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INTERNATIONAL CIVIL AVIATION ORGANIZATION

A UN SPECIALIZED AGENCY

AIM RBIS Project assistance
Documents supporting States
QMS regulatory framework

QMS Go-team



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Objective

To present the documents developed to support States regulatory framework related to the implementation of quality management system (QMS) for aeronautical information services (AIS).

Outline

01

Minimum requirements for the establishment of a regulatory framework related to the implementation of QMS for AIS

02

Guidance for the implementation and the monitoring of the QMS in AIS

03

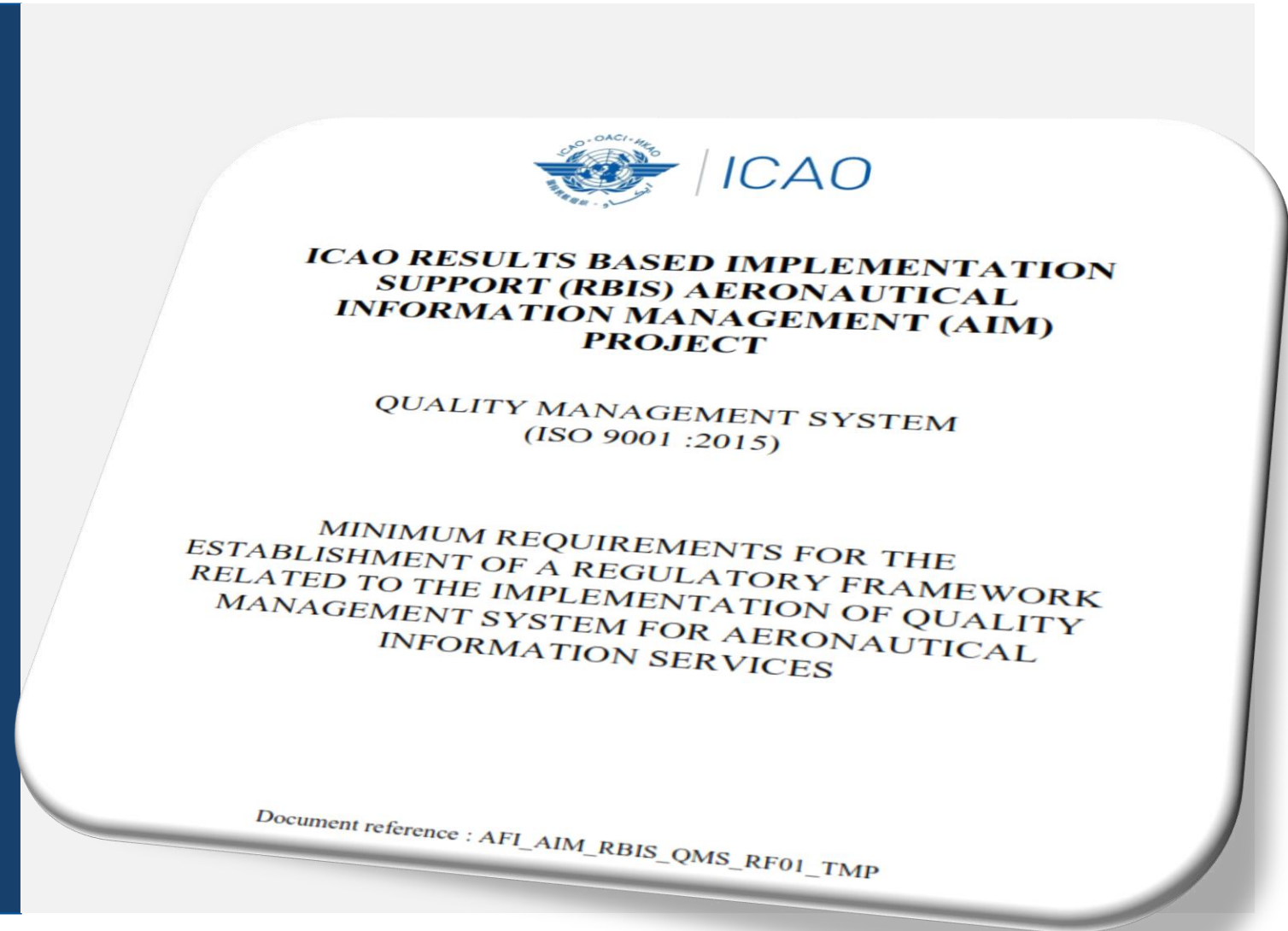
QMS Safety oversight
inspectors training needs

