

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 8

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Quality of Services Improvement Programmes



Chapter 8. Quality of Services Improvement Programmes

■ Introduction

- Initiatives that can improve the overall quality of air traffic services being provided

■ Random voice recording reviews

- ATS unit quality assurance officers/specialists should complete several random voice recording reviews on a monthly basis
 - Ensure overall quality of ATS is maintained



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- **ICAO phraseology improvement programme**
 - Implement ATS unit phraseology improvement programme
 - Benefit to pilots and controllers
 - Results can improve quality of service and prevention of ATS incidents
 - Method
 - Random voice recording reviews
 - Voice recording monitor evaluations
 - Direct observations
 - Recognition of ATS personnel who demonstrate outstanding phraseology or significant improvement



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■ ATS customer service/feedback

- Important to establish good communications between ATS authorities/units and users
- Users can offer valuable feedback
- Feedback from others organizations/departments/internally
- Obtain feedback through surveys
- ATS quality assurance survey
 - Conduct annually
 - External
 - Internal
 - Analyzed and validate data collected
 - Share results with ATS personnel
 - Issues affecting quality of service should be addressed



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■ Pilot/controller user forums

- Conduct annually
- Can produce good relations and enhance communications between ATS authorities, pilots and controllers
- Main objective
 - Bring together people in the ATS system that work together on a daily basis
 - Pilot on the flight deck
 - Controller in the control room/tower
 - Better understanding of each other's responsibilities and duties
- Avoid conducting in a meeting type format
- Can also be used to present and explain information on the local or national ATS system and procedures



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- **Participation in pilot safety seminars**
 - Participation of ATS authorities in pilot safety seminars
 - Present information regarding the ATS system, safety and quality assurance
- **Pilot visits to ATS units**
 - Encourage pilot visits to ATS units
 - ATS system familiarization
- **ATS system familiarization/education for pilots**
 - Consider developing an ATS system education programme for pilots
 - Education pilots in how to best utilize the ATS system
 - Functions
 - Responsibilities
 - Benefits
 - Services



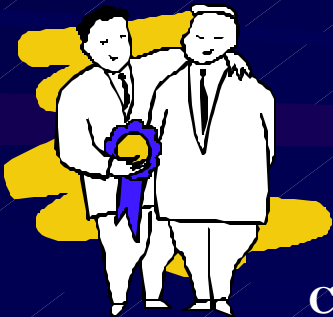
Chapter 8. Quality of Services Improvement Programmes

- **Familiarization training flights for ATS personnel**
 - Establish programmes with airlines
 - ATS supervisors and controllers should be encourage to participate
 - Allows ATS unit personnel to experience first hand the activities on the flight deck
 - View programme as proficiency training



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- **Recognition of quality performance**
 - Recognition of positive quality performance is as important as identifying deficiencies
 - Recognition as individuals or as a team
 - Providing a high standard of performance and quality of service

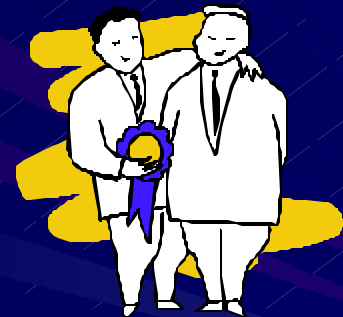


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■ ATS performance measurements

- Important that ATS providers find ways to continually improve the safety and efficiency of ATS services
- Factors when measuring performance and quality of ATS services:

- Safety
- Delay
- Predictability
- Flexibility
- Efficiency
- Availability
- Access
- Cost of Service
- Runway Capacity





THE END

THANK YOU