



Agenda Item 3: Implementation of the quality management system in AIM units

GREPECAS Project G3

(Presented by the Secretariat)

SUMMARY	
This working paper presents the status of implementation of GREPECAS Project G3 on quality implementation in aeronautical information services. It also requests that implementation data of the States be updated in order to measure progress.	
REFERENCES	
<ul style="list-style-type: none">• Annex 15 to the Convention on International Civil Aviation• SAM/AIM multilateral meetings• ISO standard 9001:2015• PPRC/4 meeting report	
ICAO strategic objectives:	<i>A – Safety</i> <i>B- Air navigation capacity and efficiency</i> <i>E – Environmental protection</i>

1. Background

1.1 The Project for the implementation of the quality management system in AIM processes has made progress in activities prior to certification but no concrete progress in the certification itself, which was identified as the objective.

1.2 Progress made in the first phase of the AIS-to-AIM transition roadmap reaches 84%. However, those States that are lagging behind in AIM quality certification are taking time to move to the second digital phase. Sixteen per cent remains to be completed during the remainder of 2015 and the first half of 2016.

1.3 The PPRC/4 meeting discussed about the continuation of Project G3.

2. Discussion

2.1 The PPRC/4 meeting noted that, although a high percentage of States had implemented and certified the AIM/QMS, they had faced problems with top management when certifying quality management systems in the States. When top management is involved in the quality certification of systems and processes, it helps unblock management barriers that delay implementation. Some AIM units have completed AIM/QMS implementation but face administrative and budgetary obstacles to the certification of the implemented quality system.

2.2 The project for the implementation of the quality management system in AIM processes has made progress in activities prior to certification. In this sense, **Uruguay** has obtained the quality certification under ISO standard 9001:2008 on 31 August 2015. **Peru** obtained the certification in December 2015. **Panama** has completed the internal audit process, but is facing some administrative obstacles for hiring the certifying company, making it difficult to obtain AIM/QMS certification before the end of 2016. **Argentina** waiting for the certificates of the processes approved by the certifying company.

2.3 **Colombia** and **Venezuela** have not yet been able to certify their AIM systems. But the most troubling delays in quality implementation are those of **Bolivia**, **Guyana**, and **Suriname**.

2.4 Regarding the above, **Bolivia** reported at the SAM/AIM/8 meeting that the civil aviation authority of Bolivia had requested the top management of the service provider, AASANA, to assign priority to, and take urgent action to advance, the implementation of quality systems in AIM units and their subsequent certification.

2.5 Ecuador is facing the same problem. Due to administrative issues, the AIM/QMS, which was certified in 2012, could not be re-certified.

2.6 The last update to the status of implementation was done at the PPRC/4, in July 2016, as shown in the following table:

STATE	% IMPLEMENTATION OCTOBER 2016	IMPLEMENTATION DATE	% PROGRESS	REMARKS
Argentina	100%	FEB/2016	30%	Internal and external audits have been performed. They are waiting for the certificates.
Bolivia	30%	TBD	0%	The provider, AASANA, has trained two experts for quality implementation. One DGCA officer attended the Lead auditor course held in October 2015.
Brazil	CERTIFIED	-----	-----	
Chile	CERTIFIED	-----	-----	
Colombia	90%	SEP/2014	25%	A consulting firm has been engaged for AIS/QMS and MET/QMS certification.
Ecuador	Re-certification has not been achieved	-----	-----	There is no information on re-certification plans.
French Guiana	CERTIFIED	-----	-----	
Guyana	25%	DEC/2015	25%	No progress.

STATE	% IMPLEMENTATION OCTOBER 2016	IMPLEMENTATION DATE	% PROGRESS	REMARKS
Panama	90%	DEC/2015	20%	Internal audit performed. Certification foreseen for August 2016.
Paraguay	CERTIFIED	-----	-----	
Peru	CERTIFIED	-----	-----	
Suriname	45%	AUG/2014	0%	No progress.
Uruguay	CERTIFIED	-----	-----	
Venezuela	85%	NOV/2014	15%	No progress.

2.7 Based on the above, and in order to inform authorities at the GREPECAS Programmes and Projects Review Committee meetings, information on implementation dates shall be updated, explaining the reasons for delays.

2.8 States that have not certified their AIM/QMS and are below 80% implementation must submit a detailed action plan to this Meeting. The experts responsible for implementation within AIM units should consider describing tasks in detail in this action plan, which was requested by the Secretariat in the letter of 31 August 2016.

2.9 The Declaration of Bogota obtained the regional commitment of top management in terms of quality certification of AIM processes. This commitment should be replicated at national level in order to obtain the certification as scheduled.

2.10 Accordingly, it is felt advisable for the Project Description to include the tasks of States that have not reached 80% certification, in order to send that information to the corresponding authorities and obtain top management support. **Appendix A** to this working paper contains the Project Description and its current status.

3 Suggested action

3.1 The Meeting is invited to:

- a) update the status of implementation of the quality system in each State, shown in the table in paragraph 2.6;
- b) briefly describe the reason for the delay in implementation in the “*remarks*” column of the table in paragraph 2.6;
- c) submit action plans for those States that are not yet quality certified and are below 80% implementation. This action plan should list the activities and milestones to be met, as well as the party responsible for the task and the target date of implementation.

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: Jorge Armoa)</p>	<p>Assessment and development of QMS applied to AIM in 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	01/11/16
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 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></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></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></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></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></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.
Model SLA with service providers to ensure the quality of the information and data exchange.	PFF: SAM AIM/01	Juan J. González Uruguay		19/10/12	Finalised as scheduled.
CRC Cyclic Redundancy Check Set of 32 bit.	B0 DATM	Juan J. González Uruguay		30/03/2015	Finalised as scheduled.
AIM Training Programmes	B0 DATM	Juan J. González Uruguay		30/03/2015	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		01/11/16	Brasil, Chile, Ecuador, French Guyana and Paraguay Certified ISO 9001:2008
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*