



CAR/SAM Regional Guidance Material on Air Traffic Services Quality Assurance Programmes

CAR/SAM Air Traffic Services Quality Assurance Programmes
Seminar

South American Regional Office

CAR/SAM Air Traffic Services Quality Assurance Programmes Seminar
(Lima, Perú, 15 to 18 October 2002)



INTERNATIONAL CIVIL AVIATION ORGANIZATION

SOUTH AMERICAN REGIONAL OFFICE

CAR/SAM REGIONAL GUIDANCE MATERIAL ON

AIR TRAFFIC SERVICES

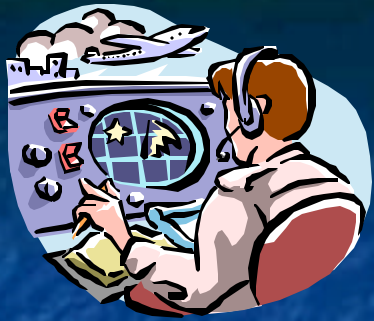
QUALITY ASSURANCE PROGRAMMES

CHAPTER 3

Version 1.0

November 2001

**CAR/SAM Air Traffic Services Quality Assurance Programmes Seminar
(Lima, Perú, 15 to 18 october 2002)**

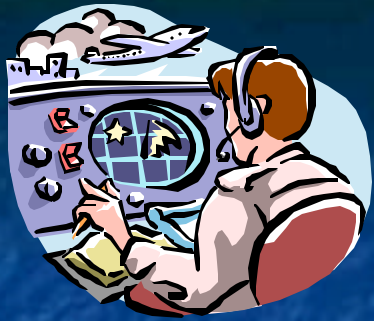


Chapter 3. ATS Quality Assurance Programmes



■ Introduction

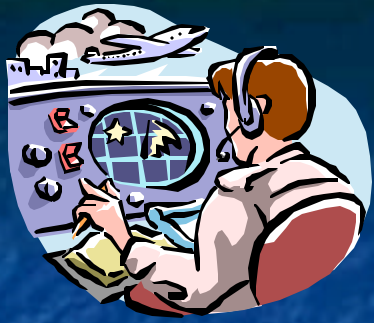
- ATS QA programmes should focus on Identifying and correcting deficiencies before they result in an ATS incident or accident; and
 - Should continually work towards improving the overall quality of air traffic services
-
- Chapter contains proactive quality assurance strategies



Chapter 3. ATS Quality Assurance Programmes (cont'd)



- **Scope and purpose**
 - Specific guidance on reporting, investigating and resolving various types of ATS incidents that impact the quality of ATS
 - Designed to work in conjunction with
 - ICAO SARPs
 - State's regulations
 - **Objectives**
 - Prevent ATS incidents
 - Continually improve overall quality of air traffic services

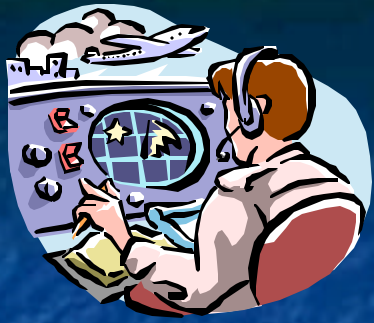


Chapter 3. ATS Quality Assurance Programmes (cont'd)



■ Structure

- Depends on size and composition of ATS provider
- Acceptable and productive programme structure may involve
 - ATS chief designating/selecting experienced ATC expert to be ATS unit quality assurance officer/specialist
 - ATS unit QA specialist assumes duties and responsibilities of QA for ATS unit
 - Larger ATS units could develop ATS QA unit/department
 - Several ATS QA specialists
 - Assistant chief with extensive ATC experience



Chapter 3. ATS Quality Assurance Programmes (cont'd)

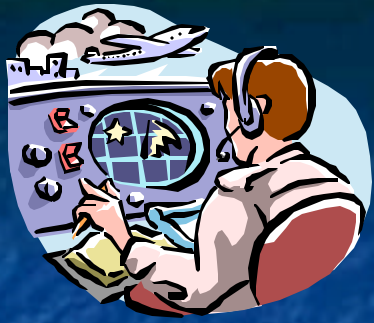


■ Implementation

- CAR/SAM/3 Recommendation 5/38 – Implementation of an ATS quality assurance programme

That,

- a) States/ATS service providers within the CAR/SAM Regions implement an ATS quality Assurance programme with associated supporting documents. The programme should outline the purpose, goals, objectives and responsibilities of the programme within the State/ATS service provider; and
- b) Each ATS unit should establish such a programme



Chapter 3. ATS Quality Assurance Programmes (cont'd)



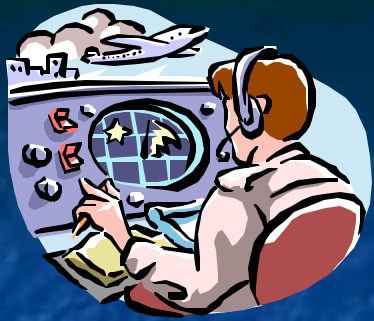
■ Responsibilities

■ ICAO NACC and SAM Regional Offices

- provide guidance and assistance to States/ATS service providers in the development of ATS quality assurance programmes

