

Introduction to Quality Assurance Concepts

- Definition of *quality* (“Merriam-Webster Dictionary”)
 - From the latin “qualitas”, “-atis”.
 - 1. Something inherent and distinctive
 - 2. In an absolute sense, good quality, superiority in kind, or excellence
 - 3. Nature, kind, quality nature



Introduction to Quality Assurance Concepts

- ATS Definition of Quality Assurance
 - Ensure the safety, efficiency and excellence in the services and products we provide.
 - Achieve and maintain excellence in ATS.



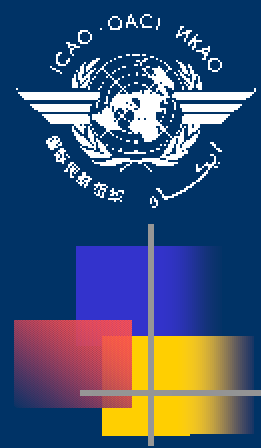
Introduction to Quality Assurance Concepts

- Why is an ATS Quality Assurance Programme necessary?
 - AIRPROX (severe ATS incidents)
 - Increase in ATS incidents
 - Aircraft Incidents
 - Quality of services and products
 - Provide a way to measure quality to the ATS authorities and Heads of ATS Units



Introduction to Quality Assurance Concepts

- 11 September 2001
 - Impact to world aviation
 - Impact to the ATS
 - Relationship with quality assurance programmes
 - ATS safety as a main component
 - Spread definition
 - Ensure **safety**, efficiency and excellence in the services and products we provide.
 - Importance of ATS Quality Assurance Programme



Introduction to Quality Assurance Concepts

- Write what you do
- Do what you write
- Review what you do





THE END

THANK YOU