



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

CHAPTERS 1-2

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Foreword



- CAR/SAM/3 RAN (October 1999)
- ATS Quality Assurance Programme
- Purpose
 - ATS Incidents
 - Quality of Services
- CAR/SAM/3 Recommendation 5/36
 - ICAO develop guidance material on ATS quality assurance programmes for worldwide use
 - CAR/SAM Regional Guidance Material on ATS QA Programmes
 - first phase



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Chapter 1.

Definitions

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Chapter 1. Definitions



New Definitions

- Desk audit
- Refresher training
- ATC proficiency training
- Simulation training
- Skill enhancement training
- Supplemental training
- Pilot deviation
- Operational deviation
- Operational error
- Full-unit ATS evaluation
- Follow-up ATS evaluation
- In-flight/preflight evaluations
- Special evaluations
- ATS operational duties
- Runway incursion
- Three-step closure process





Chapter 2. Background



- Important to prepare ATS QA programme guidelines for States
- Heightened awareness of ATS incidents and recommendations made by:
 - CAR/SAM/2 RAN (Santiago, 1989)
 - Recommendation 6/11 – Investigation of ATS Incidents
 - Recommendation 6/12 – Reporting of ATS Incidents
 - GREPECAS 8 (Dominican Republic, 1998)
 - Conclusion 8/7 – Actions to be taken by States to reduce ATS incidents in the CAR/SAM Regions
 - Conclusion 8/8 – Actions to be taken by the users to reduce ATS incidents in the CAR/SAM Regions
 - Conclusion 8/9 – Actions to be taken by the ICAO Regional Offices to reduce ATS incidents in the CAR/SAM Regions



Chapter 2. Background (cont'd)



- Informal working groups
- International organizations
- Airlines
- Reports received by ICAO Regional Offices
- Increase of ATS incidents by 43 per cent between 1996 and 1998
- Justified the need for introduction of ATS QA programme for the CAR/SAM Regions
- ICAO NACC/SAM Regional Offices began work programme



THE END

THANK YOU