



ICAO

INTERNATIONAL CIVIL AVIATION ORGANIZATION

A UN SPECIALIZED AGENCY

AIM RBIS Project

DOCUMENTED INFORMATION
SUPPORTING QMS IMPLEMENTATION

QMS Go-team assistance



DOCUMENTED INFORMATION SUPPORTING QMS IMPLEMENTATION

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INTRODUCTION

PURPOSE

To provide the various documented information applicable to AIM within the framework of the QMS.

SCOPE

Documented information in line with ISO 9001:2015 International Standard.

01
INTRODUCTION
CONT'D

REFERENCES

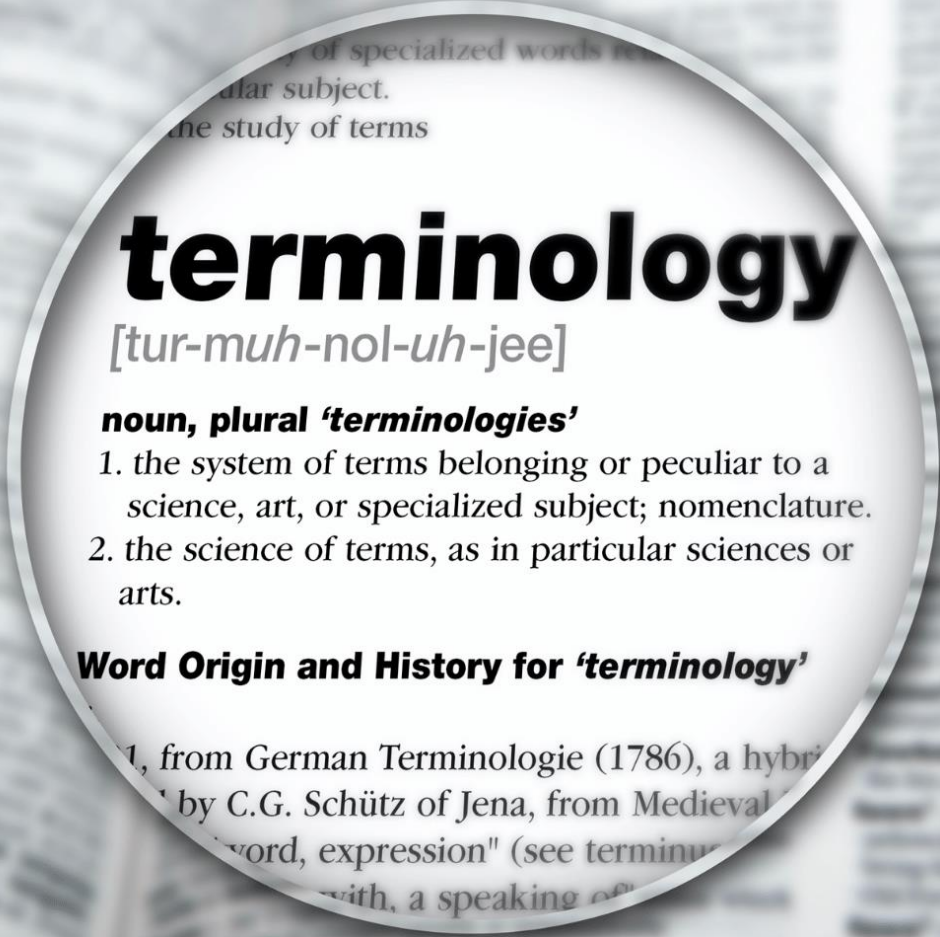
ICAO Doc 9839, Manual on the Quality Management System for Aeronautical Information Services.

ISO 9001:2015: Quality Management Systems - Requirements.

ISO 19011:2018, Guidelines for Auditing Management Systems.

02

TERMINOLOGIES



terminology

[tur-muh-nol-uh-jee]

noun, plural 'terminologies'

1. the system of terms belonging or peculiar to a science, art, or specialized subject; nomenclature.
2. the science of terms, as in particular sciences or arts.

