



ICAO

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Twenty-First Meeting of the ICAO Aeronautical Information Services – Aeronautical Information Management Implementation Task Force (AAITF/21)

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Agenda Item 3: Review of Air Navigation Deficiencies in the AIS Field

PROGRESS ON THE IMPLEMENTATION OF QUALITY MANAGEMENT SYSTEM (QMS) AND AERONAUTICAL INFORMATION MANAGEMENT (AIM) IN BRUNEI DARUSSALAM

(Presented by Brunei Darussalam)

SUMMARY

This paper presents the progress made by Brunei Darussalam in the implementation of the Quality Management System (QMS) for Aeronautical Information Services (AIS), as well as ongoing initiatives towards the transition to Aeronautical Information Management (AIM). In line with the requirements of ICAO Annex 15 and ISO 9001:2015 principles, various measures have been undertaken to strengthen operational processes, quality assurance practices, and regulatory compliance.

The paper further highlights continuous improvement efforts aimed at enhancing the reliability, accuracy, and efficiency of aeronautical information services in support of the evolving AIM environment.

1. INTRODUCTION

1.1 This working paper presents the progress of the implementation of the QMS and AIM initiatives in Brunei Darussalam. It outlines the measures undertaken to enhance AIS, the progress achieved to date, and ongoing efforts towards compliance with ICAO requirements and international best practices. The paper also highlights current developments, challenges encountered, and future directions aimed at supporting continuous improvement and the effective transition from AIS to AIM.

1.2 The implementation was driven by the need to comply with ICAO Annex 15 and Doc 10066 (PANS-AIM), strengthen and standardise aeronautical information management processes, support future digital transformation initiatives such as AIM, AIXM, and SWIM, and enhance service quality through the adoption of QMS principles aligned with ISO 9001:2015 standards.

2. DISCUSSION

QMS Implementation Progress

2.1 The implementation of the QMS for AIS Brunei Darussalam began in 2020 after a consultant was appointed to assist with the project. A management representative team was formed to manage and coordinate the implementation activities. Several QMS documents were developed and issued, including the Quality Manual, Standard Operating Procedures (SOPs), Responsibility and Authority documents, Lists of Forms and Records, and General Guidelines.

2.2 In 2021, several personnel from the Department of Civil Aviation Brunei Darussalam attended Internal Auditor training to support the implementation of the QMS. During the same year, an internal audit was conducted, resulting in several recommendations and improvements, including enhancements to work procedures and updates to the Standard Operating Procedures (SOPs) manual.

AIM Progress

2.3 The AIS to AIM transition project is being implemented under the National Development Plan and is subject to the Government tendering process. The project is managed in accordance with the Project Management Framework (PMF), which provides standards and guidelines for effective ICT project management and implementation. The PMF aims to ensure efficient project execution, proper governance, and successful delivery of the AIS to AIM transition initiative.

2.4 Currently, the contract agreement is under review by the Attorney General’s Chambers prior to proceeding with the tendering process. Finalisation of the contract agreement is required before the next stage of project implementation can commence.

Challenges

2.5 One of the challenges faced by AIS Brunei Darussalam is the reduction in staffing levels due to retirements since 2020, coupled with the limited number of trained AIS personnel. This situation has created difficulties in managing both operational responsibilities and QMS-related activities. Newly recruited personnel have undergone in-house training, while existing staff continue to perform multiple responsibilities simultaneously, including NOTAM processing, aeronautical data verification, and administrative duties. As a result, limited time is available for QMS documentation, monitoring, and continuous improvement activities.

2.6 At the initial stage of implementation, there was limited familiarity with QMS requirements, particularly in areas such as document control, risk management, and internal auditing. Continuous training and awareness programs are therefore necessary to strengthen staff understanding and effective application of QMS principles.

2.7 The AIS Brunei Darussalam continues to rely on certain legacy systems with limited automation capabilities. To fully support AIM implementation and improve operational efficiency, upgrades to software systems and aeronautical databases are required.

2.8 Ensuring timely and accurate submission of aeronautical data from various stakeholders, including airport operators, airlines, and other aviation authorities, remains a challenge. Effective coordination and communication mechanisms are essential to maintain the quality and integrity of aeronautical information.

2.9 The development and standardization of Standard Operating Procedures (SOPs), manuals, and quality documentation require significant time, effort, and coordination. Ensuring that these documents comply with ICAO standards and QMS requirements is an ongoing process.

2.10 Access to training outside Brunei Darussalam is limited, which can pose a challenge in exposing staff to wider AIM and QMS best practices. This constraint may slow the pace of knowledge enhancement and benchmarking against more advanced ANSPs. As a result, greater reliance is placed on internal training, virtual learning platforms, and knowledge sharing sessions to build competency and maintain alignment with ICAO requirements.

Action Plan

2.11 Following the ICAO Safety Audit conducted in April 2026, AIS Brunei Darussalam was advised to pursue ISO 9001:2015 certification as part of strengthening the implementation of the QMS and supporting the transition towards AIM.

2.12 As part of the continuous improvement process, AIS Brunei Darussalam plans to conduct an internal audit and management review meeting in June 2026 to assess the effectiveness of the current QMS implementation and identify areas for further improvement.

2.13 AIS Brunei Darussalam is currently in the process of engaging a consultant to support the implementation and preparation for ISO 9001:2015 certification, which is expected to be completed by the end of 2026.

2.14 The implementation of the AIS to AIM transition project is progressing in phases under the National Development Plan. Subject to the completion of procurement and project implementation activities, the AIM project is expected to be completed by 2028.

Conclusion

2.15 Brunei Darussalam continues to make progress in the implementation of the QMS and the transition from AIS to AIM through ongoing improvements in operational processes, staff competency, and compliance with ICAO and ISO 9001:2015 requirements. The achievement of ISO 9001:2015 certification and completion of the AIM project are expected to further strengthen the quality, reliability, and efficiency of aeronautical information services in Brunei Darussalam.

3. ACTION BY THE MEETING

3.1 The meeting is invited to:

- a) note the information contained in this paper.

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