AIM Quality Manual (Doc 9839)

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Requirement for a quality manual

ICAO Annex 15 – SARPS for QMS

"3.6.1 <u>Quality management systems shall be implemented and maintained encompassing all functions of an AIS</u>, as outlined in 2.2. The execution of such quality management systems <u>shall be made demonstrable for each function stage</u>.

Note.— Guidance material is contained in the Manual on the Quality Management System for Aeronautical Information Services *(Doc 9839)*

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

3.6.3 **Recommendation.**— *The quality management system established in accordance with 3.6.1 <u>should follow the ISO 9000 series of quality assurance standards and be certified by an accredited certification body</u>."*

How to ensure quality assured aeronautical information products and services?
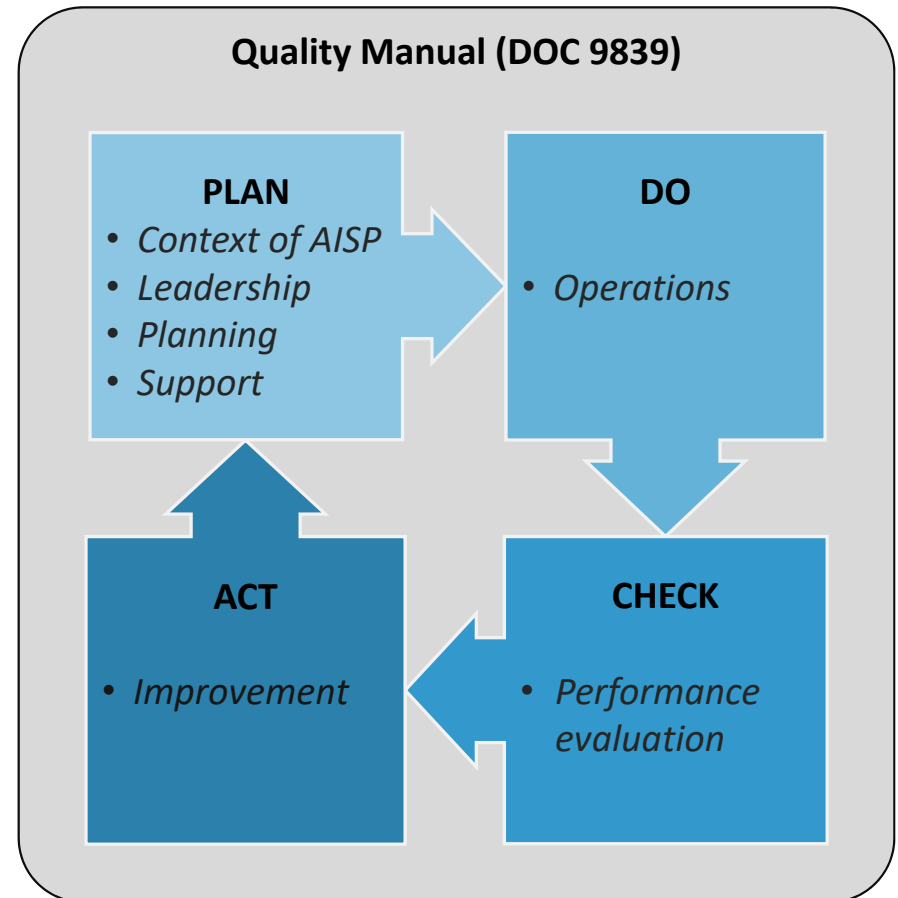
Development of guidance material

- Development of guidance material commenced in 2008
- Changes that affected the guidance material:
  - ISO 9001:2015
  - AIS to AIM transition
- IMP/AIM-WG tasked to continue development of manual
- Quality manual provides guidance on how to implement QMS
- SMS and QMS relationship
- Current status of quality manual
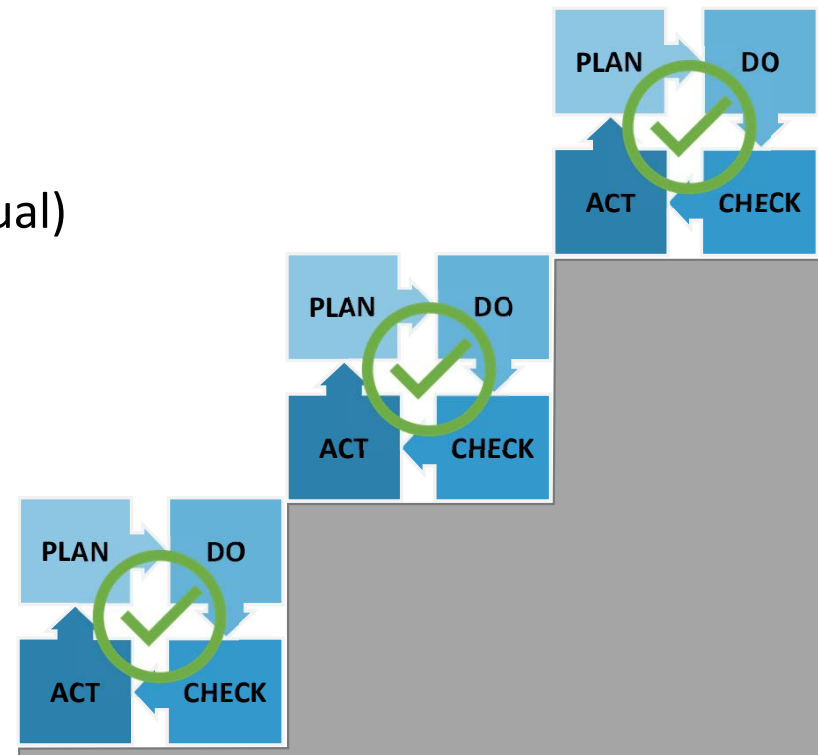
Development Methodology

- Structure of quality manual
  - PDCA cycle
  - Based on ISO 9001:2015 standard
  - Explanatory in nature
  - Outcome-based

- Examples included
  - Quality Policy
  - Implementation plan
  - Documented information list

Quality Manual (DOC 9839)

PLAN
- *Context of AISP*
- *Leadership*
- *Planning*
- *Support*

DO
- *Operations*

ACT
- *Improvement*

CHECK
- *Performance evaluation*

Quality manual interaction

- To be used in conjunction with:
  - ISO 9001:2015 quality management standard
  - Annex 4 and Doc 8697 (Aeronautical Chart Manual)
  - Annex 15 and Doc 8126 (AIS Manual)
  - Doc 10066 (PANS-AIM)
  - AIS Training Manual (Doc 9991)
  - RTCA DO 201A, DO-200B or EUROCAE ED-76A

- Plan, do, check, act…. repeat!

AIM-ing for quality
QMS Functions Systems & Processes

ICAO MID

Webinar

THANK YOU