



*International Civil Aviation Organization*

CAR/SAM Regional Planning and Implementation Group (GREPECAS)

**Sixteenth Meeting of the CAR/SAM Regional Planning and Implementation Group (GREPECAS/16)**

Punta Cana, Dominican Republic, 28 March – 1 April 2011

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**Agenda Item 2: Flight Safety and RASG-PA activities**

**ISSUES RELATED TO THE IMPLEMENTATION OF THE INTEGRATED MANAGEMENT SYSTEM (SIG/IDAC) AND THE SAFETY MANAGEMENT SYSTEM (SMS)**

(Presented by the Dominican Republic)

**SUMMARY**

This paper presents information about the implementation of the Integrated Management System of the Dominican Civil Aviation Institute (*Instituto Dominicano de Aviación Civil - IDAC*), based on ISO 9001-2008, and ISO 14001-2004, OSHA 18001-2007, and its contribution to safety management (SMS).

**REFERENCES**

- Manual of the integrated management system (Version 2, August 2010)
- Internal and external audits

**1. Introduction**

1.1 The Integrated Management System of the Dominican Civil Aviation Institute (*Instituto Dominicano de Aviación Civil - SIG/IDAC*) is a system whose results depend on the interrelationship among its main components: the management of human, financial, logistic and technological resources.

1.2 Pursuant to an ICAO provision that became effective on 24 November 2006, Member States must ensure SMS implementation by aircraft operators, aeronautical maintenance organisations, air traffic service providers and aerodromes.

1.3 Based on the new trends of the civil aviation industry, the **Dominican Civil Aviation Institute** determined the convenience of standardising internal processes in order to create a culture of compliance and optimise service quality, and took the initiative of implementing an **Integrated Management System** (*Sistema Integrado de Gestión - SIG*).

1.4 The SIG/IDAC is a process-based management system, whose methodology and characteristics enhance customer satisfaction and personnel and organisational efficiency, generating a culture based on quality, safety, human factors and service efficiency. In addition to national and international civil aviation standards, the SIG regulatory framework includes the requirements of ISO 9001:2008, focused on product and service quality, ISO 14001:2004, focused on environmental management, OHSAS 18001:2007, related to health and occupational safety, and the SMS, on safety management.

1.5 It should be noted that the implementation of this system is basically aimed at supporting the two critical factors of our institution:

- a) **The interests and needs of the organisation.** There is a need to attain and maintain the expected results at an optimum cost, and in an efficient manner, that is, improving processes and reducing errors. This achievement of this goal is based on a planned and, thus, efficient use of resources. Likewise, employee safety and health assurance improves the work environment, fostering a more pleasant workplace.
- b) **Stakeholder expectations.** Regarding stakeholders (pilots, aircraft and airport operators, agencies, amongst others), the capacity of the organisation to produce and maintain the expected results must be trusted. A culture of efficient compliance by collaborators is the basis for customer service excellence.

