



| ICAO

UNITING AVIATION

AIM Quality Manual (Doc 9839)

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Requirement for a quality manual

ICAO Annex 15 – SARPS for QMS

“3.6.1 Quality management systems shall be implemented and maintained encompassing all functions of an AIS, as outlined in 2.2. The execution of such quality management systems shall be made demonstrable for each function stage.

Note.— Guidance material is contained in the Manual on the Quality Management System for Aeronautical Information Services (Doc 9839)

3.6.2 Recommendation.— *Quality management should 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.*

3.6.3 Recommendation.— *The quality management system established in accordance with 3.6.1 should follow the ISO 9000 series of quality assurance standards and be certified by an accredited certification body.*”

How to ensure quality assured aeronautical information products and services?

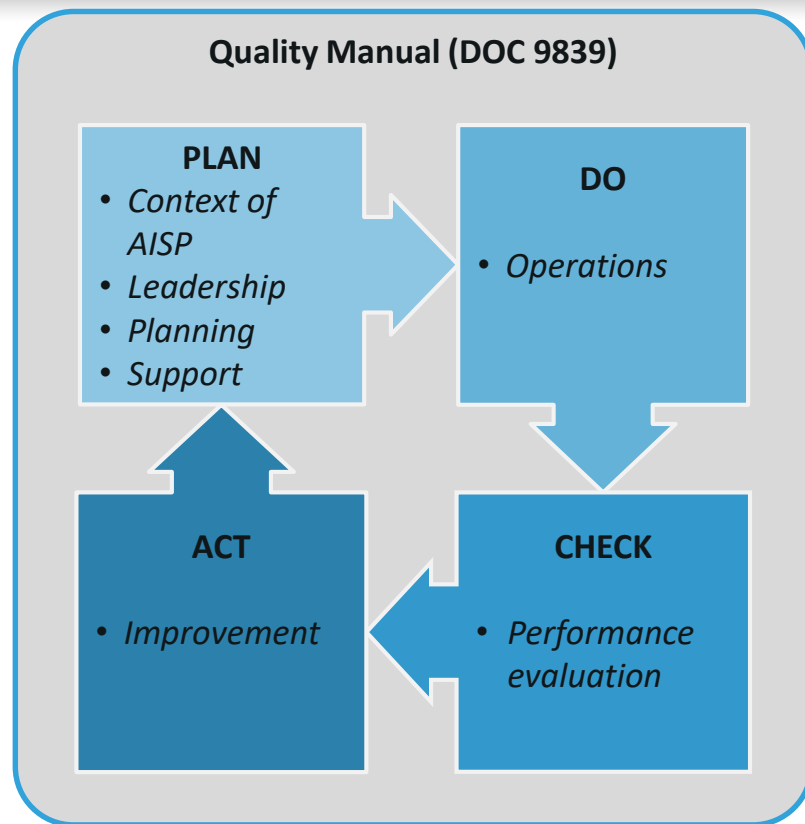


Development of guidance material

- Development of guidance material commenced in 2008
- Changes that affected the guidance material:
 - ISO 9001:2015
 - AIS to AIM transition
- IMP/AIM-WG tasked to continue development of manual
- Quality manual provides guidance on how to implement QMS
- SMS and QMS relationship
- Current status of quality manual

Methodology

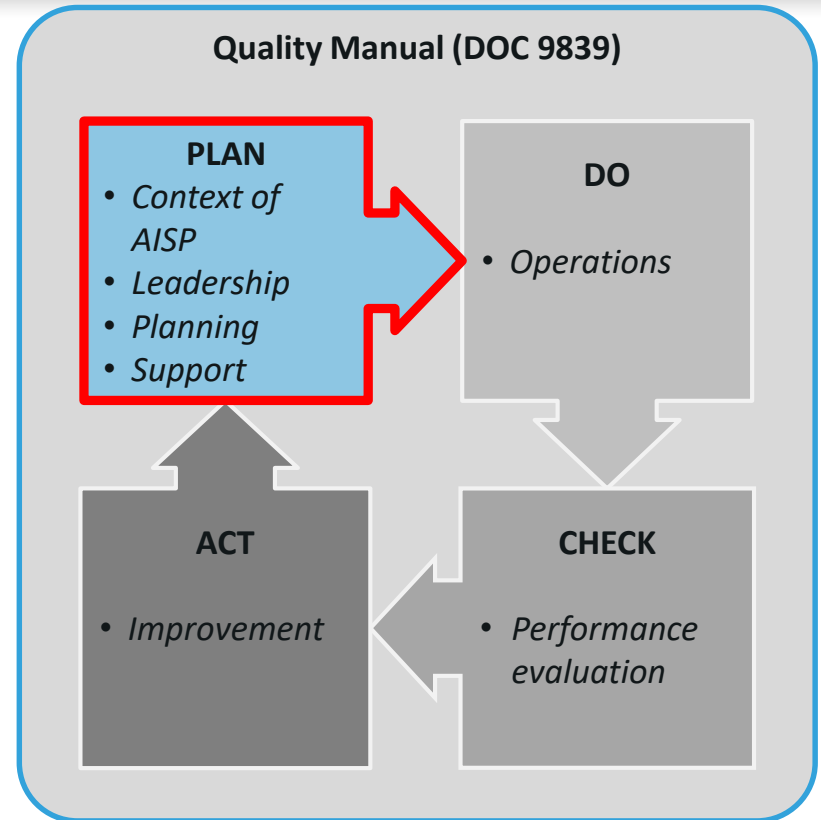
- Structure of quality manual
 - PDCA cycle
 - Based on ISO 9001:2015 standard
 - Explanatory in nature
 - Outcome-based
- Examples included
 - Quality Policy
 - Implementation plan
 - Documented information list