04

QMS for AIS oversight and monitoring checklist

Chapter 01

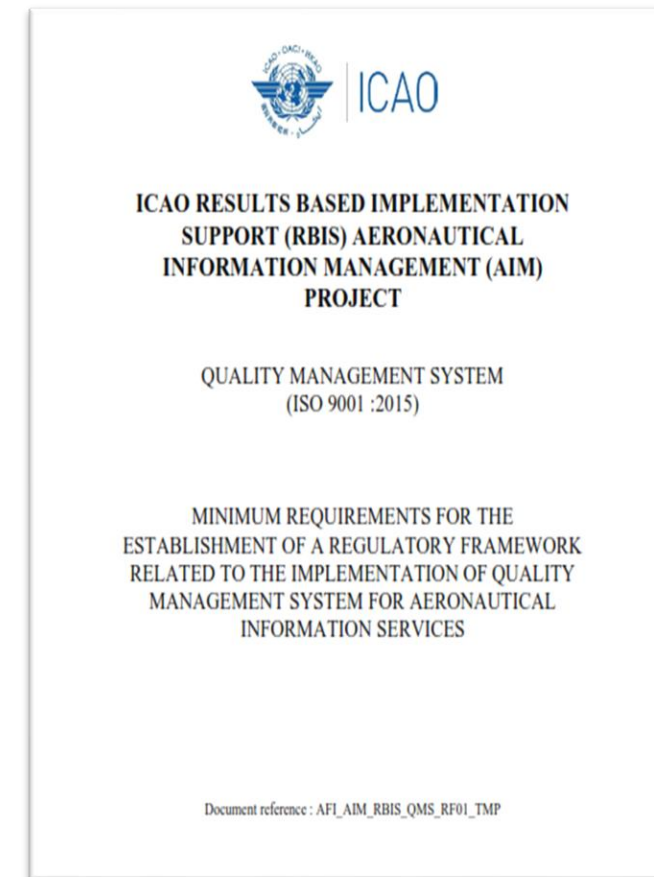
Minimum requirements for the establishment of a regulatory framework related to the implementation of QMS for AIS



➔ RBIS Doc “**Minimum requirements for the establishment of a regulatory framework related to the implementation of QMS for AIM**” provides requirements for the planning and the implementation of the quality management system (QMS) related to aeronautical information services (AIS).

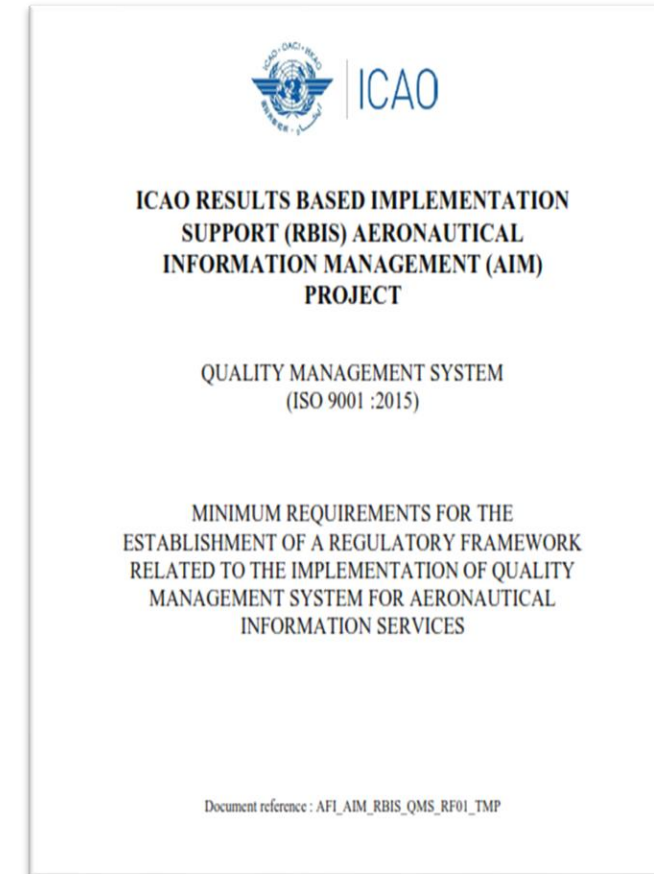
➔ Based on:

