

INTERNATIONAL CIVIL AVIATION ORGANIZATION
CAR/SAM Air Traffic Services Quality Assurance Programme Seminar
Lima, Peru, 15 to 18 October 2002

ORDER OF BUSINESS

TUESDAY, 15 OCTOBER 2002

08:00 – 09:00

Registry

09:00 – 09:25

Opening Session

Session One - ATS Incidents in ICAO CAR/SAM Regions

Moderator : Mr. Alberto Orero

09:30 – 10:10

Points of view – ICAO

Mr. Jorge Fernández
Regional Officer, ATM/SAR
ICAO South American Regional
Office

10:15 – 1100

Points of view – Perú

Mr. José Mondragón
CORPAC S.A.
PERÚ

1100 -1115

Coffee Break

1115 – 1150

Aviation Safety Programmes within ICAO environment

Mr. Roberto Cardoso
Regional Officer, Safety
Oversight
ICAO South American Regional
Office

1150 - 1200

Questions and Answers

1200 -1230

Recess

Session Two – Human Factors in Air Traffic Control

Moderator: Mr. Jorge Fernández

1230 - 1310

Overview of Quality and Human Factors concepts

Mr. Samuel Cardoso
Regional Officer, AGA
ICAO South American Regional
Office

Session Three – ISO-9000

1315 - 1400

Relationship between ISO International Regulations and the
ATS Quality Assurance programmes

Mr. Oscar Quesada
Regional Coordinator, Technical
Cooperation
ICAO South American Regional
Office

1400 - 1415

Questions and Answers

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WEDNESDAY, 16 OCTOBER 2002

Session Four – ATS Quality Assurance: States’ Experiences

Moderator: Mr. Alberto Orero

09:00 – 09:40	Experiences in United States	Mr. Timothy Shcroeder Program Manager, International Air Traffic Training United States
09:45 – 10:30	Experiences in Brazil	Mr. Otávio Oliveira Filho Advisor, DECEA Airspace Control Department. Assessoria de Segurança do Control do Espaço Aéreo ASEGCEA Brazil
10:30 – 10:45	Coffee Break	
1050 – 1130	Experiences in COCESNA	Mr. Uriel Urbizo Fley CNS/ATM Coordinator COCESNA
11:35 – 1215	Experiences in Argentina	Mr. Héctor Pasquali Chief Rules and Standards, Air Traffic Directorate, Comando de Regiones Aéreas Argentina
1215 - 1230	Questions and Answers	
12:30 – 1300	Recess	
Moderator: Mr. Jorge Fernández		
1300 - 1340	Time Management	Mr. Alberto Orero Regional Officer, ATM/SAR ICAO South American Regional Office
13:45 – 14:15	Communications	Mr. Jorge Fernández Regional Officer, ATM/SAR ICAO South American Regional Office
1415 - 1430	Questions and Answers	

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THURSDAY, 17 OCTOBER 2002

Moderator of the day: Mr. Jorge Fernández

Session Five – CAR/SAM Regional Guidance Material for air traffic services quality assurance programmes

09:00 – 09:40	Chapters 1-2: Definitions and Background	Mr. Jorge Fernández Regional Officer, ATM/SAR ICAO South American Regional Office
09:45 – 10:30	Chapter 3: ATS Quality Assurance Programmes	Mr. Alberto Orero Regional Officer, ATM/SAR ICAO South American Regional Office
10:30 – 10:45	Coffee Break	
1050 – 11:30	Chapter 4: Controller Proficiency Checks	Mr. Mark Ríos Senior FAA Representative International Area Office for Latin American and Caribbean FAA – United States
11:35 – 12:15	Chapter 5: Air Traffic Incident Reporting, Investigations, and Investigation Teams	Mr. Mark Ríos Senior FAA Representative International Area Office for Latin American and Caribbean FAA – United States
12:15 – 1230	Questions and Answers	
1230 - 1300	Recess	
1300 – 13:40	Chapter 6: Air Traffic Incidents Prevention Programme	Mr. Alberto Orero Regional Officer, ATM/SAR ICAO South American Regional Office
13:40 – 1420	Chapter 7: Air Traffic Services Evaluation Programme	Mr. Mark Ríos Senior FAA Representative International Area Office for Latin American and Caribbean FAA – United States
1420 - 1435	Questions and Answers	

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FRIDAY, 18 OCTOBER 2002

Moderator of the day: Mr. Mark Ríos

Session Five (cont.) CAR/SAM Regional Guidance Material for air traffic services quality assurance programmes

09:00 – 09:40	Chapter 8: Quality of Services Improvement Programmes	
09:45 – 1030	Chapter 9: Proficiency Training Programmes	Mr. Mark Ríos Senior FAA Representative International Area Office for Latin American and Caribbean FAA – United States
10:30 – 1045	Coffee Break	
1050 - 1130	Chapter 10: Air Safety Management	Mr. Jorge Fernandez Regional Officer, ATM/SAR ICAO South American Regional Office
1135 – 12:15	Chapter 11: Human Factors	Mr. Jorge Fernandez Regional Officer, ATM/SAR ICAO South American Regional Office
12:15 – 1230	Questions and Answers	
1230 - 1300	Recess	
1300 – 13:45	Resumen de Material de orientación y siguientes pasos	Mr. Jorge Fernandez Regional Officer, ATM/SAR ICAO South American Regional Office
1345 - 1400	Questions and Answers	
1400 - 1430	Delivery of Diplomas and Closing Session	