Methodology

PLAN (say what we do)

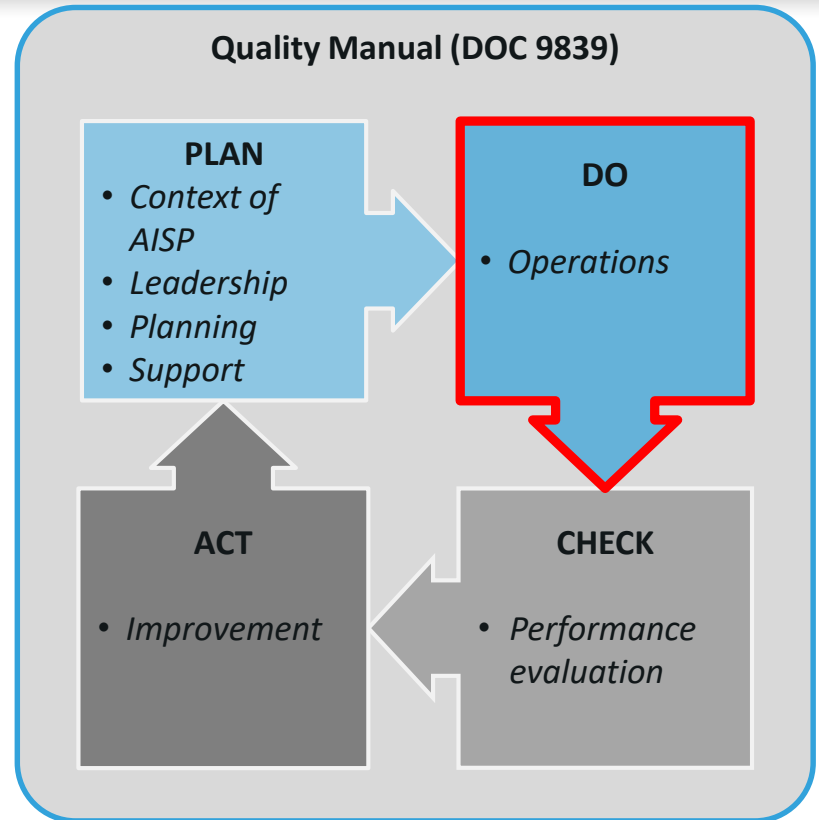
- *Understanding requirements*
- *Determine processes needed*
- *Leadership commitment*
- *Risks and opportunities*
- *Change management*
- *Support*
- *Competence*
- *Documentation management*



Methodology

DO (*do what we say*)

- *Planning and control*
- *Quality requirements*
- *Control over external processes*
- *Non-conformance*

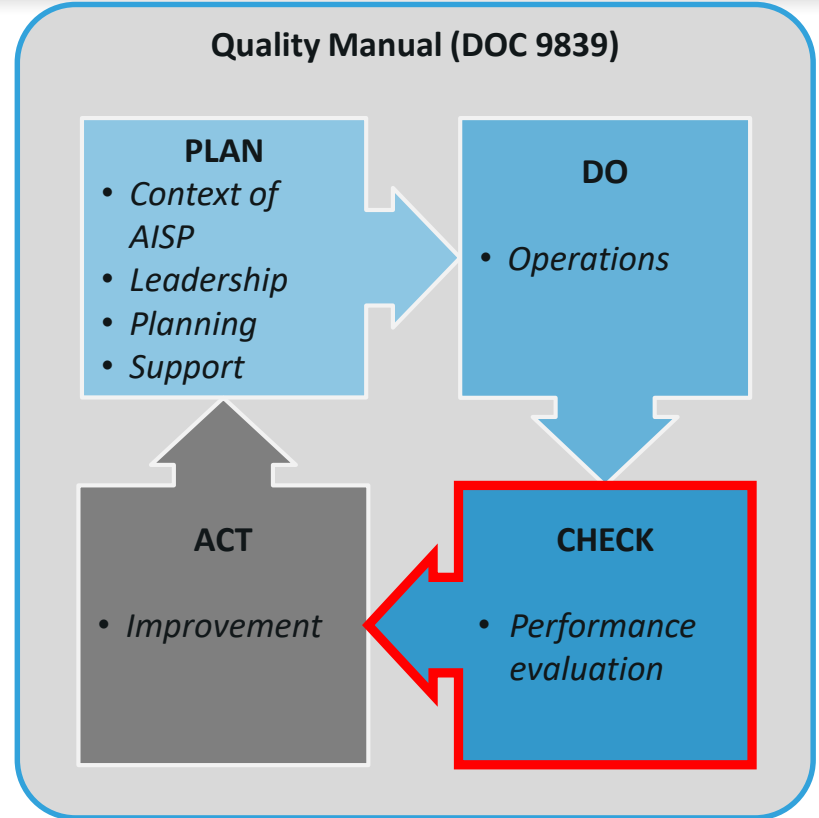




Methodology

CHECK (*did what we said?*)

