

# Summary and Conclusions of the Seminar Concepts

## **CAR/SAM Air Traffic Services Quality Assurance Programmes Seminar**

**(Lima, Perú, 15 to 18 October 2002)**

ICAO South American Office



# Summary of the ATS Quality Assurances Programme Seminar

- ATS Incidents in the CAR/SAM Regions
- Air Safety Programmes within ICAO environment
- Overview of the concept of quality and human factors



# Summary of the ATS Quality Assurance Programme Seminar

- Relationship between ISO International Standards and ATS quality assurance programmes.
- Quality Assurance – Experience of the CAR/SAM States
- Time Management
- Communications



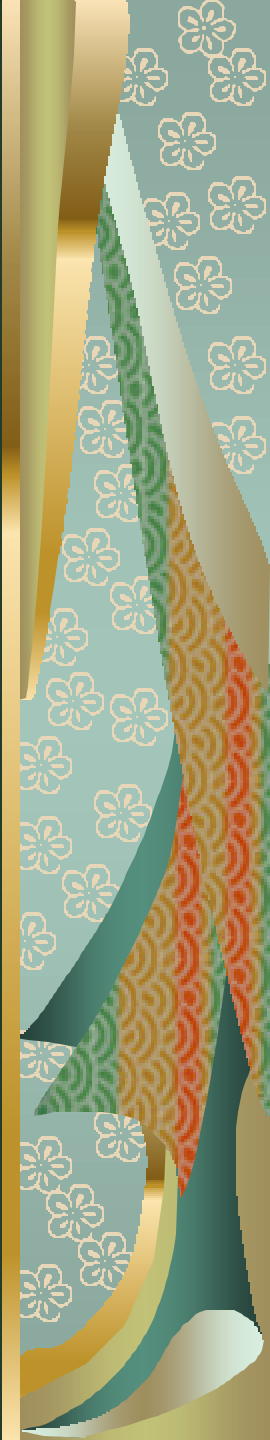
# Summary of the ATS Quality Assurance Programme Seminar

- ATS Quality Assurance Programmes
- Controller Proficiency Checks
- Reporting, Investigations and Air Traffic Incident Investigation Teams
- Air Traffic Incidents Prevention Programmes
- Air Traffic Services Evaluation Programme



# Summary of the ATS Quality Assurances Programme Seminar

- Proficiency training programmes
- ATS Safety Management
- Human Factors



# Summary of activities

- Regional Guidance Material approved by:
  - GREPECAS/10 (Canary Islands, Spain, October 2001)
  
- ATS QAS Seminars and Workshops
  - 2000 NAM CAR/SAM Seminar (México)
  - 2001 (English)–NAM/CAR/SAM Workshop (Trinidad and Tobago)
  - 2002 (Spanish) –CAR/SAM Workshop (El Salvador)
  - 2002 (English/Spanish) CAR/SAM Seminar (Lima)



# Following Steps

- ATM Evaluation Missions to States/Territories and International Organizations responsible of FIRs 2002 – 2003
- Foster implementation of Recommendation 5/38 of the RAN CAR/SAM/3 Meeting



# Following Steps

- **ATS Quality Assurance Programmes Training Course**
  - Requirement for the development of a training course on Quality Assurance under the TRAINAIR System
- **That ICAO Headquarters consider it as a worldwide guidance material**



# Conclusions



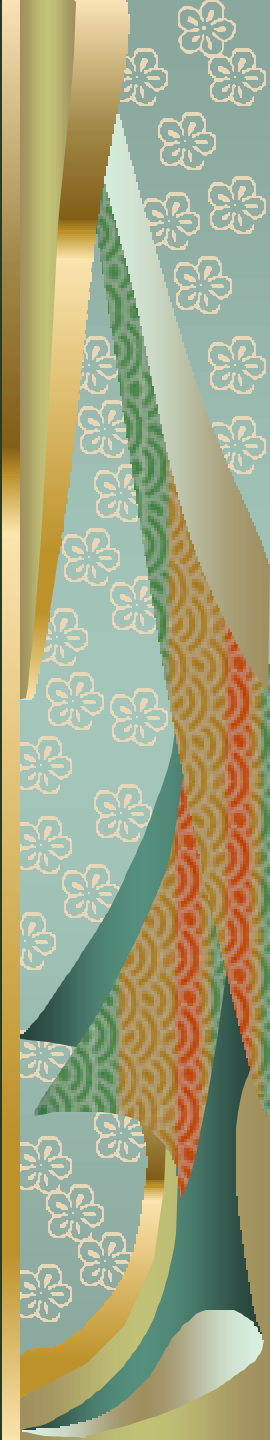
- The ATS Quality Assurance Programmes will provide safety and at the same time will keep an orderly flow of air traffic
- The Quality Assurance is a dynamic process used to continuously improve an ATS System



# Conclusions



- Quality will continue to be measured against historical data.
  - Number of ATS Incidents
  - Delays
  - Feedback between employee and client
  - The factors which are not immediately measured should also be recognized.



# Conclusions

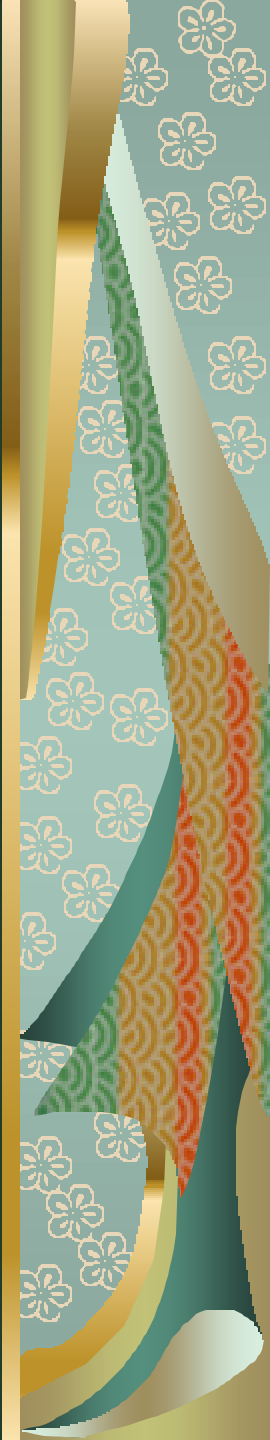


## ■ Will to operate

- Team

- Training

- All the actions taken to avoid ATS incidents should be framed within Quality Assurance



# Remember:

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





THE END

THANK YOU