



Agenda Item 4: Review of AIM Implementation Processes

**SEMINAR / WORKSHOP ON AERONAUTICAL INFORMATION SERVICE QUALITY
MANAGEMENT**

(Lima, Peru, 20-24 July 2009)

(Presented by the Secretariat)

Summary

This information paper contains a summary of the activities carried out during the seminar/workshop on AIS quality management (AIS QMS) held at the ICAO South American Office.

References:

- AIM QMS SIP, Lima, Peru, 20-24 July 2009
- Project RLA 06/901

1. Introduction

1.1 Based on Conclusion 14/36 – Requirements for the implementation of quality management systems in AIM services in the CAR/SAM Regions, the South American Regional Office carried out a Seminar/Workshop on Aeronautical Information Service Quality Management from 30 March to 3 April 2009.

1.2 This event was possible through the implementation of an ICAO SIP and Project RLA/06/901 “Assistance for the implementation of a regional ATM system, taking into account the ATM operational concept and the corresponding technological support in communications, navigation and surveillance (CNS)” which contributed with the funding of scholarships for the participating officials.

2. Objectives of the Seminar/Workshop:

- a) To identify and implement specific procedures for the activities of the Aeronautical Information Service (AIS), within the framework of quality management. The workshop shall produce a checklist with questions about each AIS procedure consistent with the ISO 9001 standard, defining a value criterion to validate the processes, and with measurable results.

- b) To present the participants of the Seminar/Workshop with the work done for the implementation of the AIS-MAP Quality Management System in keeping with the ISO 9001 standard.

3. General Description:

3.1 The participants to the event will have the opportunity of learning and putting into practice a defined strategy for the application of the quality programme, through an effective (achieving the implementation) and efficient (at the lowest possible cost) implementation, and the basic ingredients for a successful implementation of the programme in the AIS area.

3.2 Participants will be able to understand that the implementation of the quality management system is a project that requires resources, time, a budget, a concrete timeline, and a clearly defined critical path.

3.3 The implementation of the model seeks, first of all, to get an in-depth understanding of the new ISO 9001 standard, and to identify its requirements and flexibilities.

4. Expected Results:

4.1 Seminar/workshop on the identification and implementation of specific procedures for AIS-MAP activities within the quality management framework. The workshop shall produce a checklist with questions about each AIS procedure consistent with the ISO 9001-2000 standard, defining a value criterion to validate the processes, and with measurable results.

- a) It must also ensure the training and practical experience of the AIS personnel of the SAM Region in the development of the minimum documentation required to manage a quality management system in aeronautical information services, which must include:
- Knowledge and practice in the development of AIS quality records;
 - Management of the interaction among AIS procedures;
 - Knowledge for the development of the necessary training and practical experience in the AIS quality management system;
 - Practice in managing the minimum time required for the implementation of the quality management system, including all the required activities;
 - General quality audit knowledge;
 - Knowledge for the management of the AIS checklist to be used in the internal quality audits;
 - Knowledge and practical experience in the application of the value criterion to validate the programme, with measurable results.
- b) Based on the results of the seminar/workshop, to prepare a model action plan, in keeping with the information obtained and the available regional guidance material, to be used by the participating States and organisations for the implementation of a quality assurance system, including:

- Documented procedures;
- Inspection methods and trials;
- Supervision of equipment and operations;
- Internal and external audits;
- Supervision of the corrective action taken; and
- Use of suitable statistical analyses, as necessary.

5. General Comments on the Event:

5.1 The participants were presented with a defined strategy for the application of the quality programme, through an effective (achieving the implementation) and efficient (at the lowest possible cost) implementation, and the basic ingredients for a successful implementation of the programme in the AIS area.

5.2 It has been stressed that the implementation of the quality management system is a project that requires resources, time, a budget, a concrete timeline, and a clearly defined critical path. The implementation of the model seeks, mainly, to get an in-depth understanding of the new standard, and to know its requirements and flexibilities.

5.3 The **Appendix** to this information paper contains the work programme and a detailed summary of the topics and activities carried out.

6. Suggested Action

6.1 The Meeting is invited to take note of the information provided in this information paper.

APPENDIX

INTERNATIONAL CIVIL AVIATION ORGANIZATION

South American Regional Office

SEMINAR/WORKSHOP “MANAGEMENT OF A QUALITY SYSTEM IN AERONAUTICAL INFORMATION SERVICES”

(Lima, Peru, 20-24 July 2009)

PROVISIONAL AGENDA SEMINAR/WORKSHOP “MANAGEMENT OF A QUALITY SYSTEM IN AERONAUTICAL INFORMATION SERVICES”	
FIRST DAY – MONDAY, 20 JULY 2009	
08:00 – 09:00	<i>Registration</i>
09:00 – 09:20	<i>Opening Ceremony</i>
<i>First Session</i>	
SCHEDULE	TITLE OF THE PRESENTATION
09:20 – 09:40	Introduction to the Quality Assurance Concepts
09:40 – 10:30	Annex 15 - Chapter 3.2 Quality System
10:30 – 10:40	Break
10:40 – 12:00	The ISO 9001 Standard and its Structure (PHVA/Process-oriented)
12:00 – 13:00	Break
13:00 – 15:00	Chapters of the ISO 9001 Standard and their interactions

