

**INTERNATIONAL CIVIL AVIATION ORGANIZATION  
EIGHTH MEETING OF CIVIL AVIATION AUTHORITIES OF THE SAM REGION  
(RAAC/8)**

(Buenos Aires, Argentina, 23-25 April 2003)

**Agenda Item 4: Regional Air Navigation Plan – Transition to the CNS/ATM systems**

**- ATS quality assurance**

(Prepared by the Secretariat)

**Summary**

This working paper submits to the consideration of the civil aviation authorities the action carried out by the NACC and SAM Offices concerning the application of the CAR/SAM regional guidance material on air traffic services quality assurance programmes approved by the CAR/SAM Regional Planning and Implementation Group (GREPECAS) for use by the States/Territories/International Organizations.

**References:**

- Report of the GREPECAS/8 meeting;
- Report of the RAAC/7 meeting;
- Report of the CAR/SAM RAN /3 meeting;
- Report of the GREPECAS/10 meeting;
- CAR/SAM Regional Guidance Material on ATS Quality Assurance Programmes;
- Assembly – 33rd. Session; and
- Amendment 40 to Annex 11

**1 Introduction**

1.1 In view of the growing awareness concerning ATS incidents and their relationship with safety in the CAR/SAM Regions, ATS incident reports received at the regional offices and the recommendations made by the eighth meeting of the CAR/SAM Regional Planning and Implementation Group (GREPECAS/8), the ICAO NACC and SAM Regional Offices started up a programme to reduce ATS incidents to a minimum, which would subsequently serve as the basis for an ATS quality assurance programme for both regions.

1.2 The proposal to introduce an ATS Quality Assurance programme in the States was subsequently submitted to the Third CAR/SAM Regional Air Navigation Meeting (CAR/SAM RAN/3) (Buenos Aires, October), and the regional guidance material on air traffic services quality assurance programmes to be applied in the CAR/SAM Regions was approved by GREPECAS/10.

1.3 The RAAC/7 meeting approved CONCLUSION 7/15 – ATS QUALITY ASSURANCE PROGRAMMES, urging SAM States to use the guidance material on ATS quality assurance programmes as a basis to implement a quality assurance programme in the ATS units under their responsibility; to designate the person who would be responsible, focal point and coordinator for said programme; to report said designation to the ICAO SAM Regional Office; and to actively participate in all the events aimed at the dissemination, training on, and implementation of, ATS quality assurance programmes.

1.4 Finally, the Seventh Meeting of Civil Aviation Authorities (RAAC/7) became aware of the approval of Amendment 40 to Annex 11, in which States were urged to implement systematic and adequate ATS safety management programmes by 27 November 2003. The meeting was also presented with Resolution A 33-8 of the ICAO Assembly held from 25 September to 5 October 2001, in which the decision was made to extend the ICAO universal safety oversight audit programme to Annex 11 air traffic services, starting in 2004. Both matters are related to quality assurance programmes.

## 2 Analysis

2.1 To date, and in terms of training on this subject, the NACC and SAM Regional Offices have carried out the following regional events:

Year 2001:

- Seminar on Air Traffic Services Quality Assurance Programmes (Mexico, 16-20 October 2000); and
- Workshop on ATS Quality Assurance, in English (Trinidad and Tobago, December 2001);

Year 2002:

- Workshop on ATS Quality Assurance, in Spanish (El Salvador, June 2002);
- Seminar on Air Traffic Services Quality Assurance Programmes (Peru, 14-18 October 2002). At this last seminar, information was shared on experiences in other States within and outside the CAR/SAM Regions.

2.2 Planned for the year 2003:

- CAR/SAM workshop on ATS Quality Assurance, in Spanish (Lima, Peru, 12-16 May).

2.3 Likewise, the SAM Regional Office has started to apply its ATC unit assessment programme with a view to implementing the ATS Quality Assurance Programme, together with the States and international organisations of the region.

2.4 The contents of the CAR/SAM regional guidance material on air traffic services quality assurance programmes can be found in the website: [www.lima.icao.int](http://www.lima.icao.int)

### 3 **Conclusions**

3.1 Reports available at the ICAO South American Office indicate that Argentina, Brazil, Chile, Panama, Peru and Suriname are working towards the prompt implementation of an ATS quality assurance programme in their respective administrations.

3.2 All CAR/SAM States/ATS providers should implement an ATS quality assurance programme. The programme should contain an explanation of its purpose, objectives and responsibilities within the State or within the ATS service provider, and each ATS unit should establish said programme.

3.3 The implementation of a quality assurance programme will allow CAR and SAM civil aviation authorities to meet the first objective of the programme, that is, to reduce the occurrence of ATS incidents to a minimum, while improving the quality of the air traffic services provided.

### 4 **Suggested action**

4.1 The meeting is invited to:

- a) take note of the information provided in this working paper;
- b) continue participating actively in all the events aimed at the dissemination, training on, and implementation of ATS quality assurance programmes that are carried out at both national and regional level; and
- c) urge all SAM States that have not yet done so, to take appropriate measures to comply with RAAC/7 Conclusion 7/15 –ATS Quality Assurance Programmes.

END