- *Monitoring*
- *Internal audits*
- *Management reviews*

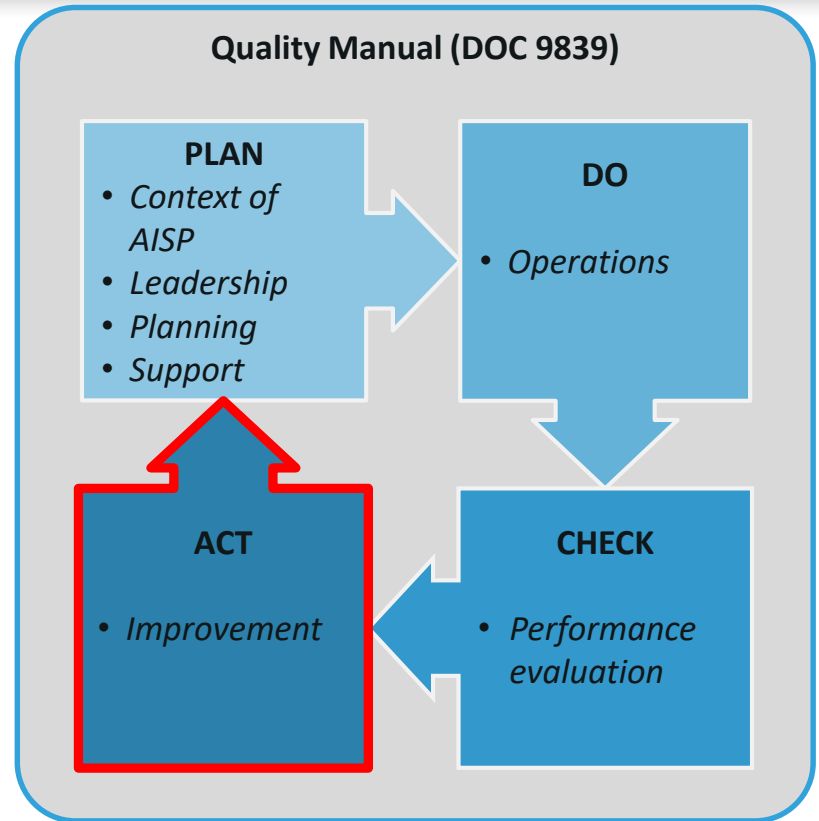




Methodology

ACT (*improve what we do*)

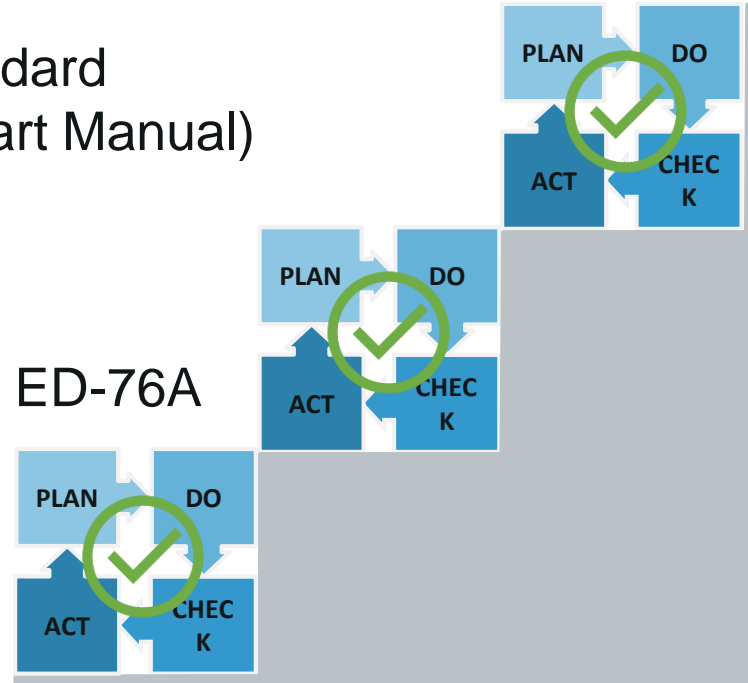
- *Continuous Improvement*
- *Corrective actions*





Quality manual interaction

- To be used in conjunction with:
 - ISO 9001:2015 quality management standard
 - Annex 4 and Doc 8697 (Aeronautical Chart Manual)
 - Annex 15 and Doc 8126 (AIS Manual)
 - Doc 10066 (PANS-AIM)
 - AIS Training Manual (Doc 9991)
 - RTCA DO 201A, DO-200B or EUROCAE ED-76A
- Plan, do, check, act.... repeat!





Thank you for your attention

