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

**GREPECAS Project G3**

(Presented by the Secretariat)

<b>SUMMARY</b>	
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.	
<b>REFERENCES</b>	
<ul style="list-style-type: none"><li>• Annex 15 to the Convention on International Civil Aviation</li><li>• SAM/AIM multilateral meetings</li><li>• ISO Standard 9001:2015</li><li>• PPRC/4 meeting report</li></ul>	
<b>ICAO strategic objectives:</b>	<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, since the last SAM/AIM meeting has presented very limited progress. Even though action plans have been presented regarding the main objective requirement, only one State has been certified with the new requirements of Standard ISO 9001.

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 2016 and the first half of 2017. However, in respect of the application of the Standard ISO 9001:2005, only 7% progress has been reached.

**2 Discussion**

2.1 The inclusion of new requirements in Standard ISO 9001 in September 2015 has presented a new scenario in the implementation of this requirement for AIM services.

2.2 The project for the implementation of the quality management system in AIM processes presented very good progress until 2015, reaching 84% implementation. Only **Bolivia, Suriname and Guyana** remain with a poor QMS/AIM implementation, while **Colombia, Venezuela, Panama and Ecuador** still have to certify their QMS/AIM implemented. However, the new requirements introduced in

2015 to Standard ISO 9001 presented a new situation, since the ISO established a transition period for the validity of certifications issued under **Standard ISO 9001:2008**, which ends in September 2018, when all the certifications will expire and will have to be re-certified under Standard **ISO 9001:2015**. For this reason, the Secretariat has considered important to establish changes in Project G3 in the terms presented in **Appendix A** to this working paper.

2.3 The Secretariat, in compliance with SAM/AIM/9 recommendation, through a State Letter, informed about the expiration of the Certificates issued under Standard ISO 9001:2008 for September 2018, and that measures should be taken in order to avoid the loss of these certificates establishing action plans to adjust the QMS/AIM to the new requirements of version 2015 of Standard ISO 9001.

2.4 The situation of QMS/AIM application during SAM/AIM/9 was:

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	<b>CERTIFIED</b>	-----	-----	
Chile	<b>CERTIFIED</b>	-----	-----	
Colombia	90%	SEP/2014	25%	A consulting firm has been engaged for AIS/QMS and MET/QMS certification.
Ecuador	<b>Re-certification has not been achieved</b>	-----	-----	There is no information on re-certification plans.
French Guiana	<b>CERTIFIED</b>	-----	-----	
Guyana	60%	DEC/2017	35%	Presents an implementation and certification plan. Intends to complete the implementation in July 2018.
Panama	1000%	DEC/2017	10%	Administrative restrictions did not allow certification. The date proposed would be December 2017 with ISO 9001:2015.
Paraguay	<b>CERTIFIED</b>	-----	-----	

STATE	% IMPLEMENTATION OCTOBER 2016	IMPLEMENTATION DATE	% PROGRESS	REMARKS
Peru	CERTIFIED	-----	-----	
Suriname	50%	AUG/2014	5%	Presented action plan.
Uruguay	CERTIFIED	-----	-----	
Venezuela	85%	NOV/2014	0%	No progress.

2.5 During the first semester of 2017, information gathered by the Secretariat indicated that Paraguay has certified its QMS/AIM under the requirements of ISO 9001:2015, Brazil and Chile have made important progress as well as Panama. Guyana informed about an action plan to implement the QMS/AIM under ISO 9001:2015 requirements.

2.6 Even though States that were below 80% implementation have submitted their action plans, follow up is important to comply with the date established. During this meeting, it will be important to release the level of compliance of the action plans presented.

2.6 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.

2.7 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) review and provide comments to the changes made to Project G3;
- b) update the status of implementation of the quality system in each State, shown in the table in paragraph 2.6;
- c) briefly describe the reason for the delay in implementation in the “*remarks*” column of the table in paragraph 2.4;
- d) submit the progress registered in the action plans presented 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;

- e) submit the progress registered in the implementation of the requirements of Standard ISO 9001:2015 for those States that have certified quality under Standard ISO 9001:2008.

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## 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</p>		03/10/11	01/11/20
<b>Objective</b>	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.			
<b>Scope</b>	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.			
<b>Metrics</b>	Percentage of States with ISO 9001:2008 QMS certification.			
<b>Goals</b>	50% of States with the ISO standard 9001:2015 implemented by 2018, and 75% certified by 2019.			
<b>Strategy</b>	<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>			

<b>Rationale</b>	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.				
<b>Related projects</b>	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)”.				
<b>Project deliverables</b>	<b>Relationship with the performance-based regional plan (PFF)</b>	<b>Responsible party</b>	<b>Status of implementation*</b>	<b>Delivery date</b>	<b>Comments</b>
Collect and tabulate the information of the States	PFF: SAM AIM/01	ICAO coordinator		13/12/17	Valid.
QMS implementation plan updated to Standard ISO 9001:2015	PFF: SAM AIM/01	States		29/09/17	Valid.
Update of AIM Training Programmes	B0 DATM	States		30/11/17	Valid.
Collect certifications and produce report on the status of ISO 9001:2015 certifications in the SAM Region	B0 DATM	ICAO coordinator		15/06/20	Paraguay Certified Standard ISO 9001:2015
<b>Resources required</b>	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*