

Ministry of Civil Aviation
Egyptian Holding Company for Airports and Navigation
National Air Navigation Service Company

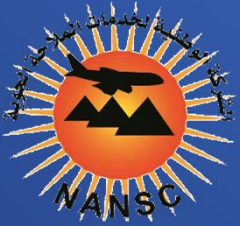
NANSCG

WWW.NANSCEG.ORG

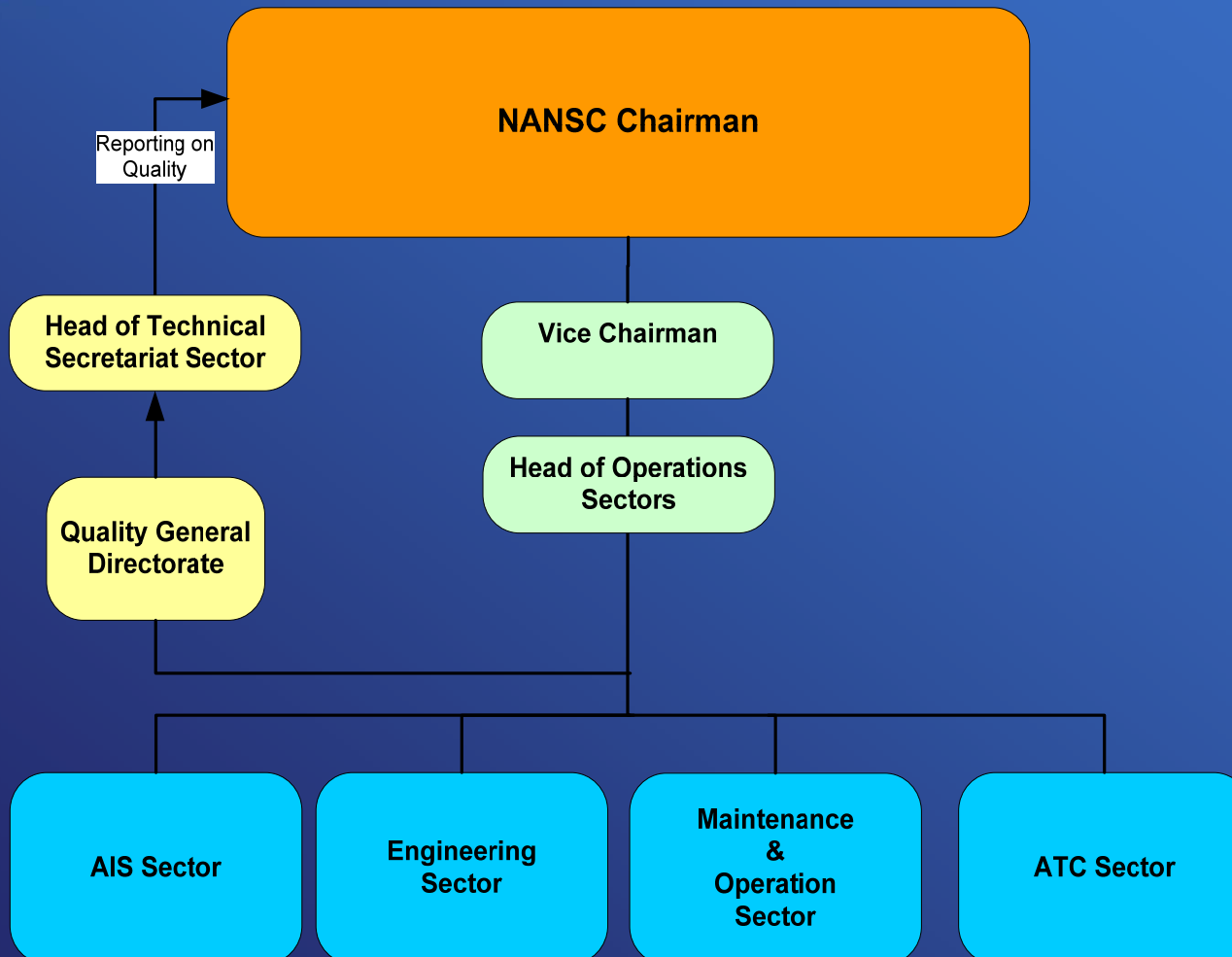
Quality Management
System in AIM

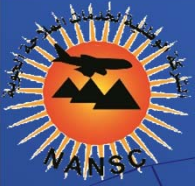


ISO
9001:2015



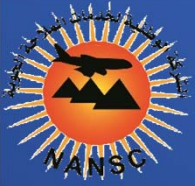
NANSC Organization Chart