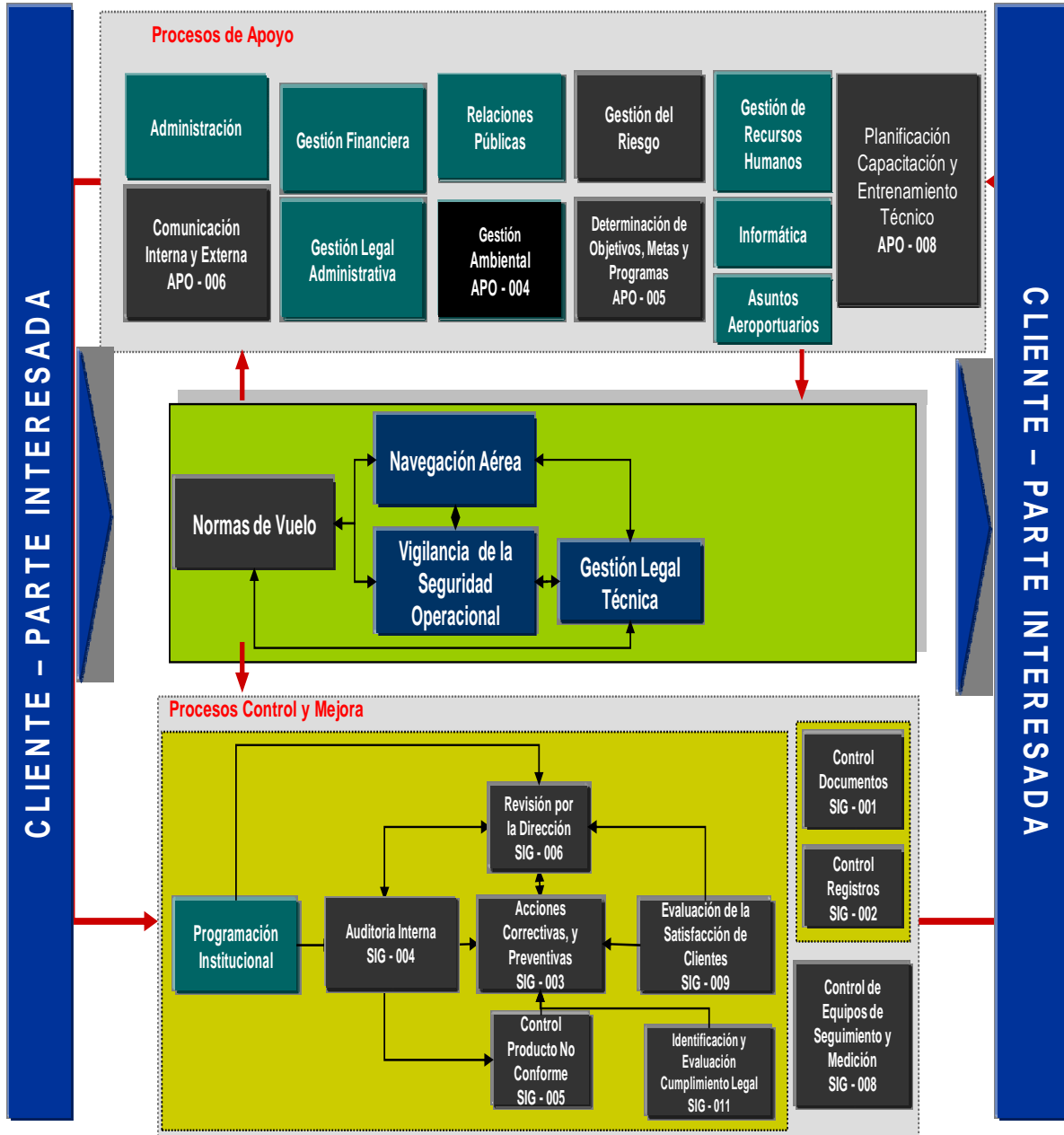
1.6 The Integrated Management System of IDAC encompasses all the activities that ensure safe and efficient operational processes, integrating aspects related to quality, safety, the environment, and human factors.

1.7 In the various divisions, the director of the area is responsible for the development, implementation and control of the system. As part of its functions, the division promotes and develops a quality and safety culture, through a proactive and safe attitude of all its personnel.

## 2 Scope

- a) Certification of air and aerial work operators, aeronautical maintenance shops, schools and aeronautical personnel.
- b) Surveillance of aircraft airworthiness, maintenance programmes, and air operations.
- c) Provision of air traffic services and aeronautical information to civil aviation system users.
- d) Aircraft registration, maintenance of the national aircraft registry, application of sanctions, revision and updating of technical documentation.
- e) Monitoring of safety in air navigation, aeronautical meteorological, aerodrome and heliport services.
- f) Authorisation to place antennae and other especially high constructions that might impair safety.

3. Process map of the Dominican Civil Aviation Institute (IDAC).



4. It is important to highlight that the Dominican Civil Aviation Institute is one of the few civil aviation authorities that has certified all operational processes involved in the provision of air traffic control and aeronautical information services under ISO 9001:2008, for product or service quality, ISO 14001:2004, on environmental management, and OHSAS 18001:2007, on health and occupational safety.

5. **Assessment of results**

5.1 One year after its implementation, the integrated management system has shown some advantages, mainly:

- a) Improvement in most control indicators and processes of the organisation, which has an impact on the behaviour of most of its customers.
- b) Improvement in the level of motivation of workers and executives as a result of reduced workload and a favourable change in the amount of documents to be used.
- c) Executives feel that decision-making has improved, as a result of the availability of more concise and timely information, as reflected in the favourable change shown in the indicators and processes of the organisation.

6. **Suggested action**

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