



ICAO MID

# AIM-ing for quality

QMS Functions Systems & Processes

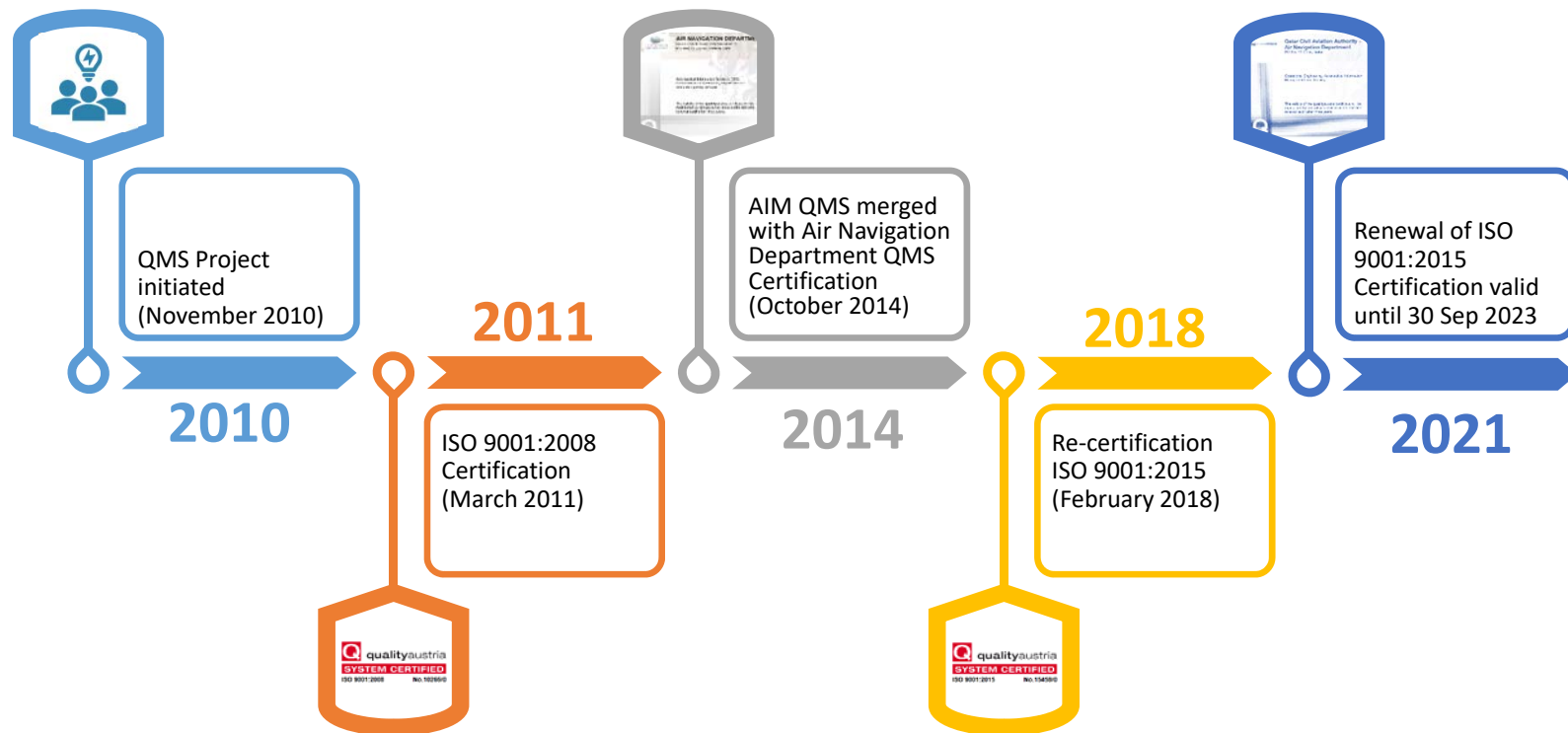
Webinar

# Qatar AIM QMS





## Background





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## QMS Functions Systems & Processes

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# Qatar AIM before implementing QMS