Word Origin and History for 'terminology'

1, from German Terminologie (1786), a hybrid of terminus and logia, by C.G. Schütz of Jena, from Medieval Latin terminus, "word, expression" (see terminus), with, a speaking of

- ➔ **Awareness Training:** raising the quality awareness of employees to increase their understanding of quality issues and the relevance of those issues to the activities, products and services of State AIS.
- ➔ **Communication:** The act of conveying meanings from one entity or group to another through the use of mutually understood signs and semiotic rules.
- ➔ **Competency Training:** Equipping of State AIS Staff with the needed skills to enable them to fulfil their duties in a competent manner that is consistent with the objectives of the QMS.

- ➔ **Conformity:** An observation that indicates a policy or practice meets the requirements of the standard or documented procedures.
- ➔ **Continual Improvement:** Recurring activity to enhance performance.
- ➔ **Controls:** Measure that is modifying a risk. Controls include any process, policy, device, practice or other actions which modify risks. Controls may not always exert the intended or assumed modifying effect.

- ➔ **Corrections:** Action to eliminate a detected non-conformity. A correction can be made in advance of, in conjunction with or after a corrective action. It can include rework or regrade.
- ➔ **Corrective Actions:** Any remedial action taken to eliminate the cause of a non-conformity that has occurred and prevent recurrence of non-conformity. There can be more than one cause for a non-conformity.
- ➔ **Document:** Information and the medium on which it is contained.

- ➔ **Documented Information:** Information required to be controlled and maintained by State AIS and the medium on which it is contained. Documented information can be in any format and media and from any source.
- ➔ **External provider:** Provider that is not part of State AIS.
- ➔ **Management Review:** Cross-functional review by State Top Management which takes place at regular intervals aimed to assess State AIS/AIM's success at achieving objectives established thus ensuring its continued suitability, adequacy and effectiveness and to take action to correct it when necessary.

- ➔ **Measurement:** Process to determine a value.
- ➔ **Monitor:** Determine the status of a system, a process or an activity through checking, supervision or critical observation.
- ➔ **Non-Conforming Output:** Any output that deviates from known requirements resulting from system failure, technical error or human induced error.
- ➔ **Non-Conformity:** Any form of non-fulfilment of internal, regulatory, statutory or customer requirement. It also includes non-conformity to requirements that STATE AIS/AIM established for itself.

- ➔ **Objective:** Result to be achieved.
- ➔ **Organizational Context:** Combination of internal and external factors and conditions that can have an effect on State AIS/AIM's approach to developing and achieving its objectives.
- ➔ **Process:** Set of interrelated or interacting activities, which transform inputs into outputs.
- ➔ **Quality Manual:** Specification for the Quality management System of State AIS/AIM.

