



Agenda Item 3: Implementation of the Quality Management System in AIM units

**GREPECAS Project G3 –
Implementation of the Quality Management System in AIM units**

(Presented by the Secretariat)

SUMMARY	
This working paper presents, for consideration of the Meeting, the status of implementation of GREPECAS Project G3 for the implementation of the quality in aeronautical information services. It also requires the update of the implementation data of the States.	
References:	
<ul style="list-style-type: none">• Annex 15 to the Convention of International Civil Aviation• SAM/AIM Multilateral Meetings	
ICAO Strategic Objectives:	<i>A - Safety</i> <i>B - Air navigation capacity and efficiency</i> <i>E – Environmental protection</i>

1 Background

1.1 SAM/AIM meetings have developed a robust and well-founded quality implementation Project in which all the deliverables of the Project have been accomplished.

1.2 States have received all the deliverables, including the six documented procedures of standard ISO 9001:2008, which were developed under the administration of Mr. Oscar Dioses and the SAM/AIM meeting team, and that represent the essential guidance material for the preparation for the certification.

1.3 The delays of some States adversely impact in the Region for the conclusion of Phase 1 of the Roadmap for the Transition from AIS to AIM.

2 Analysis

2.1 **Project G3 - “Implementation of the Quality Management System in AIM units”**: As presented in **Appendix A**, significant progress has been achieved with regard to the completion of all the deliverable results of the Project. Only one activity is pending for the certifications report.

Analysis of goals achievement based on G3 Project indicators/metrics

- States certified with QMS ISO 9001:2008
2012 = 4 Estados 2014 = 5 Estados

2.2 Currently, there are five certified States with QMS within the SAM Region: **Brazil, Chile, Ecuador, French Guiana and Paraguay**. The last update on April 2014 and the progress of each State since 2012 can be observed in the following table:

State	% of Implementation April 2014	Implementation date	% Progress
Argentina	50%	Sep/2014	20%
Bolivia	30%	Jul/2015	0%
Brazil	CERTIFIED	-----	-----
Chile	CERTIFIED	-----	-----
Colombia	90%	Sep/2014	20%
Ecuador	CERTIFIED	-----	-----
French Guiana	CERTIFIED	-----	-----
Guyana	25%	Dec/2015	25%
Panama	50%	Aug/2015	10%
Paraguay	CERTIFIED	-----	-----
Peru	60%	Aug/2015	20%
Suriname	45%	Aug/2014	15%
Uruguay	95%	Mar/2015	5%
Venezuela	70%	Nov/2014	20%

2.3 Currently, from the States that have informed the implementation date for August, September and November 2014, no communication regarding their certification has been received, neither of the status of the implementation plan, nor of the problems encountered during the implementation process.

2.4 More emphasis in the management is required by the experts in order to complete the Certification, which is too far from being a complex process.

2.5 Considering the above, in order to inform the authorities in the meetings of GREPECAS Programmes and Projects Committee, the information regarding the implementation dates should be updated and the reasons for the delay in the programming should be informed, since GREPECAS works under a project management methodology based on results. The latest information received from the States is presented in **Appendix B** to this working paper.

2.6 States that have not certified QMS in the AIM should present a detailed Action Plan. The experts responsible of the implementation within the AIM Units should consider a detailed description of the tasks, but so far this planning has not been received.






3. **Suggested action:**

3.1 The Meeting is invited to:

- a) update the information regarding the implementation status of the quality system in each State, presented in Appendix B;
- b) present a brief report of the reasons for the delay in the implementation;
- c) present the action plans of the States that have not yet certified the quality and their implementation is under the 80%.

