



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

GREPECAS Project G3

(Presented by the Secretariat)

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

1. Background

1.1 Since the last SAM/AIM meeting, the Quality Management System Implementation Project has made significant progress. By the end of 2017, five States had been certified under ISO 9001, version 2015.

1.2 84% progress has been made in the first phase of the Roadmap for the Transition from AIS to AIM. However, States that are lagging behind in the quality certification of AIM are delayed in the transition to the second digital phase. 16% is still pending completion, which was due to be completed in 2016 and the first half of 2017. Regarding the implementation of ISO 9001:2015, 36% progress has been made.

2. Discussion

2.1 The introduction of new requirements in ISO 9001 in September 2015 has changed the implementation picture of this requirement in AIM services.

2.2 The project for the implementation of the quality management system in processes managed by AIM units has made good progress since 2015, reaching 84% implementation. Only **Bolivia**,

Suriname and **Guyana** still show low AIM/QMS implementation, while **Colombia**, **Venezuela**, **Panama** and **Ecuador** have not yet certified their AIM/QMS. Nevertheless, the new requirements introduced in 2015 to ISO 9001 created a new situation, since ISO established a period of validity for certifications issued under **ISO 9001:2008**, which expire in **September 2018**. After this date, all certifications will expire and re-certification will be required under **ISO 9001:2015**. For this reason, the Secretariat has deemed it important to make changes to Project G3 as shown in **Appendix A** to this working paper.

2.3 Pursuant to the recommendation of the SAM/AIM/9 meeting, the Secretariat circulated a State letter advising about the expiration of certificates issued under ISO 9001:2008 in September 2018, and that measures should be taken to avoid losing such certifications through the development of action plans to adapt the AIM/QMS to the new requirements of ISO 9001 version 2015.

2.4 In late 2017, information collected by the Secretariat showed that Brazil, Chile, Panama, and Paraguay had certified their AIM/QMS according to the requirements of ISO 9001:2015. Peru noted that they had also been certified in January 2018. Guyana informed of an action plan to implement AIM/QMS under ISO 9001:2015.

2.5 States that have certified their AIM/QMS under version 2018 (Argentina, French Guiana, and Uruguay) have not informed so far of any plans to adapt it to version 2015. Venezuela informed of the difficulty to certify the AIM/QMS due to the inexistence of a certifying company in the State.

2.6 The following table shows the status of implementation of the quality system:

STATE	% Implementation April -2018	Date of Implementation	% Progress	Progress made in version 2015	REMARKS
Argentina	Certified	FEB/2016	0%	No progress reported	Plans are still too basic.
Bolivia	30%	TBD	0%		The provider AASANA has trained two experts in quality implementation. A DGCA official attended the Lead Auditor course conducted in October 2015.
Brazil	Certified	-----	-----	100%	Certified under version 2015
Chile	Certified	-----	-----	100%	Certified under version 2015

STATE	% Implementation April -2018	Date of Implementation	% Progress	Progress made in version 2015	REMARKS
Colombia	90%	SEP/2014	25%	No progress reported	A consultancy firm has been hired for AIM and MET QMS certification.
Ecuador	Did not obtain the re-certification	-----	-----	No progress reported	No information available on plans for re-certification
French Guiana	Certified	-----	-----	No progress reported	No information available on plans for re-certification
Guyana	60%	DEC/2017	35%		Has submitted an implementation and certification plan. Expect to complete implementation in July 2018.
Panama	100%	DEC/2017	10%	100%	Certified under version 2015 of the standard.
Paraguay	Certified	-----	-----	Certified	Certified under ISO 9001:2015.
Peru	Certified	-----	-----	90%	Certified under ISO 9001:2015.
Suriname	50%	AUG/2014	5%	No progress reported	Submitted an action plan.
Uruguay	Certified	-----	-----	No information available	No information available.
Venezuela	95%	DEC/2017	10%	70%	No certifying company available in the State.

2.6 Although States with less than 80% implementation have submitted their action plans, it is important to do the follow up to make sure deadlines are met. It would be important during the meeting to update the status of implementation of these action plans.

2.8 Based on the above, it is advisable that the tasks of those States that have not reached 80% certification be included in the Project Description, so that this information may be sent to the respective authorities to 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 comment on the changes made to Project G3;
- b) update the information on the status of implementation of the quality system in each State, which appears in the table shown in paragraph 2.6;
- c) briefly explain the reasons for delayed implementation in the column “*Remarks*” of the table shown in paragraph 2.6;
- d) report on the progress made in the action plans submitted by those States that have not yet obtained the quality certification and have less than 80% implementation. The action plan shall contain activities and milestones, as well as responsible parties and scheduled implementation date; and
- e) report on the progress made in the implementation of ISO 9001:2015 by those States certified under ISO 9001:2008.

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
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 9001:2015 implemented by 2018, and 75% certified by 2019.			
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>			

Rationale	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.				
Related projects	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)”.				
Project deliverables	Relationship with the performance-based regional plan (PFF)	Responsible party	Status of implementation*	Delivery date	Comments
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
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*