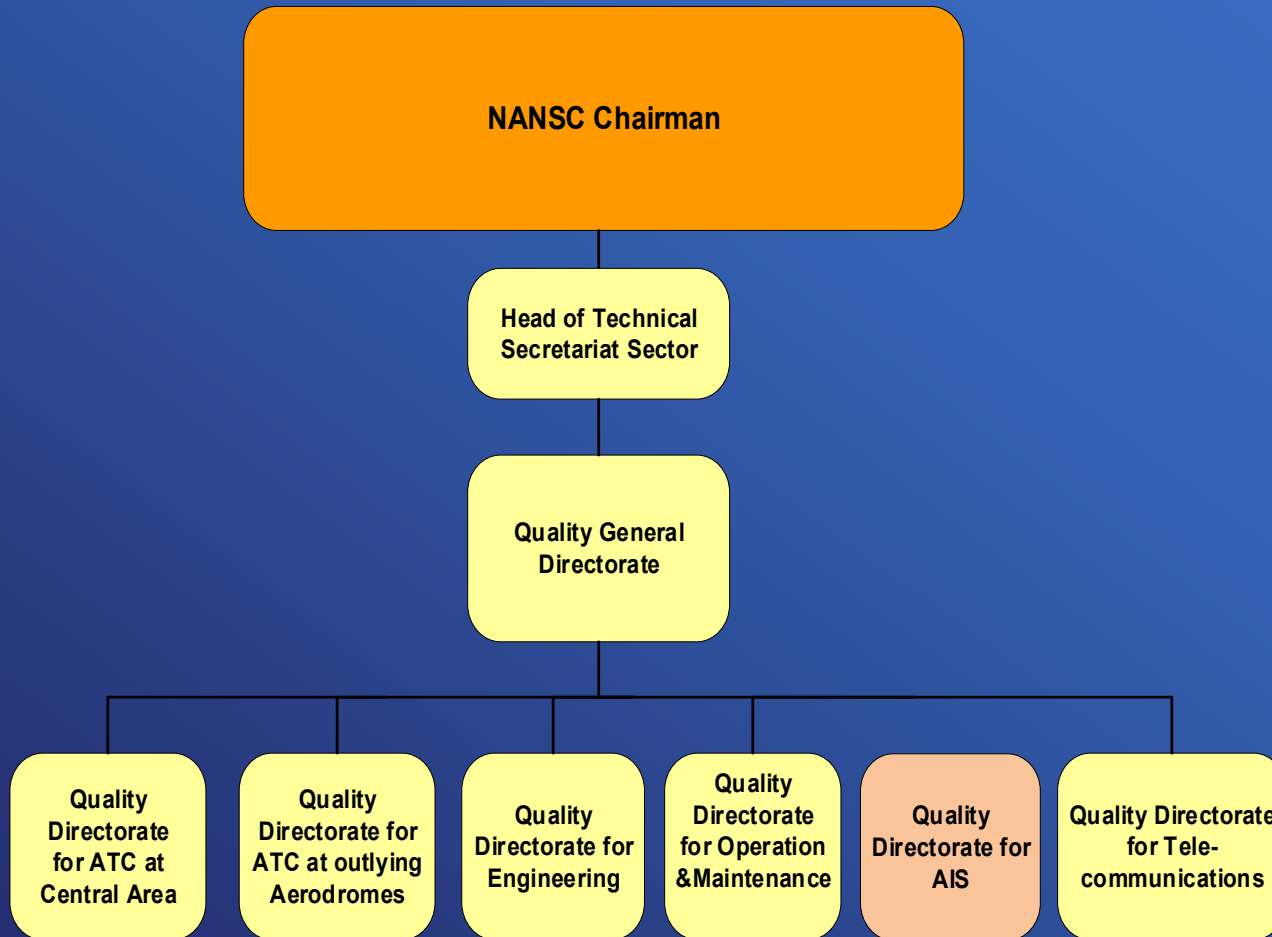


Ais structure





QUALITY GENERAL DIRECTORATE STRUCTURE



WHY QMS IN ANS

Annex 15

Aeronautical Information Services CHAPTER 3. GENERAL

3.2 Quality management system

3.2.1 Quality management system shall be implemented and maintained encompassing (**including**) all functions of an aeronautical information service.