APPENDIX A

SAM Region	PROJECT DESCRIPTION (DP)	DP N° G3	
<i>Programme</i>	Title of the Project	Start	End
<p><i>AIM</i></p> <p>(ICAO Programme Coordinator: Roberto Arca Jáurena)</p>	<p>Implementation of the quality management systems in the AIM units of SAM States</p> <p>Project coordinator: Oscar Dioses (Peru)</p> <p>Experts contributing to the Project: SAM/AIM IG David Díaz (Peru)</p>	03/10/11	01/09/14
Objective	Implement guides applicable to the quality management system in a digital/electronic AIM environment in the SAM Region, based on the regional performance objectives of the SAM performance-based implementation plan.		
Scope	The scope of the project contemplates the assessment and identification of implementation levels associated to quality management in AIM services in the Region. Drafting of an action plan and guides for the implementation of QMS in a digital/electronic AIM environment.		
Metrics	Percentage of States with ISO 9001:2008 QMS certification.		
Goals	50% of States with the ISO standard 9001:2008 implemented by 2013, and certified by 2014.		
Strategy	<p>Project activities will be coordinated through communications among project members, the Project Coordinator, and the Programme Coordinator, mainly through teleconferences (GoToMeeting application) and meetings that may be held within other scheduled events, based on the activities of the work programme. The Project Coordinator will coordinate with the Programme Coordinator for the inclusion of additional experts, if warranted by the tasks and work to be performed.</p> <p>The results of the work done will be submitted to the consideration and review of State experts in the form of a final consolidated document for analysis, review, and approval, and for presentation to the GREPECAS PPRC by the Programme Coordinator.</p>		

<p>Rationale</p>	<p>The quality management system in AIM services must provide users the required guarantee and assurance that the aeronautical information/data distributed meets quality requirements in terms of accuracy, resolution and integrity. There needs to be a close relationship with other projects in order to collect the operational requirements of the aforementioned applications and their respective tentative dates of implementation.</p>				
<p>Related projects</p>	<p>This project is related to Projects G1 “Implementation of the provision of electronic terrain and obstacle data e-TOD” and G2 “Implementation of Aeronautical Information Exchange Systems (AIXM)”.</p>				
<p>Project deliverables</p>	<p>Relationship with the performance-based regional plan (PFF)</p>	<p>Responsible party</p>	<p>Status of implementation*</p>	<p>Delivery date</p>	<p>Comments</p>
<p>Prepare surveys to establish the levels of compliance and implementation of AIM-QMS based on ICAO guides</p>	<p>PFF: SAM AIM/01</p>	<p>ICAO coordinator</p>		<p>25/11/11</p>	<p>Finalised as scheduled.</p>
<p>Circulate surveys to the States</p>	<p>PFF: SAM AIM/01</p>	<p>ICAO coordinator</p>		<p>17/02/12</p>	<p>Finalised as scheduled.</p>
<p>Collect and tabulate the information of the States</p>	<p>PFF: SAM AIM/01</p>	<p>ICAO coordinator</p>		<p>13/04/12</p>	<p>Finalised on 30/03/12.</p>
<p>Description of steps for QMS implementation.</p>	<p>PFF: SAM AIM/01</p>	<p>SAM/AIM/WG</p>		<p>30/03/12</p>	<p>Finalised as scheduled.</p>
<p>QMS self-assessment questionnaire</p>	<p>PFF: SAM AIM/01</p>	<p>David Diaz RLA/06/901</p>		<p>30/03/12</p>	<p>Finalised as scheduled.</p>

Template with QMS assessment results	PFF: SAM AIM/01	David Diaz RLA/06/901		30/03/12	Finalised as scheduled.
QMS implementation plan	PFF: SAM AIM/01	David Diaz RLA/06/901		19/10/12	Finalised as scheduled.
QMS procedures and preventive actions.	PFF: SAM AIM/01	Oscar Dioses Peru		19/10/12	Finalised as scheduled.
QMS internal audit procedure.	PFF: SAM AIM/01	Oscar Dioses Peru		19/10/12	Finalised as scheduled.
Procedure for controlling AIS service management system records	PFF: SAM AIM/01	Oscar Dioses Peru		19/10/12	Finalised as scheduled.
Procedure for drafting QMS documents.	PFF: SAM AIM/01	Oscar Dioses Peru		19/10/12	Finalised as scheduled.
Service control procedure – QMS non-conforming products.	PFF: SAM AIM/01	Oscar Dioses Peru		19/10/12	Finalised as scheduled.
Procedures for controlling the documents of the AIS service management system.	PFF: SAM AIM/01	Oscar Dioses Peru		19/10/12	Finalised as scheduled.
SLA with service providers to ensure the quality of the information and the AIM data exchange.	PFF: SAM AIM/01	Juan J. González Uruguay		19/10/12	Finalised as scheduled.

