



Civil Aviation Directive

Subject: Civil Aviation Integrated Management System

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1.0 INTRODUCTION

1.1 Purpose

- (1) The purpose of this document is to provide direction and strengthen the continuous implementation of the Civil Aviation Integrated Management System (IMS).

1.2 Applicability

- (1) This Directive applies to all Transport Canada Civil Aviation employees.

1.3 Description of Changes

- (1) Not applicable.

2.0 REFERENCES AND REQUIREMENTS

2.1 Reference Documents

- (1) It is intended that the following reference materials be used in conjunction with this document:
- (a) Treasury Board of Canada Secretariat – [*Guide for the Development of Results-Based Management and Accountability Frameworks \(MAF\), Annex A — Lexicon for Results-Based Management and Accountability*](#);
 - (b) Transport Canada *Civil Aviation Integrated Management System Standard*, TP14693;
 - (c) Civil Aviation Directive CAD QUA-011 – *Civil Aviation Internal Quality Assurance*;
 - (d) Civil Aviation Staff Instruction - SI QUA-012 – *Civil Aviation Procedure for the Conduct of an Integrated Management System (IMS) Self-Assessment*;
 - (e) Civil Aviation Staff Instruction SI QUA-013 – *Civil Aviation Procedure for the Conduct of an Integrated Management System (IMS) Formal Assessment*; and
 - (f) Civil Aviation National Integrated Management System Action Team (NIMSAT) “Terms of Reference”, RDIMS [4282499](#).

2.2 Cancelled Documents

- (1) As of the effective date of this document, *the following* document is cancelled:
- (a) Directive No. 37, Original issue — *Civil Aviation Integrated Management System*, RDIMS 171472 EN and 174750 FR.

2.3 Definitions and Abbreviations

- (1) The following **definitions** are used in this document:
- (a) **Civil Aviation Program** — means components of Transport Canada that conduct activities related to aviation safety Regulatory and Oversight Frameworks;
 - (b) **Integrated Management System (IMS)** — means all the interrelated Civil Aviation activities necessary to manage and conduct the Civil Aviation Program;

- (c) **Quality Assurance (QA)** — means a series of planned activities to determine whether the management system conforms to the requirements of the IMS Standard;
 - (d) **Stakeholder** — means a person or organization with an interest in aviation safety and includes external stakeholders such as the traveling public, the aviation industry, the Foreign Civil Aviation Authorities, the International Civil Aviation Organization (ICAO) and internal stakeholders such as Civil Aviation personnel and the Minister of Transport; and
 - (e) **Standard** — means the Integrated Management System Standard.
- (2) The following **abbreviations** are used in this document:
- (a) **IMS**: Integrated Management System;
 - (b) **NASIMS**: National Aviation Safety Information Management System;
 - (c) **NCAMX**: National Civil Aviation Management Executive;
 - (d) **NIMSAT**: National Integrated Management System Action Team; and
 - (e) **RDIMS**: Records, Documents and Information Management System.

3.0 BACKGROUND

- (1) Civil Aviation developed the IMS Standard to address the Government of Canada's management framework *Results for Canadians: A Management Framework for the Government of Canada* and the management principles used in the Government of Canada's modern comptrollership initiative.
- (2) In 2003, the *Standard* was approved by the National Civil Aviation Management Executive (NCAMX) members. This *Standard* set out the requirements for management practices, controls, processes and activities of the Civil Aviation Program.
- (3) Since the original publication of the *Standard* and the related policy document (Directive Number 37), Civil Aviation has implemented the various components of the IMS in order to promote continuous improvement and the effective and efficient management of the Civil Aviation Program.
- (4) In 2004, Civil Aviation initiated the use of the IMS database as the designated database application that functioned as a tool to track continuous improvement activities such as gap analysis and progress on action plans resulting from internal and external assessments.
- (5) In 2008, documents were developed the Civil Aviation Directive – CAD QUA-011 - *Civil Aviation Internal Quality Assurance* and Staff Instructions - SI QUA-012 - *Civil Aviation Procedure for the Conduct of an Integrated Management System (IMS) Self-Assessment* and Staff Instruction SI QUA-013 - *Civil Aviation Procedure for the Conduct of an Integrated Management System (IMS) Formal Assessment* to establish the Quality Assurance (QA) program.
- (6) In 2012, NCAMX mandated the conduct of the Civil Aviation Internal Quality Assurance Program which consisted of a series of assessment prioritized on a risk basis and was aimed to review all of Civil Aviation's spheres of activity over a 5 year cycle. Civil Aviation used the IMS database to identify and monitor assessments.
- (7) Quality Assurance (QA) activities will be monitored via the National Aviation Safety Management Information System (NASIMS).