- *ICAO Annex 15 & 4*
- *ICAO Doc 10066, PANS-AIM, first edition - 2018 (amdt 2)*
- *ISO 9000 : 2015, Quality Management Systems – Fundamentals and Vocabulary*
- *ISO 9001 : 2015, Quality Management Systems – Requirements*



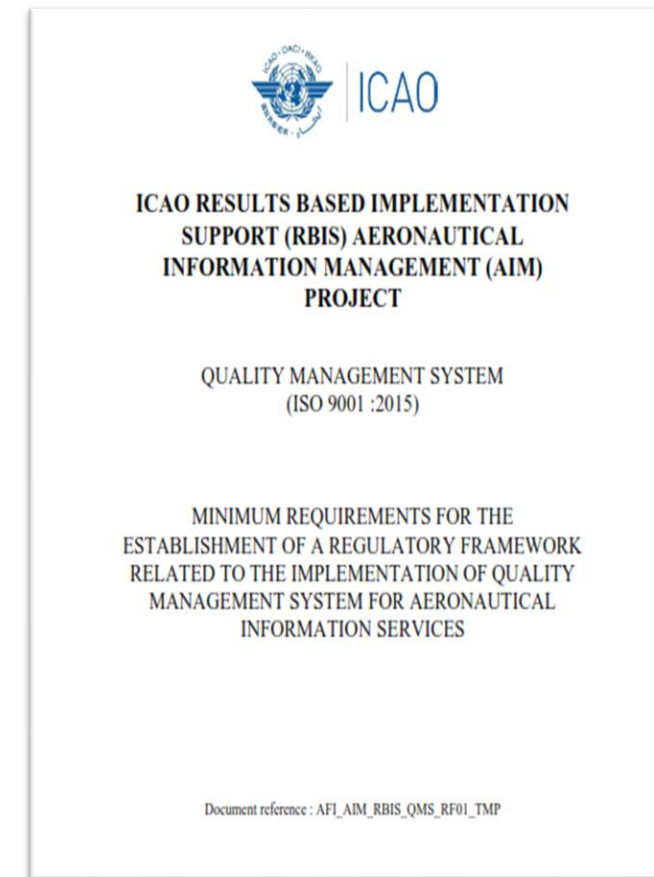
→ The requirements are related to:

- General requirements (AIS functions under QMS, compliance to ISO 9000 series) §5.1
- Scope of the QMS (limit and applicability) §5.2
- Quality processes (linked to AIS functions under QMS) §5.3
- Quality Policy §5.4, objectives and associated indicators (§5.7)
- Roles, responsibilities and authorities §5.5
- Risk-based approach §5.6



→ The requirements are related to:

- Resources (human, infrastructure, environment, measure/monitoring) §5.8
- Competencies (skills, knowledge and attitude for CAA & AISP) §5.9
- Documented informations §5.10
- Operational Procedures §5.11
- Operational performance indicators §5.12
- Performance evaluation (internal audit, management review) §5.13
- Nonconformity and corrective action. §5.14



Chapter 2

Guidance for the implementation and the monitoring of the QMS in AIS



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**ICAO RESULTS BASED IMPLEMENTATION SUPPORT (RBIS) AERONAUTICAL
INFORMATION MANAGEMENT (AIM) PROJECT**

