ICAO RBIS QMS PROJECT

QUALITY MANAGEMENT SYSTEM

(ISO 9001:2015)

AFI AIM RBIS QMS PROCEDURE FOR PLANNING OF THE QUALITY MANAGEMENT SYSTEM TEMPLATE

Document Reference: AFI_AIM_RBIS_QMS_600_PR01_TMP

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Record of Revisions			
Number	Date	Entered by	Supervised by

List of Effective Pages	
Page Number	Revision Date

1 PURPOSE

This QMS procedure details the processes used by State AIM/AIS in identifying and addressing needs and expectations of interested parties as well as external and internal issues that can affect the ability of State AIM/AIS to achieve the intended results of its Quality Management System (QMS).

2 SCOPE

This procedure covers the planning activities and resources required to meet the objectives of the QMS. It also applies to changes outside the scope of established documented information and include, but not necessarily limited to, alterations in the service scope of State AIM/AIS; infrastructure including facilities and equipment; and aeronautical information or data management practice.

3 REFERENCES

a. This document covers clause 6.0 of ISO 9001:2015 international standards.

4 TERMINOLOGIES

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.
SWOT Analysis	It is a tool used to analyse State AIM/AIS Strengths, Weaknesses, Opportunities and Threats.
Risks and opportunities	Potential adverse effects (threats) and potential beneficial effects (opportunities).
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.

4.1 Abbreviations

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

5 RESPONSIBILITIES

HAIM	Has the prime responsibility and approval authority for this procedure.

	Approves changes and assigns responsibility for coordinating change management.
	Ensures the availability of resources needed to implement this procedure.
Unit Managers	Responsible for coordinating changes in their respective area of control.
QMS Manager	Responsible for leading the Quality Champions and can be referred to as the Quality Champion Leader.
	Responsible for reviewing and updating this procedure
	Provides feedback to Management regarding any impacts of change on the QMS
	Ensures that the responsibilities and authorities for the QMS are communicated
Quality Champions	Review management of change actions to ensure conformity to the QMS.
All staff	Additional responsibilities assigned to State AIM/AIS staff in relation to this procedure are provided in subsequent sections of the procedure.

6 PROCEDURE DETAILS

6.1 Understanding the Context of the Organisation

1. The context of State AIM/AIS including needs and expectations of internal and external interested parties are defined in the AFI AIM RBIS QMS Procedure to Define Organisational Context and QMS Processes, AFI_AIM_RBIS_QMS_400_PR01_TMP and the QMS Process Descriptions.

6.2 Process Identification

1. State AIM/AIS has identified its processes and are listed in the AFI AIM RBIS QMS Manual template, AFI_AIM_RBIS_QMS_MAN_TMP.
2. Managers are responsible for the management of the processes that transform the QMS inputs into outputs. Process description documents are developed to ensure that each process inputs and the sets of activities carried out are converted into expected outputs.
3. The process descriptions are based on the process approach for managing QMS Processes through the application of a “Plan-Do-Check-Act” methodology, with a focus on “Risk-Based-Thinking”. This is to ensure that the QMS can achieve its intended results, prevent, or reduce undesired effects and achieve continual improvement.
4. All resources needed, expectations, key performance indicators and process interlinkages are indicated in the process descriptions.

6.3 Identification of Legal, Statutory and Regulatory Requirements

1. Mandatory legal, statutory and regulatory requirements that affect planning of the QMS are considered as part of the State AIM/AIS opportunities and risk.

2. As part of the process inputs, customer requirements are documented in the process description documents.
3. Interested parties including customers for the process requirements are identified as output in the process description documents.

6.4 Risks and Opportunities

1. The quality risks and opportunities are identified by Quality Champions and process Heads in their respective process descriptions through SWOT Analysis Approach to ensure that the QMS can accomplish its intended results, prevent or reduce undesired effects and achieve continual improvement.
2. These identified quality risks and opportunities are reviewed by the QMS Manager to ensure adequacy.
3. Risk-Based-Thinking to continual improvement guidelines are provided in the risk and opportunity sections of the processes through the SWOT analysis and outlines actions that lead to the prevention, or reduction of undesired effects and to achieving continual improvement.
4. Actions to address risks and opportunities are identified in the AFI AIM RBIS QMS Quality Risk Analysis and Management Register template and Management Register, AFI_AIM_RBIS_QMS_610_RG01_TMP.
5. Some of the identified actions to address quality risks and opportunities are translated into AFI AIM RBIS Quality Objectives, Targets and Programmes, AFI_AIM_RBIS_QMS_621_RG01_TMP which outlines details for what will be done, what resources will be required, who will be responsible, when it will be completed and how the results will be evaluated.
6. Effectiveness of actions to address the risks and opportunities are evaluated during process review by Process Owners at least once a year.
7. Process SWOT analysis shall be reviewed in case any of the following is encountered apart from the scheduled once a year (at least) process review:
    - If a non-conformance is detected during audit;
    - After receiving a complaint from interested parties or customer;
    - Changes in State AIM/AIS structure;
    - After an occurrence of an actual emergency situation

6.5 Quality Objectives

1. Each process at State AIM/AIS has established quality objectives with inputs from all staff and recorded in the AFI AIM RBIS Quality Objectives, Targets and Programmes, AFI_AIM_RBIS_QMS_621_RG01_TMP.

