



ICAO

International Civil Aviation Organization

**Sixteenth Meeting of the ICAO Aeronautical Information Services – Aeronautical Information Management Implementation Task Force (AAITF/17)**

Video Teleconference, 20 – 24 June 2022

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**Agenda Item 5: AIS-AIM Updates**

**USER COMMUNICATION IN JAPAN**

(Presented by JAPAN)

**SUMMARY**

This paper presents the activities regarding user communication in Japan.

**1. INTRODUCTION**

1.1 PANS-AIM states ‘*In the framework of the QMS, a user feedback system shall be defined and implemented.*’ ISO 9001 Clause 9.1.2 requires that an organization monitors customer perceptions to determine the degree to which their needs and expectations have been fulfilled. This IP shares the various activities to improve AIS through user communication in Japan.

**2. DISCUSSION**

Helpdesk

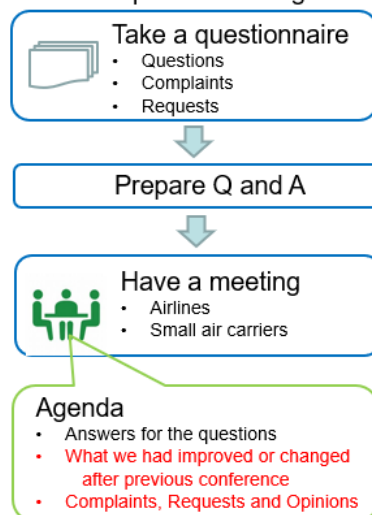
2.1 AIS Center in Japan has been operating a help desk since its establishment in 2007, and receives inquiries by email or phone 24 hours a day. The number of inquiries is about 1,500 a year, and the contents vary, such as simple questions about NOTAM or AIP contents, indication of erroneous information. Many of them can be answered immediately, but some of them cannot be answered without confirming with Originators or foreign NOTAM offices. There are also questions from Originators regarding the necessity and procedures of publishing NOTAM and AIP.

2.2 Even if aeronautical information has been published, if there are any unclear points in the content, it does not mean that the information has been transmitted firmly. Therefore, it is important for AIS staff themselves to recognize that aeronautical information is critical to flight operations, and to respond promptly to these questions. We also believe that polite and reliable responses help build trust in our services.

### Regular meetings

2.3 For interactive communication, AIS Center holds an annual conference with airlines and small air carriers. Here, we share recent revisions of rules regarding AIS and improvement of aeronautical information. Follow-up is also provided for improvement requests, complaints, questions, etc. collected before the meeting. After the meeting, AIS office tour is conducted and we exchange opinions while observing the AIS work process. In recent two years, due to COVID-19 pandemic, it was difficult to have a face to face meeting, however more participants, including aircraft operators who are located far from AIS Center, could join through virtual meetings.

### The flow of opinion exchange with Users



2.4 As an example of recent improvements, we have renovated en-route chart by using GIS tool in 2019. Before creating new en-route chart, we identified issues such as complicated view, lack of information, and more frequent update, through regular meetings and questionnaires. Then, we presented the draft chart to the meeting members, collect their opinions, and developed the specification. In addition, in order to improve usability, web viewer which allows to update with the same cycle of AIP publication, was developed with considering the output of these activities.


### AIS Review

2.5 In the framework of the QMS, a newsletter magazine “AIS Review” is published as one of the user communication tools to deepen mutual understanding with AIS stakeholders. Since first edition in December 2011, we have published 138 editions in 11 years. It is a free subscription in a PDF format, delivered by e-mail every AIRAC date. There are about 180 subscribers, including aerodrome administrators, airline companies, small air carriers, and so on.

2.6 Articles are easy-to-understand topics for people who are not familiar with aeronautical information, including digitalization of aeronautical information, commentary on interesting news, current events, changes, report of regular meetings, etc.



Tips or notices such as NOTAM proposal examples that may cause NOTAM errors are also introduced, and a cut-off date calendar for AIP publication is distributed every year. AIS-Review plays an interesting role to improve the quality of aeronautical information.



**Tips, tricks and traps-**

Today, we introduce some tips of writing a request document for NOTAM that will remove the possibility misinterpretation and further confirmation.

◆Unclear description of date-

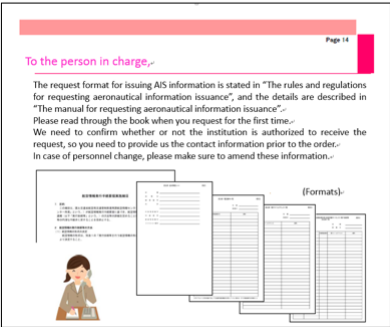
**Request NOTAM Issue-**  
Title: TWY A-CLSD-  
Date: 1<sup>st</sup> OCT 2011 – 30<sup>th</sup> OCT 2011 (JST)-  
9:00 am – 12:00 pm-  
(Daily except Saturday and Sunday)

◆Clear description of date-

**Request NOTAM Issue-**  
Start of validity: 3rd OCT 2011 at 9:00 (JST)-  
End of validity: 28th OCT 2011 at 12:00 (JST)-  
Effective dates: 3-7, 10-14, 17-21, 24-28-  
Time: 9:00 am – 12 pm (Daily)-

These articles aim to:

- reduce incorrect NOTAM
- prevent unclear requests
- deliver smooth publication



**To the person in charge,-**

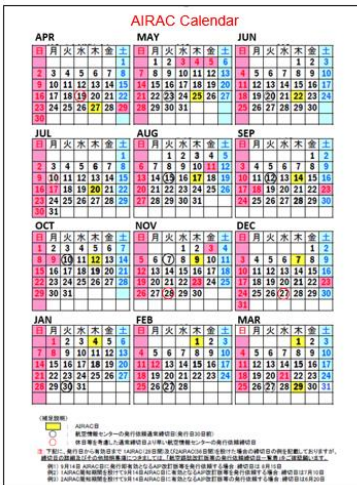
The request format for issuing AIS information is stated in "The rules and regulations for requesting aeronautical information issuance", and the details are described in "The manual for requesting aeronautical information issuance".

Please read through the book when you request for the first time.

We need to confirm whether or not the institution is authorized to receive the request, so you need to provide us the contact information prior to the order.

In case of personnel change, please make sure to amend these information.

(formats)-



**AIRAC Calendar**

APR MAY JUN  
JUL AUG SEP  
OCT NOV DEC  
JAN FEB MAR

## Mailing list

2.7 A mailing list has been prepared in cooperation with the Originators of the meeting members and airport managers so that the situation could be quickly notified in the event of a NOTAM system trouble. In particular, web-site is an important tool for the pre-flight briefing, so when it is out of service, the potential damage will be immeasurable. Thus, at least, prompt notification is desirable to move to another method of obtaining aeronautical information.

## Move forward

2.8 Depending on the content of NOTAM or AIP, the Originator who provides original data or users who use the information will differ. When considering an issue, it is important that key stakeholders are well involved in the resolution activities. Taking advantage of the rapid improvement in the WEB environment in recent years, we will undertake further improvement of the existing framework in cooperation with users and originators.

2.9 AIM will lead to increase the applicability of aeronautical information for various users (customers) more than now, therefore these activities/services would be become more important.

## 3. ACTION BY THE MEETING

- 4.1 The meeting is invited to:
- note the information contained in this paper; and
  - discuss any relevant matters as appropriate.
- .....