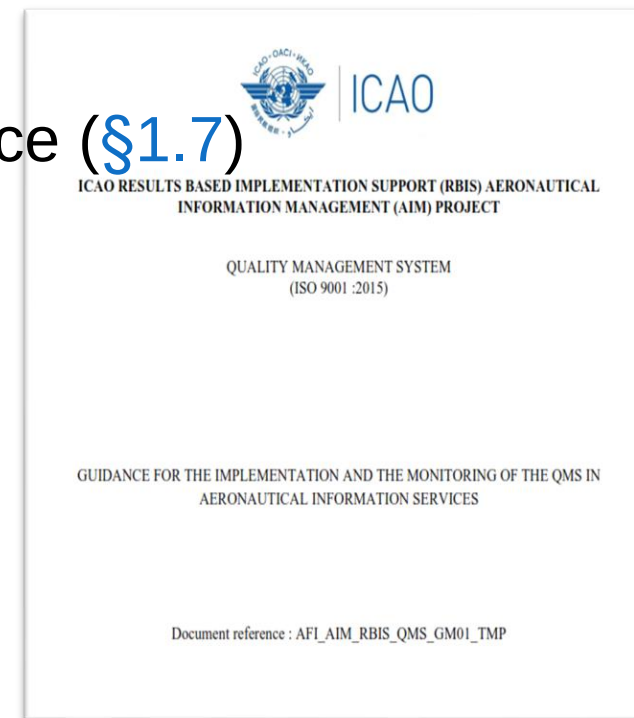
**QUALITY MANAGEMENT SYSTEM
(ISO 9001 :2015)**

**GUIDANCE FOR THE IMPLEMENTATION AND THE MONITORING OF THE QMS IN
AERONAUTICAL INFORMATION SERVICES**

Document reference : AFI_AIM_RBIS_QMS_GM01_TMP

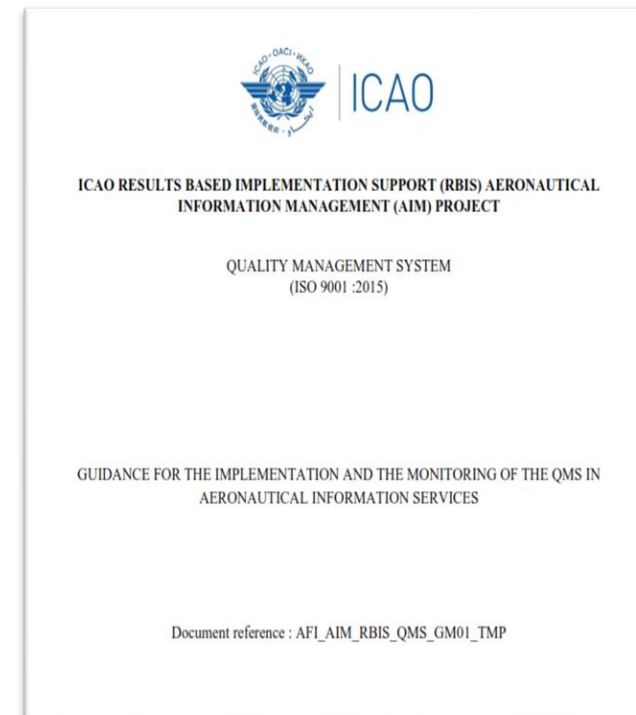
➔ Provides guidance to Providers on how to develop and implement a QMS in the field of AIS/AIM on following points:

- Drivers for adopting a quality management approach – ICAO perspectives
- The ISO 9000 family of standards (§1.6) and its importance (§1.7)
- Benefits of ISO 9001 certification (§1.9)
- Principles of quality management (§2.2)
- PDCA or Plan-Do-Check-Act cycle (§2.3)
- Risk-based thinking (§2.4)
- Steps for implementing QMS (Chapter 3)
- Tools (Appendixes)