Collect certifications and produce report on the status of ISO 9001:2008 certifications in the SAM Region	PFF: SAM AIM/01	ICAO coordinator		SAM/AIM Meeting	
Resources required	Designation of experts in the execution of some of the deliverables. More commitment by States to support the designated coordinators and experts.				

- *Grey* *Task not started*
- Green* *Activity underway as scheduled*
- Yellow* *Activity started with some delay but expected to be completed on time*
- Red* *It has not been possible to implement this activity as scheduled; mitigating measures are required*

APÉNDICE / APPENDIX B

ESTADO DE IMPLANTACIÓN DEL QMS EN LA REGIÓN SAM / STATUS OF QMS IMPLEMENTATION IN THE SAM REGION

ESTADO/ STATE	EN PROCESO/ IN PROCESS	IMPLANTADO/ IMPLEMENTED	AUDITADO/ AUDITED	CERTIFICADO/ CERTIFIED	% DE EJECUCIÓN/ % OF EXECUTION	FECHA FINAL/ FINAL DATE	OBSERVACIONES/ REMARKS
Argentina	X				50	SEP 2014	Se están identificando y describiendo procesos. / Processes are being identified and described. ARO/AIS Sep 2014.
Bolivia	X				30	JUL 2015	
Brasil/ Brazil	X	X	X	X	100	-----	NOTAM, AIP y MAP certificado / certified y ARO en proceso / in process. 85% completado / completed. 2014.
Colombia	X	X	X		90	SEP 2014	Actualmente se efectúan auditorías internas de control de la implantación y se ajustan los procedimientos y registros inherentes al proceso AIM. / Currently internal control audits are carried out to control implementation and registrations inherent to AIM are adjusted.
Chile		X	X	X	100	-----	ISO 9001:2008

ESTADO/ STATE	EN PROCESO/ IN PROCESS	IMPLANTADO/ IMPLEMENTED	AUDITADO/ AUDITED	CERTIFICADO/ CERTIFIED	% DE EJECUCIÓN/ % OF EXECUTION	FECHA FINAL/ FINAL DATE	OBSERVACIONES/ REMARKS
Ecuador		X	X	X	100	-----	ISO 9001:2008. En proceso de re-certificación para los años 2014 al 2016. / ISO 9001:2008. In process of re-certification by 2014 to 2016
Guyana	X				25	DIC / DEC 2015	Algo de entrenamiento recibido. / Some training received. Personal temporal. / Temporary Staff.
Guayana Francesa / French Guiana				X			
Panamá / Panama	X				50	AGO / AUG 2015	Con adquisición de nuevos sistemas automatizados se están efectuando cambios en los procesos y procedimientos. / With the acquisition of new automated systems changes in processes and procedures are being made.
Paraguay		X	X	X	100	-----	ISO 9001:2008. Paraguay Re-Certificado 2013 / Paraguay Re-certificated 2013.
Perú / Peru	X				60	AGO / AUG 2015	Se estableció un equipo de trabajo para QMS en el AIM / A work team for QMS has been established at AIM.
Suriname	X				45	AGO / AUG 2014	

ESTADO/ STATE	EN PROCESO/ IN PROCESS	IMPLANTADO/ IMPLEMENTED	AUDITADO/ AUDITED	CERTIFICADO/ CERTIFIED	% DE EJECUCIÓN/ % OF EXECUTION	FECHA FINAL/ FINAL DATE	OBSERVACIONES/ REMARKS
Uruguay	X				95	MAR 2015	
Venezuela	X				70	NOV 2014	Información por correo electrónico. / Information through e-mail.
Fecha de actualización / Date updated:			07/11/2014				