thinking,

   - Ensuring that the resources needed for the QMS are available,

   - Communicating the importance of effective QMS and of conforming to the QMS requirements,

   - Ensuring that the QMS achieves its intended results and outcomes,

   - Engaging, directing and supporting persons to contribute to the effectiveness of the QMS,

   - Promoting improvement,

   - Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

6.2 Customer Focus, as Applicable to the QMS

1. Top management through Quality Champions demonstrates leadership and commitment to customer focus by ensuring that:

   - Customer and applicable statutory and regulatory requirements are determined, understood and consistently met,

   - The risks and opportunities that can impact conformity of aeronautical information products and services and the ability to enhance customer satisfaction are determined and addressed,

   - The focus on enhancing customer satisfaction is maintained.

6.3 Quality Policy, as Applicable to the QMS

1. In support of the Director-General, the State AIM/AIS Management establishes, implements and maintains the quality policy that:

    ▪ Is appropriate to the purpose and context of the organization and supports its strategic direction,

    ▪ Provides a framework for setting quality objectives,

    ▪ Includes a commitment to satisfy applicable requirements,

    ▪ Includes a commitment to continual improvement of the QMS.

2. The AFI AIM RBIS QMS Policy Statement template, AFI_AIM_RBIS_QMS_PL01_TMP is approved by the Director-General.

3. The AFI AIM RBIS QMS Policy Statement template, AFI_AIM_RBIS_QMS_PL01_TMP states State AIM/AIS commitments to provide customers with quality aeronautical data and aeronautical information in a timely, regular and accurate manner.

4. Based on the stated commitments and aspirations, State AIM/AIS develops a formalized QMS to assure that the quality of aeronautical information products and services provided to Next Intended Users meet and/or exceed their expectations in a responsible manner.

5. The document, AFI_AIM_RBIS_QMS_PL01_TMP, summarizes the Quality Policy, and includes the main Quality Objective, and the Strategic Direction.

    ▪ Strategic direction considers the Vision, Mission, and Goals for State AIM/AIS.

    ▪ The strategic direction is further guided by the business process map.

6. State AIM/AIS displays the Quality Policy Statement throughout their working environments. General orientation training explains and discusses the meaning of the policy to new employees.

7. State AIM/AIS communicates and makes available, the AFI AIM RBIS QMS Policy Statement template, AFI_AIM_RBIS_QMS_PL01_TMP to Next Intended Users, Service providers, suppliers, data originators and other relevant interested parties.

8. The Top Management may decide to change the AFI AIM RBIS QMS Policy Statement template, AFI_AIM_RBIS_QMS_PL01_TMP when the State AIM/AIS attains the goals and aspirations expressed or they are no longer relevant or sufficient.

6.4 Organizational roles, Responsibilities, Accountability and Authorities

1. Top management ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood within State AIM/AIS.

2. Top management has assigned to the AIS QMS Manager the responsibility and authority for:

    ▪ Ensuring that the QMS meets the requirements of the ISO 9001:2015 standard.

    ▪ Ensuring that the intended outputs of processes are delivered,

    ▪ Reporting to top management on the performance of the QMS and on opportunities for improvement.

- Ensuring the promotion of customer focus within the State AIM/AIS,

- Ensuring that the integrity of the QMS is maintained when changes to it are planned and implemented

3. In support of the Director-General, the Top management communicates the roles and authorities with the organizational chart, where the functional roles and positions are identified.

4. Each of the management positions has responsibility for the functions described and is responsible and accountable to ensure they are carried out either personally or by another designated authority.

5. In this procedure, accountability means ultimate responsibility and relates to the person who is held to account if something is not done, does not work, or fails to achieve its objective.

6. At the State AIM/AIS, the responsibility for the QMS is shared by five (5) functional Managers under the direction of the Head of AIS:

   i. NOTAM Process Description

   ii. Documentation and Publication Process Description

   iii. Flight Planning Process Description

   iv. Crew Briefing Process Description

   v. AERCOM (AMHS) Process Description

   vi. Training Process Description

   vii. Top Management Process Description

   viii. Quality Assurance Process Description

   ix. Cartography Process Description

   Note: Processes may differ depending on how States have organised their AIS/AIM.

7. In support of Top management, the AFI AIM RBIS QMS Procedure for Planning of the Quality Management System template, AFI_AIM_RBIS_QMS_600_PR01_TMP and the AFI AIM RBIS QMS Procedure to Define QMS Operational Planning and Control template, AFI_AIM_RBIS_QMS_810_PR01_TMP are established to further demonstrate leadership and commitment.

8. Top management reviews leadership, commitment, customer focus, the quality policy and roles, responsibilities and authorities on an annual basis as defined in the AFI AIM RBIS QMS Procedure for Management Review template, AFI_AIM_RBIS_QMS_930_PR01_TMP.

7 ATTACHMENT AND FORMS

Number	Description
	Organizational Chart
AFI_AIM_RBIS_QMS_PL01_TMP	AFI AIM RBIS QMS Policy Statement template

AFI_AIM_RBIS_QMS_600_PR01_TMP	AFI AIM RBIS QMS Procedure for Planning of the Quality Management System template
AFI_AIM_RBIS_QMS_810_PR01_TMP	AFI AIM RBIS QMS Procedure to Define QMS Operational Planning and Control template
AFI_AIM_RBIS_QMS_930_PR01_TMP	AFI AIM RBIS QMS Procedure for Management Review template