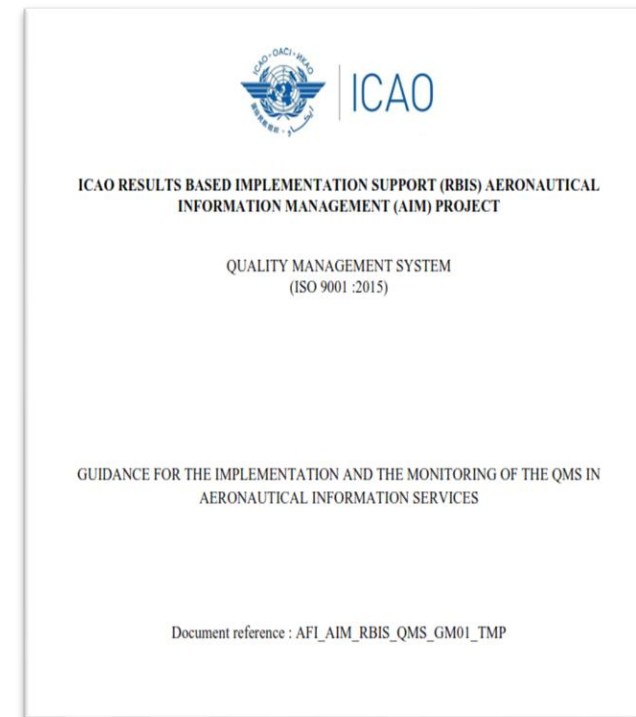
➔ This RBIS AIM QMS Guidance is based on:

- *ICAO Annex 15, aeronautical information services, sixteenth edition - July 2018 (amendment 42)*
- *ICAO Doc 9839, Manual on the Quality Management System for Aeronautical Information Services, first edition – 2022*
- *ICAO RBIS AIM QMS RF, Minimum requirements for the establishment of a regulatory framework related to the implementation of QMS for AIS, first edition – 2023*
- *WMO n° 1100 : Guide to the Implementation of Quality Management Systems for National Meteorological and Hydrological Services and Other Relevant Service Providers (2017)*



➔ This RBIS AIM QMS Guidance is based on:

- *ISO 9000 :2015, Quality Management Systems – Fundamentals and Vocabulary ;*
- *ISO 9001 :2015, Quality Management Systems – Requirements ;*
- *ISO 19011 :2018, Guidelines for Auditing Management Systems.*



Chapter 3

QMS safety oversight inspectors training needs



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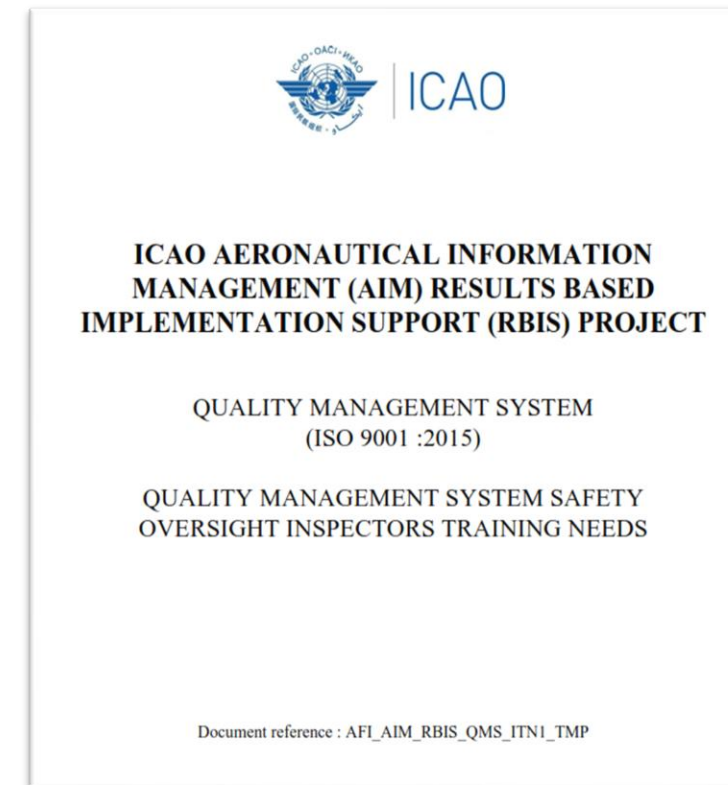
ICAO AERONAUTICAL INFORMATION MANAGEMENT (AIM) RESULTS BASED IMPLEMENTATION SUPPORT (RBIS) PROJECT

