

1. The purpose of the *Civil Aviation Integrated Management System* (IMS) Standard is to set out requirements for the effective and efficient management of the Civil Aviation Program in accordance with the Government of Canada's management framework and policies.

2. IMS forms the foundation that guides how Transport Canada Civil Aviation (TCCA) management manages its activities. It does so by providing a structured series of processes that flow from the Standard, that describe the inputs and methods of decision-making and the level of quality achieved in the program.

3. This IMS framework has adopted practices, methodologies, and philosophies found in the following:
- a) Results for Canadians: A Management Framework for the Government of Canada, Treasury Board of Canada Secretariat, March 2000;
 - b) The management principles used in the Government of Canada's modern comptrollership initiative;
 - c) The National Quality Institute's (NQI) Canadian quality criteria for public sector excellence;
 - d) National Standard of Canada CAN/CSA-ISO 9000-2008/2015, the International Organization for Standardization (ISO) quality management system standard series;
 - e) The International Civil Aviation Organization's (ICAO) Annex 19 to capture the State Safety Program (SSP) requirements;
 - f) Transport Canada Safety Management System (SMS) Requirements; and
 - g) Lean Principles and Practices.

Principles and PDCA

- New government requirements and modern management practices.
- Government committed to achieving results, increasing accountability and providing the highest quality of service.
- Implement the plan, execute the process, make the product. Collect data for charting and analysis in the following "CHECK" and "ACT" steps via the Management Review.
- Study the actual results (measured and collected in "DO" above) and compare against the expected results (targets or goals from the "PLAN") to determine any differences.
- Look for deviation in implementation from the plan. The data collected in the "DO" is converted into information that will be needed for the next step "ACT".

Program Design & Delivery Documentation
IMS **Integrated Management System** Training
Management Responsibilities Evaluation



Transport Canada Civil Aviation Integrated Management System (IMS)

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Transport Canada Civil Aviation Integrated Management System (IMS)

Canada



Although this document presents TCCA IMS information, publication and reproduction of this pamphlet has not been submitted for approval.

With its regional and HQ branch representative, NIMSAT provides a national forum to:

- ✓ Promote a common understanding of IMS principles and requirements;
- ✓ Facilitate implementation of IMS across Civil Aviation;
- ✓ Encourage the progression of IMS.

Deming Wheel

TCCA uses the Deming Wheel principles to integrate and insure continual improvement of its systems. It also improve the flow for a better Data-driven risk-based decision making.



Part 2 – Documentation



Part 3 – Program Design and Delivery



Part 4 – Training



Part 5 – Evaluation



Part 1 – Management Responsibility

The Management responsibility goes follow those guidelines:

- Recognize that the federal government exists to serve Canadians and that a "citizen focus" must therefore be built into all government activities programs and services;
- Highlight the importance of sound public service values;
- Focus on the achievement of results for Canadians; and
- Promote discipline, due diligence and value for money in the use of public funds:

Part 2 – Documentation

Having a Documentation Framework helps to:

- Facilitate standardization
- Enhance the quality of documents
- Improve accessibility

Part 3 –Program Design and Delivery

Establishing the objectives and processes necessary to deliver results in accordance with the expected output and results (the target or goals).

- Stakeholder Focus
- Program Design
- Program Delivery

Part 4 - Training

A continuous curriculum of training is place for best results (example DOT training):

- Competence and Training
- Awareness

Part 5 Evaluation

- The evaluation of our performance and results are done via many tools with a proper reporting tools that supports Management.
- Data-Driven decision- making is a key element of the Planification process and contributes to the performance measurement and the appropriate Corrective Actions
- Internal assessment cycle are done with integration in mind: proper controls, results of assessment and its resulting corrective actions.