WHY QMS IN ANS

.2.2 Recommendation.— *Quality management should be applicable to the whole aeronautical information data chain from data origination to distribution to the next intended user, taking into consideration the intended use of data.*

3.2.3 Recommendation.—

The quality management system established in accordance with 3.2.1 should follow the International Organization for Standardization (ISO) 9000 series of quality assurance standards, and be certified by an approved organization.

Note 1.— An ISO 9000 certificate issued by an accredited certification body would be considered an acceptable means of compliance.



Quality Management System

- ◆ ISO 9001:2015 Certificate
- ◆ NANSC has been ISO 9001 certified since 2008 and has since then passed all annual ISO audits without major non-conformance at the following services:
 1. Providing Aeronautical Information Services
 2. Providing Air Traffic Control Services
 3. Air Navigation Engineering Facilities.
- ◆ ISO 9001:2015 Certificate is valid until May 2023

QUALITY POLICY



Quality Policy National Air Navigation Services Co.

The National Air Navigation Services Company (NANSC) aims to gain trust and satisfaction of its clients and achieve maximum expectations as for standard performance and safety requirements when using the Egyptian airspace through the implementation of the Quality Management System.

So as to achieve this goal, NANSC is committed to a clear vision, providing safety in order to attract more air traffic, committed as well to a message ensures that the aviation environment is safe, has qualified manpower and modern developed infrastructure, as well as a strategic planning originally stemmed from the state's vision and the ambitious plan to fulfill the sustainable development "Egypt 2030". Besides, NANSC is committed to adopt the strategy of the continuous improvement and ensure that Quality objectives are established and reviewed, thus **NANSC chairman hereby is committed to:**

1. Applying the international standards and recommended practices defined in the Annexes and documents of the International Civil Aviation Organization (ICAO) in addition to the regulations of the Egyptian Civil Aviation Authority (ECAA) .
2. Ensuring that all aspects of operation of air navigation services are aligned with the requirements of the quality management system ISO 9001 .
3. Meeting the developments in the systems and equipment of the international air navigation services .
4. Attaining NANSC strategic goals which support providing the highest technical level to the investment in the airspace and the manpower.
5. Upgrading the competence and skills of the company personnel by providing the necessary resources ,capabilities and continous training to keep up with developments in systems and air navigation services .
6. Achieving the rates of financial performance that ensures the cost recovery of services and the provision of a competitive price for the air navigation services.

Note: This policy has been set to be clear and available to all employees and shall be updated annually through the Management Review Meetings to ensure work credibility and consistency .

Signature : *A.M. Umabet*
Name : Adel Mohamed Thabet
Position : NANSC Chairman
Date : 7 - 7 - 2019

وزارة الطيران المدني
مصرجة المصرية القابضة للطائرات والملاحة الجوية
الشركة الوطنية لخدمات الملاحة الجوية

سياسة الجودة الشركة الوطنية لخدمات الملاحة الجوية

تهدف الشركة الوطنية لخدمات الملاحة الجوية إلى اكتساب ثقة ورضاء عملائها وتحقيق أقصى توقعاتهم من حيث متطلبات الأداء القياسي والسلامة عند إستخدامهم للمجال الجوي المصري وذلك من خلال تطبيق نظام إدارة الجودة.

وتلتزم الشركة في سبيل تحقيق هذا الهدف برؤية واضحة لتوفير أجواء لجذب الحركة الجوية ورسالة تؤكد أن بيئة الطيران آمنه وذات كوادر بشرية متميزة وبنية حديثة متطورة ومن خلال تخطيط استراتيجي نابع من رؤية الدولة وخطة طموحة للوصول إلى التنمية المستدامة "مصر ٢٠٣٠" وبتعضيد الجهود التي تكفل إنشاء وتطبيق ومراجعة نظام إدارة الجودة كما أنها تلتزم بإتباع استراتيجية التحسين المستمر والتأكد من وجود أهداف للجودة داخل الشركة ومراجعتها ولتحقيق ذلك يتعهد ويلتزم رئيس مجلس الإدارة بالآتي:

- ١- تطبيق المعايير والتوصيات الدولية المحددة في ملاحق ووثائق المنظمة الدولية للطيران المدني (الإيكاو) وتشريعات سلطة الطيران المدني المصري.
- ٢- التأكد من أن جميع جوانب التشغيل لخدمات الملاحة الجوية تتوافق مع متطلبات نظام إدارة الجودة الأيزو ٩٠٠١ .
- ٣- مواكبة التطور الذي يحدث في نظم ومعدات الملاحة الجوية علي المستوي الدولي.
- ٤- تحقيق الأهداف الاستراتيجية للشركة التي تدعم توفير أعلى مستوي تقني للاستثمار في المجال الجوي والكوادر البشرية.
- ٥- تنمية قدرات ومهارات العاملين بالشركة بتوفير الموارد والإمكانيات والتدريب المستمر اللازم لمسايرة التطور في نظم وخدمات الملاحة الجوية .
- ٦- تحقيق معدلات أداء مالي بما يؤمن إسترداد تكلفة الخدمات الملاحية وتوفير سعر تنافسي مقابل خدمات الملاحة الجوية.

ملحوظة: هذه السياسة معلنة ومتاحة لجميع العاملين بالشركة وتراجع سنويا من خلال مراجعات الإدارة للتأكد من استمرارية ملائمتها للعمل.

MANAGEMENT SYSTEM CERTIFICATE

Certificate No:
150275-2014-AQ-ARE-RvA

Initial certification date:
13 March 2008
Expiry date of last certification cycle:
24 May 2020
Date of last recertification:
10 June 2020

Valid:
18 August 2020 - 24 May 2023

This is to certify that the management system of

NATIONAL AIR NAVIGATION SERVICES COMPANY

11776, Cairo, Egypt

has been found to conform to the Quality Management System standard:
ISO 9001:2015

This certificate is valid for the following scope:

Providing Aeronautical Information Services. Providing Air Traffic Control Services. Providing Air Navigation Engineering Facilities

Place and date:
Barendrecht, 20 August 2020



The RvA is a signatory to the IAF MLA

For the issuing office:
DNV GL - Business Assurance
Zwolsseweg 1, 2994 LB Barendrecht,
Netherlands


Eric Koek
Management Representative

Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.
ACCREDITED UNIT: DNV GL Business Assurance B.V., Zwolsseweg 1, 2994 LB, Barendrecht, Netherlands. TEL:+31(0)102922689. www.dnvgl.com/assurance

Customer Satisfaction

Appendix to AIC A03/17

Questionnaire of Measuring Customer Satisfaction

Date : / /

Organization :

Person of contact :

1- Publications	satisfactory	Unsatisfactory
Sufficiency and accuracy of the published aeronautical information (AIP, AIP AMDT, AIP SUP and AIC).		
Quality of the aeronautical charts .		
Timeliness of reception of AIP , AIPAMDT , AIP SUP and AIC.		
Easiness of the use of CD-ROM		

2- Flight Plan and Briefing Services	satisfactory	Unsatisfactory
Easily accessibility to ARO.		
Delay of FPL originating from Egypt ARO.		
Availability and updating of documents in Aerodrome AIS units.		
Time taken to respond to required PIB		
Conformity of the PIB with the request .		

3- NOTAM	satisfactory	Unsatisfactory
Cancellation or replacement in time of NOTAM 'EST'.		
Comprehension of NOTAM texts.		
Aeronautical information published on time by NOTAM.		

4- General	satisfactory	Unsatisfactory
Are you satisfied with the speed on which the service / product is delivered?		
Are you satisfied with the helpfulness of the staff?		

Comments:

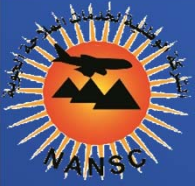
Suggestions:

- Note: AIC series A NR 06/11 is hereby cancelled.

Email: quality@nansceq.net

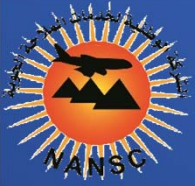
Fax : +202 22671053

Signature:



Ways of distributing the Customer Survey

- ◆ AIP
- ◆ NANSC WEB SITE (nansceg.net)
- ◆ Meetings with airlines companies – aviation agencies operating in Egypt
- ◆ Each aid aerodrome units



