



Agenda Item 2: Implementation of the Quality Management System in AIM units

GREPECAS PROJECT G3

(Presented by the Secretariat)

SUMMARY	
<p>This working paper presents the status of implementation of GREPECAS Project G3 on quality implementation in aeronautical information services. It also requests States to update the implementation data in order to measure progress.</p>	
REFERENCES	
<ul style="list-style-type: none"> • Annex 15 to the Convention on International Civil Aviation • SAM/AIM multilateral meetings • Report of the AIM-IS/1 meeting 	
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 The Quality Management System Implementation Project has made significant progress since the last SAM/AIM meeting. The year 2018 closed with six States certified with version 2015 of ISO 9001.

1.2 The AIM Implementation Strategy Group identified AIM/QMS implementation as a global deficiency that was making slow progress in all Regions.

2 Discussion

2.1 Project G3 made significant progress until 2015. Most States had advanced in the implementation of quality management for AIS/AIM management processes, although some had not been certified. At that time, progress reached 84% because States had realised that they had to certify the AIM/QMS before moving to Phase 2.

2.2 The Project changed its approach with the migration of ISO 9001 to version 2015. Those States that had already been certified had to align the AIM/QMS systems already implemented to the

requirements introduced by version 2015. Thus, those States that at that time were in the process of implementation, **Suriname, Guyana, Bolivia, Colombia, Venezuela, Panama, and Ecuador**, had to adjust the implementation and certification timetable to version 2015.

2.3 By the end of 2018, the information collected by the Secretariat showed that Brazil, Chile, Panama, Paraguay, Peru, and Uruguay had certified their AIM/QMS under ISO 9001:2015. Argentina had not been able to re-certify and Guyana continued in the process.

2.4 The table below shows the status of implementation of the quality system:

STATE	% IMPLEMENTATION May - 2019	DATE OF IMPLEMENTATION	% PROGRESS	Progress made with version 2015	REMARKS
Argentina	Could not be re-certified	FEB/2016	0%	No progress made	Still at the basic planning level.
Bolivia	30%	TBD	0%		The provider AASANA has trained two experts in quality implementation. One DGCA official attended the Lead Auditor course conducted in October 2015.
Brazil	CERTIFIED	-----	-----	100%	Certified under version 2015
Chile	CERTIFIED	-----	-----	100%	Certified under 2015
Colombia	90%	SEP/2014	25%	No progress made	A consulting firm has been hired for the certification of AIM and MET QMS.
Ecuador	Could not be re-certified	-----	-----	No progress made	No information on plans to re-certify
French Guiana	CERTIFIED	-----	-----	No progress made	No information on plans to re-certify

STATE	% IMPLEMENTATION May - 2019	DATE OF IMPLEMENTATION	% PROGRESS	Progress made with version 2015	REMARKS
Guyana	60%	DEC/2017	35%		Implementation and certification plan in place. Certification to be completed in
Panama	Certified under version 2015	DEC/2017	10%	100%	Certified under version 2015.
Paraguay	CERTIFIED	-----	-----	Certified	Certified under ISO 9001:2015.
Peru	CERTIFIED	-----	-----	90%	Certified under ISO 9001:2015.
Suriname	50%	AUG/2014	5%	No progress made	Action plan submitted.
Uruguay	CERTIFIED	-----	-----	Certified under version 2015	Certified under 2015.
Venezuela	95%	DEC/2017	10%	70%	There is no certifying firm in the State.

2.5 The AIM-IS meeting identified the issues associated to QMS implementation in the AIS / AIM processes.

2.6 The AIM-IS meeting agreed with the generic description of the problem. However, it noted that the specific details associated to the problem statement were too much focused on the lack of ICAO guidance material. The problem associated with QMS implementation is bigger than that, and may be related to:

- a. Management factors, such as lack of commitment by top management, lack of support, lack of common objectives in the organisation, insufficient knowledge of QMS, etc.

- b. Financial factors, such as limited personnel and financial resources, difficulties for meeting policy requirements, etc.
- c. Human factors, such as difficulty to change the mentality, lack of communication, lack of commitment, etc.
- d. Process-related factors: time too short to introduce the QMS policy, controversial policy interpretation, etc.

2.7 States that have not yet implemented the AIM/QMS should analyse the problem in light of these factors and develop an action plan to comply with the implementation, certification and continuous improvement of the AIM/QMS. The Meeting could consider issuing a recommendation in this regard, since the lack of implementation prevents completion of Phase 1 of the AIS-to-AIM roadmap.

2.8 Regarding the commitments assumed at the SAM/AIM/11 meeting, Venezuela and Guyana have not reported the completion of the implementation and certification process.

2.9 Appendix A to this working paper shows 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, shown in the table under paragraph 2.4;
- c) briefly describe in the “Remarks” column of the table, under paragraph 2.4, the reasons for the delay in implementation;
- d) describe the progress made in the action plans for those States that have not yet obtained the quality certification and are below 80% implementation. This action plan shall contain the activities and milestones to be achieved, as well as the person responsible for the task and the expected date of implementation;
- e) describe the progress made in the implementation of ISO 9001:2015 requirements for those States that have obtained the quality certification under ISO 9001:2008; and
- f) consider any other action.