ABBREVIATIONS

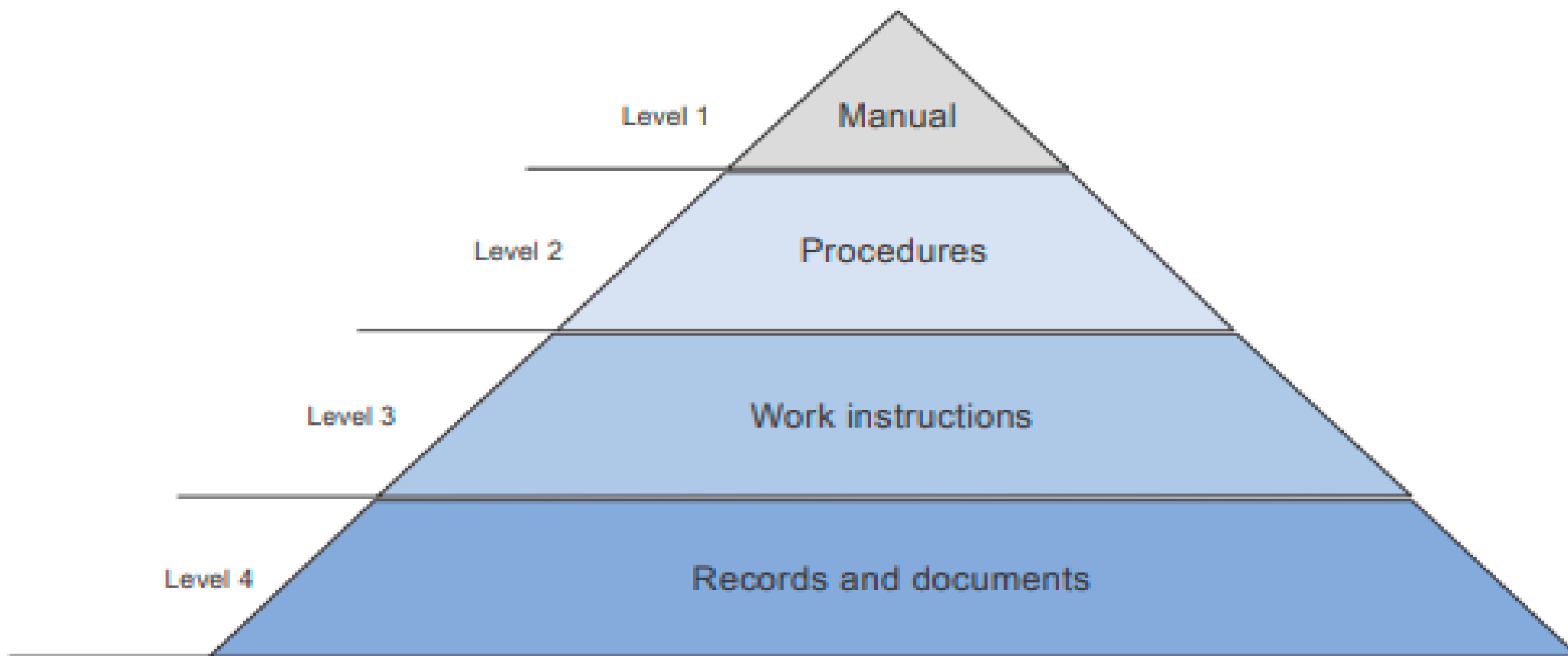
- AIS – Aeronautical Information Services
- AIM - Aeronautical Information Management
- ICAO - International Civil Aviation Organisation
- ISO - International Organisation for Standardization
- QMS - Quality Management System

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STRUCTURE OF QMS DOCUMENTED INFORMATION



- ➔ Documented Information is information required to be controlled and maintained by State AIS and the medium on which it is contained. Documented information can be in any format and media and from any source.
- ➔ Good documentation communicates roles and responsibilities, performance expectations and provides a basis to evaluate the effectiveness of the QMS.
- ➔ Documentation should be standardized for consistency and can be organized in a hierarchical form.



HIERACHY OF QMS DOCUMENTS

LEVEL 1

Documentation that defines the principles of the QMS and consists of the quality manual, the quality policy and objectives of the organization.

LEVEL 3

Documentation that provides detailed instructions, in the form of work instructions, which the AIS technical personnel need to follow when carrying out operational activities.

LEVEL 2

Documentation that consists of procedures by which the AISP manages the QMS.

LEVEL 4

Documentation that consists of all forms and records that serve as objective evidence of conformity to requirements and of the effective operation of the QMS.

→ Organizations may want to include additional QMS documentation, for example documents which include specifications, national requirements, ICAO guidance material, States' Aeronautical Information Publication (AIP) or regional air navigation plans.

04 DEVELOPED DOCUMENTED INFORMATION TEMPLATES





LEVEL 1

AFI_AIM_RBIS_QMS_MAN_TMP, AFI AIM
RBIS QMS Manual template

AFI_AIM_RBIS_QMS_PL01_TMP, AFI AIM
RBIS QMS Policy Statement template



LEVEL 2



AFI_AIM_RBIS_QMS_CP01_TMP, AFI AIM RBIS QMS Catalogue of AIM Procedures.



AFI_AIM_RBIS_QMS_400_PR01_TMP, AFI AIM RBIS QMS Procedure to Define Organisational Context and QMS Processes.



AFI_AIM_RBIS_QMS_500_PR01_TMP, AFI AIM RBIS QMS Procedure to Define Leadership and Commitment template



AFI_AIM_RBIS_QMS_600_PR01_TMP, AFI AIM RBIS QMS Procedure for Planning of the Quality Management System template.



AFI_AIM_RBIS_QMS_610_PR01_TMP, AFI AIM RBIS QMS Procedure for Quality Risk Analysis and Management template.