4.0 APPROACH

- (1) The *Standard* is the framework by which the Civil Aviation Program designs, delivers and measures the effectiveness of its policies, processes and procedures.
- (2) Management Services Branch has the functional accountability to review the components of IMS, to monitor the Civil Aviation Program's conformance to the established processes and procedures, and to make recommendations for continuous improvement as part of the Management Review process.
- (3) The National Integrated Management System Action Team (NIMSAT) is comprised of one representative from each region and each headquarters' branch. The NIMSAT has a mandate to facilitate the common implementation of the IMS as well as the continual improvement of the Program.

5.0 ROLES AND RESPONSIBILITIES

- (1) The **Director General**, Civil Aviation is the accountable executive for the IMS.
- (2) **The National Civil Aviation Management Executive (NCAMX)** members are responsible for:
 - (a) implementing and promoting IMS in their area of responsibility;
 - (b) providing evidence of its commitment to the development, implementation and continuous improvement of the management system; and
 - (c) supporting their branch/regional NIMSAT representative and network in accordance with Civil Aviation's NIMSAT Terms of Reference (RDIMS [4282499](#)).
- (3) The **Director Management Services** is responsible for:
 - (a) Developing and maintaining the *Standard* and associated guidance documents;
 - (b) Ensuring that Civil Aviation takes a standardized approach in the development and improvement of Civil Aviation processes and procedures, in accordance with the requirements of the *Standard*;
 - (c) Providing or arranging for the provision of an assessment that the Civil Aviation Program is conforming to the requirements of the *Standard* and reporting the results to the Director General, Civil Aviation or NCAMX as appropriate;
 - (d) Providing expertise to NCAMX on the interpretation of the *Standard*;
 - (e) Chairing the NIMSAT meetings;
 - (f) Promoting awareness of the IMS to stakeholders within the Department as well as to external stakeholders and the general public; and
 - (g) Determining training needs for IMS and any related tools, procedures, processes, frameworks and systems as needed to support a consistent approach nationally.

- (4) **Civil Aviation's National Integrated Management System Action Team (NIMSAT)** members responsibilities are set out in the NIMSAT Terms of Reference, RDIMS [4282499](#).
- (5) **Managers** are responsible for supporting the ongoing conformance with the IMS and continual improvement of the Program by:
 - (a) Requesting employees feedback and involvement towards continual improvement;
 - (b) Communicating to their NIMSAT representative any issues related to the conformance of IMS; and
 - (c) Promoting and facilitating the use of the various IMS related tools and processes within their respective teams and as part of the management decision making process.
- (6) **Employees** are responsible for:
 - (a) Providing input and feedback when assessing the conformance of current processes against the requirements of the *Standard*;
 - (b) Supporting their branch/regional NIMSAT member as required; and
 - (c) Contributing to the reporting culture by maintaining open communication and sharing information.

6.0 MONITORING AND REPORTING

- (1) As part of a Management Review exercise, the Director, Management Services will report regularly to the Director General, Civil Aviation and NCAMX on the program's conformance to the IMS Standard requirements.

7.0 INFORMATION MANAGEMENT

- (1) All Civil Aviation IMS documentation must be saved in RDIMS using the appropriate subject file classification.
- (2) The following subject file classification series should be used when saving documents associated with IMS:
 - (a) **Z 5000-7** Integrated Management System Series; and
 - (b) **Z 2100-72** NIMSAT – Civil Aviation National Integrated Management System Action Team.

Note: *The Subject file classification number that pertains to the production of Civil Aviation Directives and associated documents is always **Z 5000-31**.*

- (3) The Civil Aviation NASIMS database is the designated application that functions as a tool to track continuous improvement activities and corrective action plans.

8.0 DOCUMENT HISTORY

- (1) Not applicable.

9.0 CONTACT OFFICE

For more information, please contact:
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Suggestions for amendment to this document are invited and should be submitted to the same e-mail address.

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Transport Canada documents or intranet pages mentioned in this document are available upon request through the Contact Office.