



Agenda Item 3: Follow-up to the implementation of the Quality Management System in the AIM facilities (QMS/AIM)

**CURRENT STATUS OF IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM
IN AIS PROCESSES (QMS/AIS)**
(Presented by Secretariat)

SUMMARY	
This working paper presents the status of QMS/AIS implementation in the States of the SAM Region.	
References:	
<ul style="list-style-type: none">• SAM/AIM/16 report• GREPECAS/21 report	
Strategic objectives from ICAO:	<i>A – Operational Safety</i> <i>B – Capacity and efficiency</i>

1. Introduction

1.1 The SAM/AIM Meetings follow up on the implementation of QMS/AIS in the States of the SAM Region, year by year.

1.2 The Secretariat reports the status of implementation of the QMS/AIS/AIM to GREPECAS.

1.3 The Secretariat has followed up on the implementations of QMS/AIS/AIM in individual States, and has sent letters to States requesting information on the status of implementation.

2. Discussion

2.1 The Secretariat maintains a constant monitoring of the implementations of QMS/AIM in the States, because it is considered that the delivery of information with assured quality is the main enabler of Phase 2 of the Roadmap for the transition from AIS to AIM.

2.2 During the SAM/AIM/16 Meeting, the current status of implementation of the QMS/AIM was assessed. In this regard, it has been reported that the States of Brazil, Chile, Paraguay, Peru, and Uruguay had implemented and certified it in 2022, in accordance with the 2015 version of the ISO 9001 Standard. Panama certified it at the beginning of 2023.

2.3 Argentina presented its roadmap for the implementation of QMS/AIS-AIM, but without a certification horizon.

- 2.4 Bolivia presented a roadmap with certification expected for December 2024.
- 2.5 Guyana reported that the documentation is under review by the Authority, and once concluded, they will begin the certification process before the National Standard Bureau (NSB) of Guyana.
- 2.6 Colombia has initiated a process, monitored by the Authority, for the implementation and subsequent certification of the AIS service provider. Venezuela has also reported the same process.
- 2.7 Ecuador has submitted a Plan to the authority of its State, but they have not received a response or comment. In addition, the AIS service provider is updating documentation aligned with the 2015 version of ISO 9001.
- 2.8 Suriname submitted to the Meeting a copy of its Quality Manual, approved in 2017. Suriname has been informed that it must implement the quality management system including all documentation, declarations, determination of the scope of the system, as well as the performance of internal audits. Suriname also reported that it will coordinate actions with the Secretariat to achieve the implementation of the Quality Management System in the AIS/AIM processes.
- 2.9 In addition, the Secretariat reported the current status of implementation and certification of the QMS/AIM (see Appendix to this working paper) to the Regional Group on Implementation and Planning of the CAR/SAM Regions (GREPECAS). This body recommended continuing to disseminate ICAO documentation related to QMS/AIM, as well as monitoring its implementation.
- 2.10 The Secretariat urges States, which have not yet completed the processes of implementation and certification of QMS/AIS/AIM, to use the Quality Management System Manual for AIS (Doc. 9839) as well as the good practices shared by Brazil (SAM/AIM/14) and other States to accelerate the process of implementing the quality management system applied to AIS/AIM processes.
- 2.11 The Meeting could also request States, with implementation plans, and those that have completed the process and obtained certification, to share their good practices.

3. **Required Actions**

- 3.1. The Meeting is invited to:
- a) take note of the information contained in the working paper;
 - b) review the Table included in Appendix A and update it; and
 - c) indicate other actions that they consider pertinent.

APPENDIX A

Follow-up to the implementation of the Quality Management System in AIS-AIM processes in the SAM Region

<i>N°</i>	<i>State</i>	<i>Status of implementation of the AIM/QMS</i>	<i>Certification date</i>	<i>Follow-up audit</i>	<i>Foreseen re-certification</i>
1	Argentina	The process has been restarted. The process is carried out jointly with the service provider. Training in ISO 9001:2015 for ANAC and EANA is planned for 2023. The minutes of the AIS Department were signed in November 2022, but there is no certification date yet.	Not certified. No date defined for certification. Project not yet approved. ANSP has just started the process.		
2	Brazil		Certified	March 2022	2024 2023
3	Bolivia		Not certified	No	No Planned for 2024
4	Chile	Follow-up audit in June 2022 Maintains certification.	Certified	June 2022	August 2024
5	Colombia		Not certified		Probably in 2024 (Mid 2024)
6	Ecuador	Restructuring of the institution After this, they proceeded to the documentation revision (Mid 2024).	Not certified	No dates have been defined	No dates The system is changing towards 2015 (SAM/AIM/16).
7	Guyana	They are still working on the documentation but have not yet completed the implementation. QMS AIS Manual implemented and in use as of December 2021. ISO 9001 certification process in initial phase (research). Final review for October 2023 is being reviewed by the CAA. NBS Certification (2024)	Not certified.	No date has been defined	January 2023

8	Panama		Certified	December 2022	
9	Paraguay		Re-certified		December 2023
10	Peru		Certified	Report	Recertified in 2022 The Supplier has set up a quality team in the AIS/AIM area.
11	Suriname	NIL		No dates	No dates Has reported its Quality Manual and Training Plan for AIS personnel.
12	Uruguay		Re-certified	September/ 2022	July 2024
13	Venezuela		Not certified. Will apply for certification in July 2022.	No dates	A meeting will be held with the Director of Air Navigation to raise awareness for certification, but no date has been given.