AFI_AIM_RBIS_QMS_710_PR01_TMP, AFI AIM RBIS QMS Procedure for Resource Management template.



AFI_AIM_RBIS_QMS_720_PR01_TMP, AFI AIM RBIS QMS Procedure to Define Competence, Training and Awareness template.



AFI_AIM_RBIS_QMS_740_PR01_TMP, AFI AIM RBIS QMS Procedure for Communication template.



AFI_AIM_RBIS_QMS_750_PR01_TMP, AFI AIM RBIS QMS Procedure for the Control of Documented Information template.



AFI_AIM_RBIS_QMS_810_PR01_TMP, AFI AIM RBIS QMS Procedure to define QMS Operational Planning and Control template.



AFI_AIM_RBIS_QMS_820_PR01_TMP, AFI AIM RBIS QMS Procedure to Define Next Intended User Related Processes template.



AFI_AIM_RBIS_QMS_823_PR01_TMP, AFI AIM RBIS QMS Procedure for Identification of Legal, Statutory and Regulatory Requirements template.



AFI_AIM_RBIS_QMS_840_PR01_TMP, AFI AIM RBIS QMS Procedure for the Control of External Service Providers template.



AFI_AIM_RBIS_QMS_850_PR01_TMP, AFI AIM RBIS QMS Procedure for Control of Production of Aeronautical Data, Aeronautical Information and Service Provision template.



AFI_AIM_RBIS_QMS_870_PR01_TMP, AFI AIM RBIS QMS Procedure for the Control of Non-Conforming Outputs template.



AFI_AIM_RBIS_QMS_910_PR01_TMP, AFI AIM RBIS QMS Procedure for QMS Monitoring, Measurement, Analysis and Evaluation template.



AFI_AIM_RBIS_QMS_920_PR01_TMP, AFI AIM RBIS QMS Procedure for Internal Audit template.



AFI_AIM_RBIS_QMS_930_PR01_TMP, AFI AIM RBIS QMS Procedure for Management Review template.



AFI_AIM_RBIS_QMS_102_PR01_TMP, AFI AIM RBIS QMS Procedure for Nonconformity, Complaint Management, Corrective Action and Error Analysis template.



AFI_AIM_RBIS_QMS_103_PR01_TMP, AFI AIM RBIS QMS Procedure for Continual Improvement template.

LEVEL 3

→ Operational Manuals, SOPs

DEVELOPED DOCUMENTED INFORMATION TEMPLATES



LEVEL 4



AFI_AIM_RBIS_QMS_FR01_TMP, AFI AIM RBIS QMS Error Tracking Form template



AFI_AIM_RBIS_QMS_MTD_RG01_TMP, AFI AIM RBIS QMS meta data template



AFI_AIM_RBIS_QMS_610_RG01_TMP, AFI AIM RBIS QMS Quality Risk Analysis and Management Register template



AFI_AIM_RBIS_QMS_621_RG01_TMP, AFI AIM RBIS QMS Objectives, Targets and Programmes



AFI_AIM_RBIS_QMS_823_RG01_TMP, AFI AIM RBIS QMS Register of Legal, Statutory and Regulatory template



AFI_AIM_RBIS_QMS_102_RG01_TMP, AFI AIM RBIS QMS Monitoring Table for Non-Compliance and Corrective Actions

DEVELOPED DOCUMENTED INFORMATION TEMPLATES

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ADDITIONAL QMS DOCUMENTATION



AFI_AIM_RBIS_QMS_RF01_TMP, AFI AIM RBIS QMS Minimum Requirements Consolidated



AFI_AIM_RBIS_QMS_GM01_TMP, AFI AIM RBIS QMS Implementation and Monitoring Guidelines Consolidated



AFI_AIM_RBIS_QMS_CL01_TMP, AFI AIM RBIS QMS Monitoring Checklist consolidated



AFI_AIM_RBIS_QMS_SLA_TMP, AFI AIM RBIS QMS Service Level Agreement Template



AFI_AIM_RBIS_QMS_ITN1_TMP, AFI AIM RBIS QMS Identification of Training Needs for Inspectors Consolidated



Thank You!