

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 Programme

(presented by Colombia)

Summary

In this working paper, Colombia presents a proposal to modify the Regional guidance material for Quality Assurance Programmes to improve its scope and structure.

1. Introduction

1.1 The Special Civil Aviation Administration of the Republic of Colombia, pursuant to Recommendation 5/38 approved by the CAR/SAM/3 RAN meeting, established an ATS Quality Assurance Programme.

1.2 The Colombian Aeronautical Administration, building upon the recommendations of the “*Regional Guidance Material for Air Traffic Services Quality Assurance Programmes, Chapter 3, paragraph 3.3, Structure*”, decided to release ATS directors from the responsibility of structuring and implementing the Quality Assurance Programme, since it felt that it was unadvisable to request the party responsible for providing a service to measure its quality. Consequently, it has established the ATS Quality Assurance Programme, to be organised and implemented by ATS experts from the office in charge of aeronautical safety within the national territory.

1.3 Furthermore, the Colombian Administration has considered that the quality assurance guides must specify everything regarding the letters of agreements, which must be complete and available at all ATS units. Also, in addition to an optimum level of English proficiency, controllers must be required to have computer knowledge or receive training to handle the equipment in highly automated environments.

1.4 Another aspect that has been noted is that, although GREPECAS and its work groups have been encouraging the States to standardise the procedures and phraseology used by air traffic services in the region, there are still inconsistencies between ATS units in adjacent FIRs which might affect the safe flow of air traffic.

2. **Discussion**

The Colombian Aeronautical Administration submits the following considerations on the structure and scope of the Quality Assurance Programme for analysis by the meeting:

- a. In order to ensure utmost transparency in the programme implementation process and in the formulation and implementation of recommendations that will improve service quality on a continuous basis, ATS service providers should be released from the responsibility of implementing and, at the same time, monitoring compliance with quality assurance programmes. Accordingly, an ATS Quality Assurance unit, independent from the operational element and composed by ATS experts, should be established in each State.
- b. Following the recommendations on the standardisation of the procedures applied by the ATS in the region, the ATS Quality Assurance Programme in each State could formulate recommendations to the neighbouring States when operational deficiencies that affect air traffic safety are detected, as a mechanism for continuous improvement.

3. **Suggested action**

3.1 The meeting is invited to take note of the information contained in this working paper.

3.2 That the meeting, by way of a conclusion, agree to recommend the modification of the Regional guidance material for air traffic services quality assurance programmes, Chapter 3, paragraph 3.3, in which the ATS is requested to designate quality assurance experts, so that a recommendation be made to the States to establish quality assurance units at the highest level within the organisation and independent from the ATS service provider, so as to ensure transparency in the implementation of the programme.

3.3 That the meeting, by way of a conclusion, agree to recommend the modification of the Regional guidance material for air traffic services quality assurance programmes, in terms of the scope of the ATS quality assurance programme, so that it may be used by the States as a tool to recommend service improvements in the ATS units of adjacent FIRs.