**QUALITY MANAGEMENT SYSTEM
(ISO 9001 :2015)**

**QUALITY MANAGEMENT SYSTEM SAFETY
OVERSIGHT INSPECTORS TRAINING NEEDS**

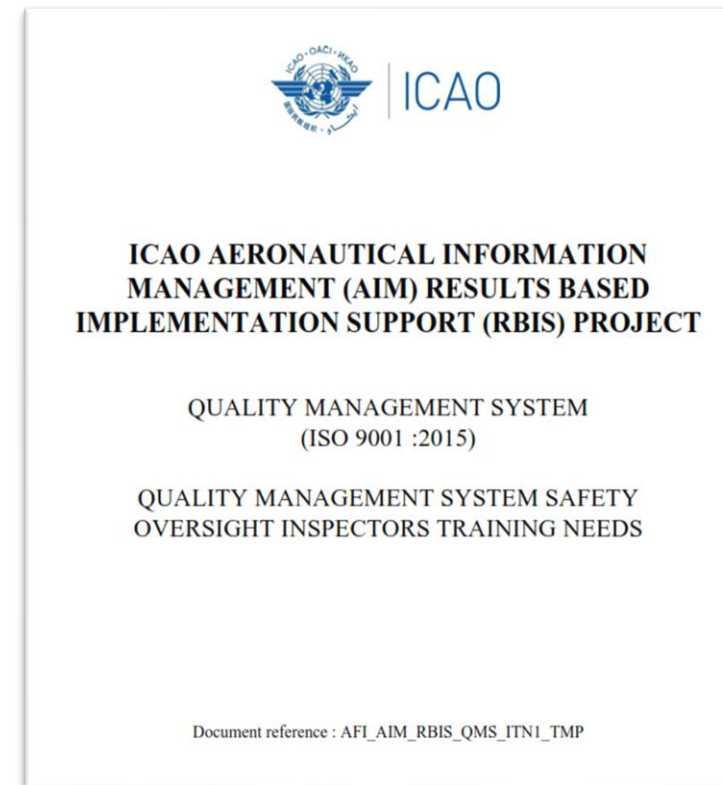
➔RBIS Doc “**QMS safety oversight inspectors training needs**” provides informations on the adequate training to equip CAA inspectors with for the effective oversight of the AIS QMS:

- QMS training general requirements (training program/plan, records)
- QMS competencies
- QMS competence framework (competencies description, observable behaviors)
- Competence needs analysis



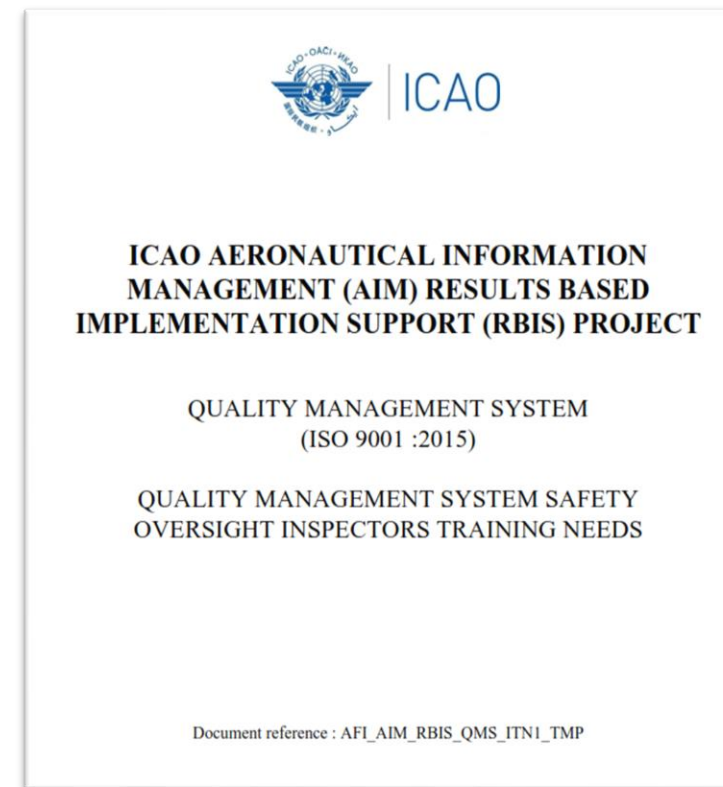
→ Based on:

- *ICAO Annex 15, aeronautical information services, sixteenth edition - July 2018 (amendment 42)*
- *ICAO RBIS AIM QMS RF, Minimum requirements for the establishment of a regulatory framework related to the implementation of QMS for AIS, first edition – 2023;*
- *ICAO Doc 9839, Manual on the Quality Management System for Aeronautical Information Services, first edition -2022*
- *ICAO Doc 9991, Manual on Aeronautical Information Services Training, first edition 2023*



→ Based on:

- *ICAO doc 10070, Manual on the competencies of civil aviation safety inspectors, first edition (advance unedited) 2016*
- *ISO 9000 :2015, Quality Management Systems – Fundamentals and Vocabulary*
- *ISO 9001 :2015, Quality Management Systems – Requirements*
- *ISO 31000 : 2018, Risk management – guidelines.*



Chapter 4

QMS oversight and monitoring checklist

ICAO AIM RBIS PROJECT - QMS OVERSIGHT CHECKLIST

Reference	Questions or items to check	Example of evidence to be reviewed	Level of implementation (Satisfactory-SA, Unsatisfactory-UN Not applicable-NA Not evaluated-NE)	Remarks
CHAPTER 4. CONTEXT OF THE ORGANIZATION				
ISO 9001:2015, 4.1	QMS 1.1: Has the aeronautical information service provider (AISP) determined external and internal issues relevant to its purpose and strategic direction?	1) Check if the external and internal issues relevant to the organization purpose and strategic direction have been determined 2) Verify if the organization monitors and reviews information about these external and internal issues	☐ SA ☐ UN ☐ NA ☐ NE	
ISO 9001:2015, 4.2	QMS 1.2: Has the AISP determined the interested parties that are relevant to its QMS and their requirements?	1) Verify the list of determined interested parties 2) Verify the requirements of these interested parties 3) Verify if the informations about these interested parties and thier relevant requirements are monitored and reviewed	☐ SA ☐ UN ☐ NA ☐ NE	
ISO 9001:2015, 4.3 RBIS AIM SMQ, RF, §5.2	QMS 1.3: Has the AISP determined the boundaries and applicability of the QMS to establish its scope?	1) Verify the scope of its QMS is available as a documented information 2) Verify that, when determining the scope, the organization considers: - its external and internal issues - the requirements of its relevant interested parties - its products and services 3) Verify that the scope: - states the type of products and services covered; - provide justification for any requirement determined as non applicable	☐ SA ☐ UN ☐ NA ☐ NE	
		1) Verify that all the needed processes have been determined as documented information 2) Verify for each process that the following have been determined:	☐ SA ☐ UN	

Chapter 4

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→ This checklist (excel sheet) provides a set of questions to assess the implementation and monitoring of the QMS for AIS.

Reference	Questions or items to check	Example of evidence to be reviewed	Level of implementation (Satisfactory=SA, Unsatisfactory=UN Not applicable=NA Not evaluated=NE)	Remarks
CHAPTER 4. CONTEXT OF THE ORGANIZATION				
ISO 9001:2015, 4.1	QMS 1.1: Has the aeronautical information service provider (AISP) determined external and internal issues relevant to its purpose and strategic direction?	1) Check if the external and internal issues relevant to the organization purpose and strategic direction have been determined 2) Verify if the organization monitors and reviews information about these external and internal issues	☐ SA ☐ UN ☐ NA ☐ NE	
ISO 9001:2015, 4.2	QMS 1.2: Has the AISP determined the interested parties that are relevant to its QMS and their requirements?	1) Verify the list of determined interested parties 2) Verify the requirements of these interested parties 3) Verify if the informations about these interested parties and thier relevant requirements are monitored and reviewed	☐ SA ☐ UN ☐ NA ☐ NE	

→ Checklist based on:

- *ICAO RBIS AIM QMS RF, Minimum requirements for the establishment of a regulatory framework related to the implementation of QMS for AIS, first edition – 2023;*
- *ISO 9001 : 2015, Quality Management Systems – Requirements*



Thank You!