



International Civil Aviation Organization

CAR/SAM Regional Planning and Implementation Group (GREPECAS)

**Tenth Meeting of the GREPECAS Aeronautical Information Services Subgroup (AIS/MAP/SG/10)**

Caracas, Venezuela, 26 February - 02 March 2007

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- Agenda Item 4:**            **Review of Implementation Aspects**  
                                 **4.5 Initiative to develop an implementation Plan for an AIS/MAP services quality system**
- Agenda Item 2:**            **Review of the Reports of the AIS/MAP Subgroup Contributory Bodies**  
                                 **2.1 Report of the AIS/MAP Quality Management Task Force (QM/TF/2 Meeting).**

### **DEVELOPMENT OF AN AIS QUALITY MANAGEMENT (QM) PLAN**

(Presented by the Secretariat)

#### **SUMMARY**

This paper presents the Meeting the need for following specific procedure in order to implement a step by step quality system of Aeronautical Information Services in the CAR/SAM States, permitting transition to the new AIM concept.

#### **References:**

- ICAO Doc 8126 - *Aeronautical Information Services Manual*.
- ICAO Annex 15 - *Aeronautical Information Services*.
- PA 15: Quality Assurance and Management. FAA, United States.

## **1. Introduction**

1.1 The AIM concept, contained in the ATM/CNS systems, broadens the current scope of Aeronautical Information Services, ensuring the quality of aeronautical information and, therefore, integrity and timeliness through the use of totally digital inter-operable systems. This allows for a dynamic context that is supported by obtaining/distributing information/data.

1.2 As mentioned, the aim of quality management is to precisely ensure the quality of products or services through ensuring the quality of the processes used to create or provide those products or services. A successful quality programme needs to develop a strategy integrating all efforts as a sole organizational project with sufficient support from human and financial resources.

1.3 The key aspects of quality processes are monitoring, measurement, analysis and identification of both corrective and preventive actions. Administrations have the responsibility to implement and maintain a quality management system.

## 2. Discussion

2.1 Only through specific actions will States be able to carry out this implementation project that requires implementation in a systematic and planned manner at all stages of the plan with the expectation of increasing confidence for everyone involved in the quality process, but especially the service or product customers. It is important to consider some main points in the implementation of a quality system:

- establish a quality management system
- monitor the completion of the processes
- monitor the quality of the products or services
- keep and report the results for assessment
- analyse quality for improvement or corrective actions
- start continuous quality improvement
- assess the effect of the changes during all implementation stages.

2.2 Everyday, States have an increasing responsibility with regard to the implementation of a quality management process, mainly in the information services, and to ensure that their products and services comply with the exigencies of the new aeronautical environment. The fact that some States currently pay little attention to this field is a serious deficiency; we should remember the old adage concerning safety, *“the rope will tear from its thinnest part.”*

2.3 On the other hand, the different groups involved in the quality process should assume responsibility for their service or product. From the perspective of quality audits, a person or group that does not achieve expected results should be re-incorporated into training programmes in order to obtain the required level. This audit phase will be the last, established on a periodic basis to provide permanent feedback on the system.

2.4 In summary, the evolution of Aeronautical Information Services to AIM depends on quick implementation of the quality system and its capacity to respond to exigencies and challenges required by civil aviation technologies for safe and reliable operations, eliminating or reducing the possibility of errors, and offering the user community quality products and services.

## 3. Suggested Action.

3.1 The Meeting is invited to:

- a) note the contents of this working paper; and
- b) request QM/TF to develop a quality management implementation plan to be presented to the Secretariat by **30 November 2007**, with specific actions and deadlines to be applied by the CAR/SAM States/Territories/International Organizations that have not yet done so.