



Agenda Item 3: Follow-up on the implementation of the quality management system in AIM units (AIM/QMS)

Status of implementation of AIM/QMS in the SAM Region

(Presented by the Secretariat)

SUMMARY	
This working paper presents the follow-up to the implementation of AIM/QMS in the SAM Region.	
References:	
<ul style="list-style-type: none">• Annex 15, Aeronautical Information Services• SAM/AIM/13 meeting report	
ICAO strategic objectives:	<i>A – Safety</i> <i>B – Capacity and efficiency</i>

1. Introduction

1.1 ICAO Annex 15 stipulates that the aeronautical information service provider shall implement a quality management system (QMS) in the processes related to the service.

1.2 The SAM/AIM/13 meeting followed up on this standard to verify its status of implementation.

2. Discussion

2.1 The SAM/AIM/13 followed up on the implementation of AIM/QMS. The following table shows the status of implementation observed at that meeting:

Table on follow-up to implementation of AIM/QMS in the SAM Region					
Last update: 15/05/2020					
N°	State	Status of implementation of AIM/QMS	Date of certification	Follow-up audit	Planned recertification
1	Argentina	No progress has been made due to the change of the ANAC authority, leading to a rethinking of processes. In addition, the COVID-19 pandemic has delayed implementations.	Not certified		

2	Brazil	Was recertified in 2019. A follow-up audit is planned for 2020.	Certified	Report	Report
3	Bolivia	The fifth phase of planning that had been outlined with the service provider is currently underway. The completion of the implementation process was planned for November 2020, to then start the certification process. Certification was planned for December 2020 or January 2021.	Not certified		
4	Chile	The recertification process must be carried out in August 2021.	Certified		
5	Colombia	The process is under review and being shared with all information providers and they are working under the advice and surveillance of the Aviation Safety Secretariat, to ensure the articulation and regulatory compliance of the process within their entire organisation. If all the steps are fulfilled, the Certification Audit would be requested for July 2021.	Not certified		
6	Ecuador	Working with the planning area to finalise the implementation process for the AIM, MET and ETAC areas. They had a first stage mapped out, but cannot specify dates or current status due to the pandemic.	Not certified		
7	Guyana	Alignment of documentation and training of staff with the requirements of the standard. Documentation expected to be ready by November 2020.	Not certified		
8	Panama	The recertification audit should have been carried out in November 2020. They were working on the bidding process, and will probably postpone it until December 2020.	Not recertified		
9	Paraguay	The recertification audit was due to take place in April 2020. It has been postponed to June, but they were in negotiations with the certifying body to postpone it to a later date.	Recertified in December 2020	Report	Report
10	Peru	It has a ISO 9001:2015 quality system in the Aeronautical Information Service, recertified since 2019 and valid until 2022.	Certified	Report	Report
11	Suriname	NIL	Not certified		
12	Uruguay	Due to have a follow-up audit in July 2020. Internal audit could not be	Certified	Report	Report

		conducted due to the pandemic.			
13	Venezuela	With the unification of the AIS and COM services, work was done on a process re-engineering plan, including document review and training.	Not certified		

2.2 States may wish to report on the current status of AIM/QMS implementation. A Corrective Action Plan is also requested from States that have not yet completed the process or those that have achieved re-certification. States are also invited to share good practices for the implementation of the quality management system in AIS processes.

3. **Suggested action**

3.1. The Meeting is invited to:

- a) take note of the information presented in this working paper;
- b) provide information to update the table;
- c) submit the corrective action plan in case the process has not been completed or recertification has not been achieved; and
- d) consider any other action it may deem necessary.