2. The quality objectives are consistent with the quality policy, are measurable; take into account applicable requirements, are relevant to conformity of services and the enhancement of customer satisfaction.
3. The objectives are monitored by respective Process Owners, communicated to all workers within the unit and updated when required.

6.6 Planning for Changes

1. When changes to the QMS are needed, the QMS Manager ensures that they are carried out in a planned and systematic manner with consideration given to the purpose of the change and any of its consequences, the integrity of the management system, the availability of resources, and the assignment of responsibilities.
2. With the AFI AIM RBIS QMS Procedure to Define QMS Operational Planning and Control template, AFI_AIM_RBIS_QMS_810_PR01_TMP, changes are planned and carried out systematically.
3. With the AFI AIM RBIS QMS Procedure for the Control of Documented Information template, AFI_AIM_RBIS_QMS_750_PR01_TMP, changes to documents are controlled.

6.6.1 Review, Approval and Improvement projects

1. The HAIM is responsible for approving the action plans and ensure adequate resources are provided for its implementation.
2. The QMS Manager in collaboration with the Process Owners identifies new or changed quality or corrective improvement actions that support the quality policy and quality objectives and from the reviews of the management system with AFI AIM RBIS QMS Procedure for Management Review template, AFI_AIM_RBIS_QMS_930_PR01_TMP.
3. The AFI AIM RBIS QMS error tracking form template, AFI_AIM_RBIS_QMS_FR01_TMP is used to initiate and plan the simpler corrective / improvement projects.

6.7 Normal Change Management Process

1. A change is requested by management using Change Request Form, detailing planned changes.
2. The QMS Manager upon receipt of the request form notifies the Quality Champions and together review/analyse the change taking into consideration risks and opportunities using any recognized method of analysis and notify HAIM. If required, other experts or consultants may be invited to assist in the review.
3. Risks considered are related but not limited to:
    - Implied changes to QMS risks and opportunities,
    - Implied changes in next intended user perception and confidence in State AIM/AIS products and services,

- Implied changes in QMS commitments including objectives, targets and programmes,
- Implied changes to legal, statutory and regulatory requirements, and
- Implied changes to QMS documented information.

4. The QMS Manager and Quality Champions in collaboration with other experts or consultant, if required, identifies actions to minimize risks as low as practically possible and enhance opportunities.
5. The QMS Manager and Quality Champions translates actions that are critical into an action plan using the AFI AIM RBIS Quality Objectives, Targets and Programmes, AFI_AIM_RBIS_QMS_621_RG01_TMP.
6. The QMS Manager tracks the status of the planned actions and reports this to the HAIM.
7. When planned actions to address risks and opportunities have been implemented to an acceptable level, the HAIM approves for implementation of the change and update the Director, Air Traffic Services.
8. Implementation of planned actions to address risks/opportunities and implementation of changes may be done concurrently based on the nature of the risks.
9. The QMS Manager and Quality Champions periodically review the change and determine any additional changes that may be required.
10. If additional changes are required, the normal or emergency change management process is activated.

6.8 Emergency Changes

1. A change only qualifies as an emergency if applying the normal management of change process would not mitigate the situation in time to avoid potential risk in terms of quality.
2. The Quality Champions hold an emergency meeting to review the risks associated with the change.
3. If risks are minimal, conduct the change. If risks are high, change must be suspended until normal change management process has been implemented.

7 RELATED DOCUMENTS AND FORMS

Number	Description
AFI_AIM_RBIS_QMS_FR01_TMP	AFI AIM RBIS QMS error tracking form template
	Change Request Form
AFI_AIM_RBIS_QMS_MAN_TMP	AFI AIM RBIS QMS Manual template
AFI_AIM_RBIS_QMS_400_PR01_TMP	AFI AIM RBIS QMS Procedure to Define Organisational Context and QMS Processes

Number	Description
AFI_AIM_RBIS_QMS_610_RG01_TMP	AFI AIM RBIS QMS Quality Risk Analysis and Management Register template and Management Register
AFI_AIM_RBIS_QMS_621_RG01	AFI AIM RBIS QMS Quality Risk Analysis and Management Register template and Management Register
AFI_AIM_RBIS_QMS_750_PR01_TMP	AFI AIM RBIS QMS Procedure for the Control of Documented Information 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