**PROVISIONAL AGENDA
SEMINAR/WORKSHOP “MANAGEMENT OF A QUALITY MANAGEMENT IN
AERONAUTICAL INFORMATION SERVICES**

SECOND DAY – TUESDAY, 21 JULY 2009

Second Session

SCHEDULE	TITLE OF THE PRESENTATION
09:00 – 10:30	Vision of the ISO 19011:2002 Standard (Audit)
10:30 – 11:00	Break
11:00 – 12:30	Strategic Implementation of the AIS Quality Management System
12:30 – 13:30	Break
13:30 – 15:00	Workshop

THIRD DAY – WEDNESDAY, 22 JULY 2009

Third Session

SCHEDULE	TITLE OF THE PRESENTATION
09:00 – 10:30	The Quality Management System and AIS Process Records
10:30 – 11:00	Break
11:00 – 12:00	Development of AIS Quality Indicators
12:00 – 13:00	Break
13:00 – 15:00	Workshop

**PROVISION AGENDA
SEMINAR/WORKSHOP “MANAGEMENT OF A QUALITY SYSTEM IN AERONAUTICAL
INFORMATION SERVICES”**

FOURTH DAY – THURSDAY, 23 JULY 2009

Fourth Session

SCHEDULE	TITLE OF THE PRESENTATION
09:00 – 10:30	Presentation of the AIS QAS Audit Guide and the value criteria to measure the implemented AIS Quality Programme
10:30 – 11:00	Break
11:00 – 12:30	Workshop – Integration Exercise
12:30 – 13:30	Break
13:30 – 15:00	Workshop – Integration Exercise

FIFTH DAY – FRIDAY, 24 JULY 2009

Fifth Session

SCHEDULE	TITLE OF THE PRESENTATION
08:30 – 09:30	Workshop – Integration Exercise – Presentations by the Groups
09:30 – 11:00	General Review
11:00 – 11:30	Break
11:30 – 12:00	Assessment of the Seminar/Workshop
12:00	<i>Closing Ceremony</i>

INTERNATIONAL CIVIL AVIATION ORGANIZATION
South American Regional Office

**SEMINAR/WORKSHOP “MANAGEMENT OF A QUALITY SYSTEM IN AERONAUTICAL
INFORMATION SERVICES”**

(Lima, Peru, 20-24 July 2009)

SUMMARY OF THE SEMINAR/WORKSHOP “MANAGEMENT OF A QUALITY SYSTEM IN AERONAUTICAL INFORMATION SERVICES”	
THE FOLLOWING TOPICS WERE PRESENTED AT THE SEMINAR/WORKSHOP:	
1	Introduction to the Quality Assurance Concepts
2	Annex 15 - Chapter 3.2 Quality System
3	The ISO 9001 Standard and its Structure (PHVA/Process-oriented)
4	Chapters of the ISO 9001 Standard and their Interactions
5	Vision of the ISO 19011:2002 standard (Audit)
6	Strategic Implementation of the AIS Quality Management System <i>(use was made of the Guidance Manual for QMS Implementation in AIS-MAP Services, produced by the Quality Task Force (AIM QM/TF) of the GREPECAS AIM Subgroup)</i>
7	The Quality Management System and AIS Process Records <i>(produced by the SIP)</i>
8	Development of AIS Quality Indicators <i>(produced by the SIP)</i>
9	Presentation of the AIS QMS Audit Guide <i>(produced by the SIP, based on the aforementioned Guidance Manual)</i>
10	Value Criteria to Measure the Implemented AIS Quality Programme <i>(produced by the SIP, considering three levels of criteria)</i>

SEMINAR/WORKSHOP “MANAGEMENT OF A QUALITY SYSTEM IN AERONAUTICAL INFORMATION SERVICES”	
<p>BASED ON THE TOPICS PRESENTED AT THE WORKSHOP, THE FOLLOWING WORK WAS DONE:</p>	
1	All the concepts presented were reviewed, in order to understand the tools supporting the implementation of AIS quality management. Through collective work, all the participants were able to understand the topics discussed.
2	The Guide of AIS Quality Records was examined, and, through the work of each participating delegation, it was adjusted to the reality of each of the States participating in the workshop. This material may be used as a guide for QMS implementation.
3	The implementation of the AIS QMS in the States was assessed, based on the AIS Audit Guide presented to the participants, with a view to identifying the tasks pending in the quality management system implementation process.
4	The measurement criterion was used to check the degree of implementation of the QMS programme in the States, and a quality indicator was developed, using the respective guide, and checking process and system indicators.
5	An Integration Exercise was conducted, applying all the audit concepts presented at the seminar/workshop, consistent with the ISO 9001:2008 standard and the audit measurement criterion, including the area performance perception to raise awareness on the audit mechanism to be used by the State.