

Agenda Item 6: Analysis on the status of implementation of Quality Systems at the AIS Services in the ICAO SAM Region

6.1 Under this Agenda Item the Meeting analysed the matter concerning the implementation of a quality system at the AIS services, recognizing that within the quality system environment, it is essential to require technical skills and competence from both the technical personnel and the system itself. Likewise, in order to support the implementation of the quality system, new guides should be established for AIS/MAP services, in accordance with aeronautical data quality assurance requirements, including the development of training texts and the standardization of training programs for AIS/MAP personnel.

6.2 The Meeting recognized the role played by the AIS services, which is one of the pillars for the successful transition to CNS/ATM and GNSS systems and to support an efficient FMS. And that consequently, in the center of this pillar lies the implementation of an AIS quality system, which will permit the provision of aeronautical information and data to the aeronautical community in a timely manner and with high-integrity. It was noticed that ICAO Annex 15 states that the 9000 series of Quality Assurance Standards of the International Standardization Organization (ISO) provides the basic framework for the development of a quality assurance program, and that each contracting State should define the details and requirements for a successful quality program, which, in most cases, would be specific to each State aeronautical organization. These international standards specify the requirements for a quality assurance system, in which any organization has to take active participation.

6.3 The Meeting took note on the fact that the establishment of AIS quality systems requires that the personnel in these services be highly qualified in order to effectively perform their duties within an aeronautical data system. Consequently, AIS personnel should be fully knowledgeable of the aeronautical information service, and have other knowledge related to the automation of these services. Likewise, it was also noted that the human resources component (HRC) plays an extremely important role within a quality system, and therefore, it is essential to develop appropriate training programs to allow such component to meet the basic operational requirements of the service.

6.4 Taking into account the scope of the subject discussed under this agenda item, and also considering the direct responsibility that SAM States have in the implementation of AIS quality systems, and of the support that ICAO could provide on this issue, the Meeting considered it convenient to adopt following Conclusions:

CONCLUSION 6/1: IMPLEMENTATION OF AIS QUALITY SYSTEMS (AIS-QS)

That, in order to guarantee the availability of precise aeronautical information, of the resolution required, and with the same integrity throughout its life cycle, civil aviation administrations of the SAM Region take the appropriate and required measures to implement quality systems in their AIS services (AIS-QS) and maintain effective quality assurance programs (AIS-QA), based on ISO standards.

CONCLUSION 6/2: ACTION BY THE STATES TO FOSTER THE IMPLEMENTATION OF AIS QUALITY SYSTEMS (AIS-QS) IN THE SAM REGION

That, considering the importance of having highly-accurate and reliable aeronautical information/data available, the relevant States should take the required action in order to support the establishment of a new regional technical cooperation project and/or extend the scope of any of the projects of this type under way in the Region, in order to have the necessary economic resources to support the effective implementation of AIS service quality systems in the ICAO South American Region.

CONCLUSION 6/3: ACTION BY ICAO TO FOSTER THE IMPLEMENTATION OF AIS SERVICE QUALITY SYSTEMS (AIS-QS) IN THE SAM REGION

That, in order to support SAM States in the implementation of quality systems in their AIS services, the ICAO SAM Regional office take the necessary measures to:

- a) foster the training of AIS personnel in the area, regarding the implementation and management of quality systems, through the development and implementation of courses, seminars and workshops related to the specialty; and
- b) encourage the adoption by the ICAO Council of special implementation projects (SIPs) mainly aimed at hiring experts in quality systems (QS), in order to provide direct assistance to States through technical missions and the conduction of seminars/workshops related to this particular issue, as well as for the preparation of documents and procedures for the implementation of quality systems at the AIS dependencies.

CONCLUSION 6/4: ACTION BY THE SAM STATES TO ENSURE THE EFFECTIVE PERFORMANCE OF THE HUMAN COMPONENT (CRH) IN AN AIS QUALITY SYSTEMS (AIS-QS) ENVIRONMENT

Taking into account the important role played by human resources within an AIS quality system, SAM States take the necessary measures to:

- a) prepare and develop specific AIS training programs that will guarantee that the personnel assigned to AIS functions will acquire the necessary skills and competencies to properly perform in an AIS quality system (AIS-QS) environment, regarding the various activities defined for the effective provision of AIS services;
- b) establish AIS quality assurance programs (AIS-QA), with a view to ensuring the corresponding periodic verifications that will guarantee, at any time, that AIS personnel qualification is appropriate to perform specific activities within AIS services, and that it continues to meet the required AIS-QS standards; and, furthermore, if applicable, adopt the corresponding corrective action, and

- c) promote in their aviation training centers, quality system audit courses for the AIS personnel, which be addressed toward the application of internal audit process for the units, systems and AIS products, based on ISO standards.