INTERNAL AUDIT PLAN

Directorate	Audit Dates
Quality General Directorate	
Quality General Directorate	12/4/2021
AIS Sector	
AIS HD	7/3/2021
AD AIS Units GD	8/3/2021
AIS GD	9/3/2021
AIS Publications GD	10/3/2021
Aeronautical Charts GD	11/3/2021
AIS Flight Plan GD	14/3/2021
ATC Sector	
ACC GD	7/11/2021
Air Traffic Flow Management G.D	8/11/2021
L C E G.D	9/11/2021
ATC at Airports GD	10/11/2021
Air Traffic Manager, Planning GD	11/11/2021
Military-civil Coordination G.D	14/11/2021
Tower/Approach GD	15/11/2021
Engineering Sector	
Radar Services GD	15-11/2021
Computer and Automation GD	16/11/2021
Communication GD	17-18/11/2021
Navigation Aids GD	21/11/2021
Aeronautical Inspection and Calibration GD	22-23/11/2021
Information Computers GD	24/11/2021
Satellite GD	25/11/2021
Maintenance & Repair GD	28/11/2021
Operations and Maintenance Sector	
Civil GD	21/3/2021
Electricity GD	22/3/2021
Air Condition GD	23/3/2021
Mechanic GD	24/3/2021
Mechanical Transport GD	25/3/2021
Telecom GD	
TELECOM GD	21-25/3/2021
Follow-up Projects GD	
Follow-up Projects GD	28/3/2021
Contracts & Purchasing GD	
Contracts & Purchasing GD	29/3/2021
Training GD	
AIS&TELECOM Training Directorate	28/3/2021
Engineering Training Directorate	30/3/2021
Training GD	28/3/2021
Human Resources	
Human Resources	3/4/2021



KPIs in AIS Sector

Key performance indicator (KPI)

- KPI enable to identify areas for improvement and take action to improve performance as well as communicate to stakeholders how actions can affect the performance of the system

There are many KPIs can be used by AIS like :

- Customer Satisfaction
- Annual staff turnover rate
- Timeliness
- Availability.....others
- Personnel Capability
- Personnel Continuity
- Rework Level
- Ratio of total number of reworks
- Time Spent on Product
- Traceability



KPI in AIS

KPI Name	Rework Level <u>NOTAM SERIES (A)</u>		4
Description	It corresponds to the ratio of total number of reworks (i.e., changes) made on the products/publications to the total number of products/publications, in case of a mistake Made by the AIS.		
Objective	To evaluate the efficiency of AIS production processes.		
	Type	Qualitative	Quantitative
Effort	High	Medium	Low
Unit	Ratio PERCENTAGE	Target 1% EVERY 3 MONTHES	
Assessment Method	It is determined by calculating the ratio of total number of reworks to the total number of products for a given period of time. TOTAL NR OF NOTAM ISSUED FM 1ST JAN 2021 TILL 31 MAR 2021 IS 155 NOTAM WITH ERROR 3 NOTAM = .01%		
Possible Tools			
	3 Month	Week	Day
Analysis Frequency		Year	Quarter
Comments	ACCEPTED		

Quality Objectives

AIS QUALITY OBJECTIVE

- Improve the efficiency of AIS officers and develop their skills
- Achieving excellence and raising the efficiency of the quality of NOTAM
- Compliance with ICAO standards for issuing AIP and its amendments

RISK in QMS

Risk Analysis

```
graph TD; A([Risk Analysis]) --> B([Negative result (Opportunity)]); A --> C([Positive result (Risk)])
```

Negative
result
(Opportunity)

Positive
result
(Risk)

Risk

- ◆ Avoid
- ◆ Eliminate risk source
- ◆ Change likelihood
- ◆ Change consequences
- ◆ Share the risk
- ◆ Retain risk by informed decision

Opportunity

- ◆ *Adoption of new practices*
- ◆ *Launching new services,*
- ◆ *Opening new markets,*
- ◆ *Addressing new customers,*
- ◆ *Building partnerships,*
- ◆ *Using new technology*

OPPORTUNITY IN AIS

1- SLA had been signed between AIS (data publisher) and data sources (data originator) and ECAA 2014

2- protocol had been signed between AIS and Egypt air(operation center) for providing automated self-briefing service through automated ais system 2014

3- protocol had been signed between NANSC and EMAC company for providing ais services at marsa alam airport 2015

OPPORTUNITY IN AIS cont.

4- protocol had been signed between NANSOC and International company for providing ais services at ALAMAIN airport

2016

Cairo AIS has a delegation from Libyan authority for issuing Libyan NOTAM

2016

THANK YOU