Data submission are in various form



Operational performance was not effectively analyzed



Informal working methods



Customer requirement not clearly defined



Different technique and practices



# Planning the QMS



External and internal issues, interested parties and scope of QMS



Management commitment



Planning of changes, risks and opportunities



Processes objectives



Adequate resources





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## Performance Evaluation



Measuring and monitoring of Customer Satisfaction



Monitoring and periodic reporting of quality processes objectives



Conducting Internal Audits



Monitoring the trends of corrective and preventive action requests



Establishing Management Review process



## Performance Evaluation / Improvement



Measuring and monitoring of Customer Satisfaction

Degree of Customer Satisfaction



Monitoring and periodic reporting of quality processes objectives

Performance of management system



Conducting Internal Audits

Conformity of products and services



Monitoring the trends of corrective and preventive action requests

Effectiveness of action taken

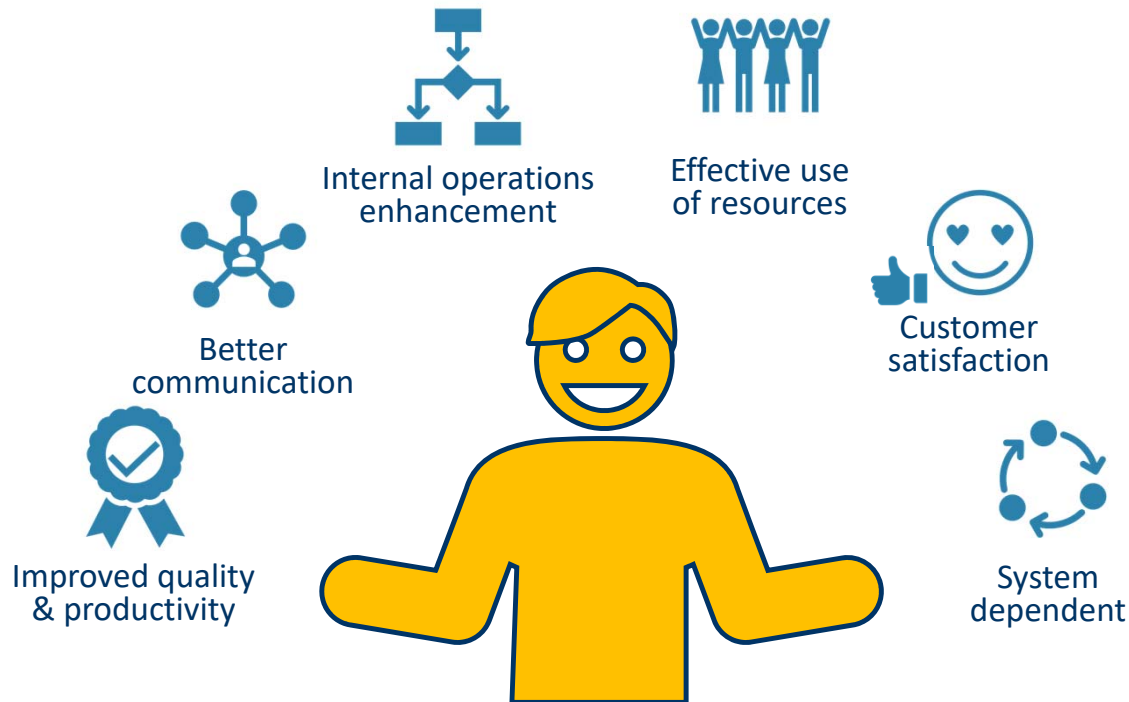


Establishment of Management Review process

Improvement opportunities



## Qatar AIM after implementing QMS





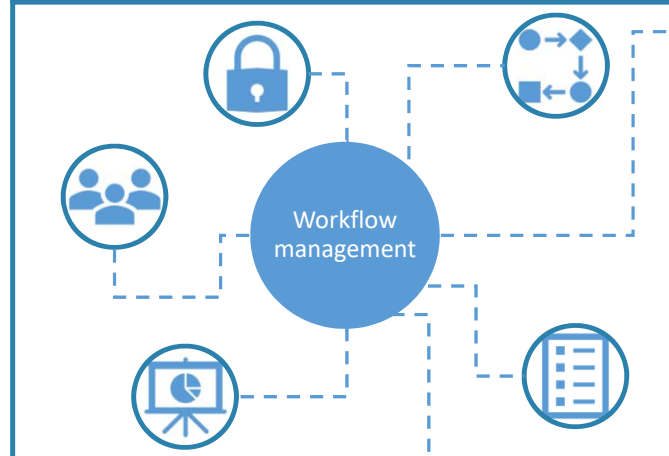


## Next Step

### Digital NOTAM



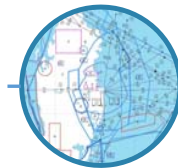
### Workflow Management



### Electronic AIP



### Charting





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THANK YOU