■ States/ATS service providers

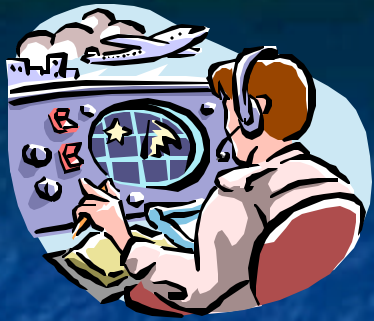
- Should implement an ATS quality assurance programme with associated supporting documents
- Programme should outline the purpose, goals, objectives and responsibilities within the State/ATS service provider and each ATS unit should establish a programme
- National ATS QA programmes are maintained and evaluated for effectiveness



Chapter 3. ATS Quality Assurance Programmes (cont'd)



- **ATS unit chiefs**
 - Maintain a level of awareness and involvement in their ATS unit's operations/programmes so as to ensure maximum quality and efficiency
- **All ATS personnel**
 - Responsible for maintaining the highest level of quality performance

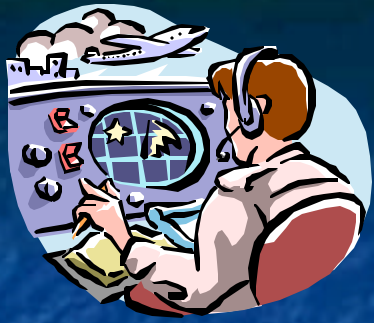


Chapter 3. ATS Quality Assurance Programmes (cont'd)



■ Programme content

- ATS QA programmes should establish methods to identify and correct shortcomings and recognize successes in the following areas:
 - ATS incident prevention
 - Teamwork
 - Communications
 - Customer service/feedback

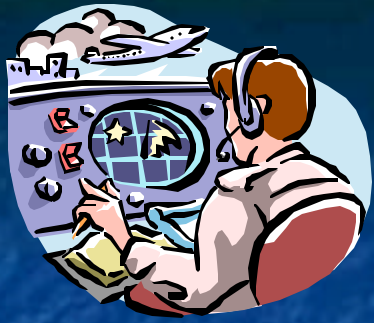


Chapter 3. ATS Quality Assurance Programmes (cont'd)



ATS incident prevention

- ATS incident prevention
- ATS refresher training
- Aeronautical phraseology improvement
- English language proficiency
- Hearback/readback
- ATS surface incident
- Incentive/recognition
- List of good operating practices
- Recordings monitor evaluation
- Simulation training
- Personal accounts of lessons learned
- Periodic quality assurance briefings in ATS units covering trends, customers input, evaluations, etc.
- Aggressive resolution of problems identified
- Incorporation of past ATS incidents scenarios into training
- Internal, national, and regional ATS evaluation

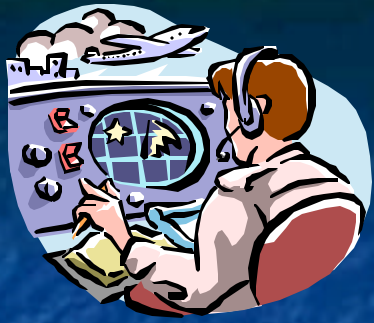


Chapter 3. ATS Quality Assurance Programmes (cont'd)



Teamwork

- Air traffic service teamwork training
- Teamwork incentive/recognition programmes
- Roles of different positions/jobs
- ATS Operational Supervisor training course
- Team meetings/briefings
- Expectations of all employees clearly communicated

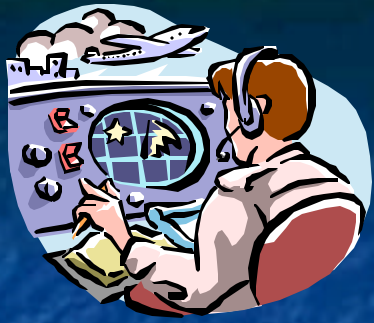


Chapter 3. ATS Quality Assurance Programmes (cont'd)



Communications

- Electronic bulletin board system
- Internet/intranet access to data
- National database containing national and local ATS QA data
- Newsletters
- ATS QA seminars, conferences and workshops
- All staff meetings
- Reports from International organizations, i.e. IFATCA, IATA, IFALPA, PAAST, etc., and other industry safety reports



Chapter 3. ATS Quality Assurance Programmes (cont'd)



Customer service/feedback

- Pilot education programmes
- Surveys of internal and external customers
- Interaction with other aviation organizations
- Air traffic controller/Operational Supervisor evaluation of shift performance
- All staff meetings
- Familiarization flights
- Contacts with customer organizations (i.e. local flight schools, airlines, aviation organizations, etc.)
- Pilot safety seminars and airport management workgroups



THE END

THANK YOU