



ICAO MID

AIM-ing for quality

QMS Functions Systems & Processes

Webinar

UAE AIM - QMS

Sharing UAE experience in the implementation of QMS

29 April, 2021





Introduction

- As defined in ISO 9000, QMS is a management system that directs and controls an organization regarding quality
- In accordance with ICAO Annex 15, UAE AIM implemented quality management at each of the function stages
 - Originate/Receive
 - Collate or assemble
 - Edit
 - Format
 - Publish/Store
 - Distribute

Chapter 3

Annex 15 — Aeronautical Information Services

3.6 Quality management system

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

Note.— Guidance material is contained in the Manual on the Quality Management System for Aeronautical Information Services (Doc 9839) (planned for development by November 2019).

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 should follow the ISO 9000 series of quality assurance standards and be certified by an accredited certification body.*



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Process Approach

Is one of the quality management principle followed in UAE AIM

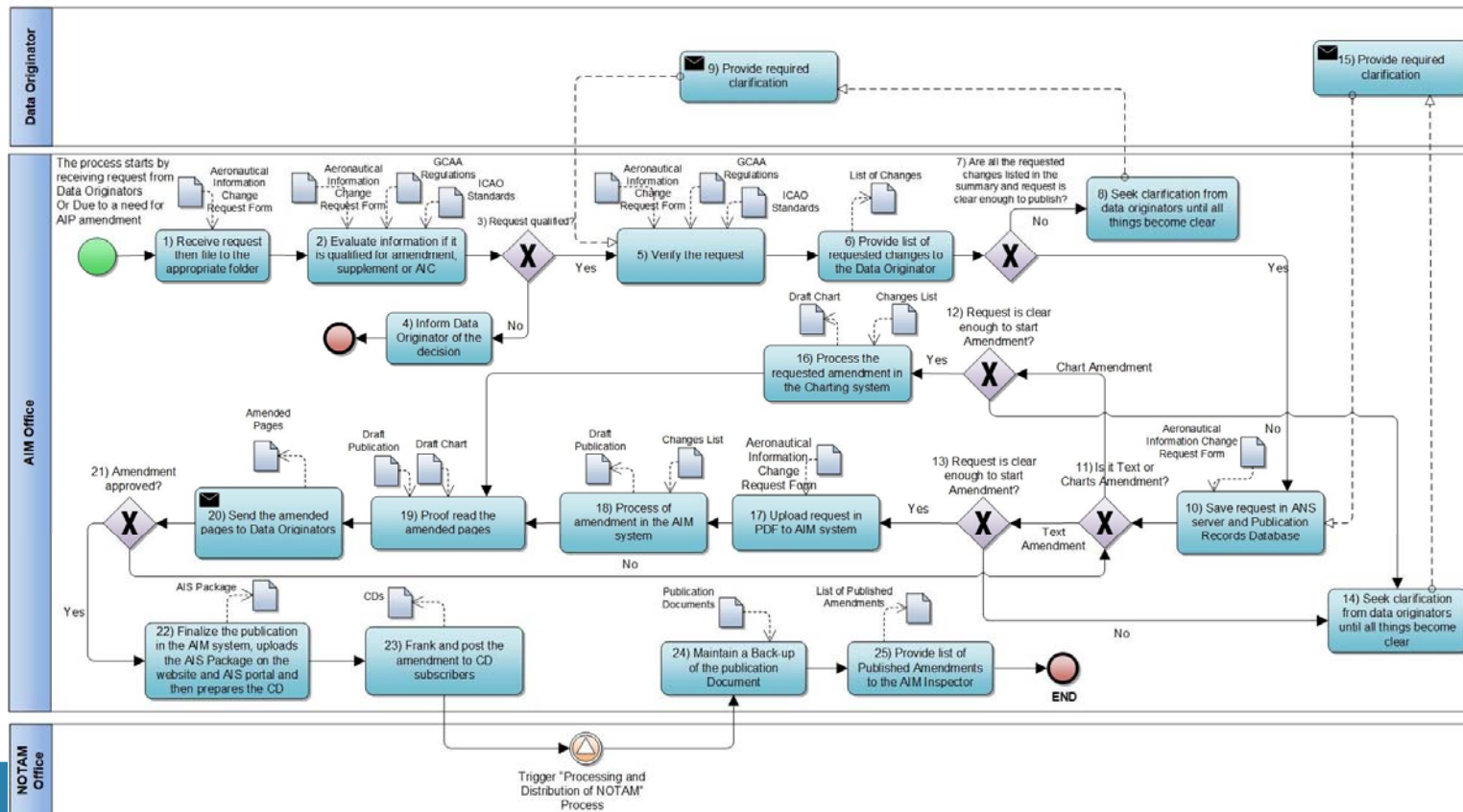
Identified Business Processes

- Management of Charts & Aeronautical Information Publication
- Processing and Distribution of NOTAM
- Processing and Distribution of NOTAM Checklist
- Manage Subscription and Distribution of AIM Publications
- Acquisition Maintenance and Provision of Aeronautical Library Information



E.g. Process for Management of Charts & Aeronautical Information Publication

ANSS.AIMD.PRO.0001- Management of Charts & Aeronautical Information Publication





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QMS Pillars

- Implementation of QMS in UAE AIM is based on three pillars
 - Quality Control
 - Quality Assurance
 - Quality Improvement



Quality control

- Originate/Receive
 - Schedule of planned AIRAC dates are published in advance
 - Service Level Agreement in place with data originators
 - Request received are evaluated to check if qualified and type of publication
 - Data Originators are advised if decision differs

THE SIGNIFICANT AIRAC DATES FOR 2021 ARE AS FOLLOWS:

AIRAC Number	Receive 5LNC Request	Receive Submissions	Publication Date	Effective Date	Status
01/2021			03 DEC 20	28 JAN 21	Published
				25 FEB 21	
03/2021	31 DEC 20	07 JAN 21	28 JAN 21	25 MAR 21	Planned
				22 APR 21	
05/2021	25 FEB 21	04 MAR 21	25 MAR 21	20 MAY 21	Planned
				17 JUN 21	
07/2021	22 APR 21	29 APR 21	20 MAY 21	15 JUL 21	Planned
				12 AUG 21	
09/2021	17 JUN 21	24 JUN 21	15 JUL 21	09 SEP 21	Planned
				07 OCT 21	
11/2021	12 AUG 21	19 AUG 21	09 SEP 21	04 NOV 21	Planned
12/2021	09 SEP 21	16 SEP 21	07 OCT 21	02 DEC 21	Planned
				30 DEC 21	

AIP Supplements that have operationally significant changes concerning circumstances listed in the ICAO Annex 15 are to be issued under the Aeronautical Information Regulation and Control (AIRAC) system.

Deadlines for receiving submissions by the GCAA-AIM office for AIP Supplements and AICs are as follows:

- Text and graphics - 3 weeks prior to intended publication date.
- Text only - 1 week prior to intended publication date.

Regulatory Approval for publications that follow AMC - 41 process shall be obtained and included in the submission to the GCAA-AIM office.



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- Collate or assemble
 - In-house developed recording systems and file server is used to record and manage all requests received and the associated correspondence for tracking
 - Verification is carried out to ensure request received are in accordance with ICAO SARPS and UAE GCAA Civil Aviation Regulations
 - Changes that require UAE regulatory approval, e.g. Airspace, Flight Procedures are checked if included in the requests

The screenshot shows a 'Publication Requests' window. The main form contains fields for 'Description', 'Status', 'Approvers', and 'Comments'. Below the form is a table of 'Related query/correspondence' with columns for Date, Status, Category, Status, and Date/Time.

Date	Status	Category	Status	Date/Time
18-Nov-18	AIM	Approval	Closed	18/11/2018 12:53:26 PM
18-Nov-18	OMDB	Classification	Closed	18/11/2018 12:53:26 PM
18-Nov-18	AIM	Query	Closed	18/11/2018 12:53:26 PM
18-Nov-18	OMDB	Feedback	Closed	18/11/2018 12:53:26 PM
18-Nov-18	OMDB	Classification	Closed	18/11/2018 12:53:26 PM
18-Nov-18	AIM	Query	Closed	18/11/2018 12:53:26 PM
18-Nov-18	OMDB	Feedback	Closed	18/11/2018 12:53:26 PM
18-Nov-18	AIM	RequestAppr	Closed	18/11/2018 12:53:26 PM
17-Nov-18	Regulator	ATAA Appr	Closed	17/11/2018 12:53:26 PM
17-Nov-18	Regulator	ATAA Appr	Closed	17/11/2018 12:53:26 PM
18-Nov-18	AIM	RequestAppr	Closed	18/11/2018 12:53:26 PM

Priority Indicator	GG							
Address	NOZZFALL NOZZUAEK							
Date and Time of Filing	240508							
Originator's Indicator	OMAEYNYX							
Message Series, Number and Identifier								
NOTAM containing new information	NOTAM N A1870/18 New NOTAM Series, number/year							
Qualifiers								
FIR	NOTAM Code	Traffic	Purpose	Scope	Lower	Upper	Co-ordinates	Radius
Q	OMAE	Q[AR]LC	IV	NBD	E	000 999	2500 N 05430 E	999
Identification of ICAO Location Indicator in which the Facility, Airspace or Condition reported is located		A	OMAE					
Period of Validity (UTC times)		B	1809240830					
To (yyymmddhhmm) or PERM		C	1809241000					
Time Schedule (if applicable)		D						
Text of NOTAM: Plain Language Entry (using ICAO Abbreviations)								
E)ATS RTE M318 BTN ATUDD AND GOLGU CLSD DUE MIL ACT.								
Lower Limit		F						
Upper Limit		G						



Quality control

- Collate or assemble
 - Summary of requests received for AIP/SUP/AIC are sent to data originators to confirm that all requests are correctly recorded

Requests received

SZC-ATM		
AIRAC-2021/03	ENR 1.10.1.4	Text
Received:	05-Jan-21	
Description: Amend Note as follows: Add "airspace@szc.gcaa.ae" as a contact email to request approval for M318/M550 Remove GEN 1.5.5 reference		
Comments: -		
AIRAC-2021/03	ENR 3.3	Text
Received:	05-Jan-21	
Description: Amend lower limit of N300 segment LORID-VEKOV to FL155 Add reference to GEN 1.5.5 under 3.3.1 Description (2) Add reference to ENR 1.10.1.4 for Route Remarks M318(e) and Route availability M550(2)		
Comments: -		
AIRAC-2021/03	ENR 5.1	Text
Received:	04-Jan-21	
Description: Redesign of OMR 51/67/90 NOTAM A2446/20, A2447/20, A2448/20		
Comments: Designator remain unchanged		
AIRAC-2021/03	ENR 6-2	Chart
Received:	04-Jan-21	
Description: Redesign of OMR 51/67/90 Amend OMR designators NOTAM A2446/20, A2447/20, A2448/20		
Comments: -		
AIRAC-2021/03	ENR 6-3	Chart
Received:	05-Jan-21	
Description: Amend lower limit of N300 segment LORID-VEKOV to FL155 Redesign of OMR 51/67/90		
Comments: -		

Wednesday, January 13, 2021 Page 1 of 1



Quality control

- Collate or assemble
 - Document Management System is used to organize the AIP/SUP/AIC editing and associated documents
 - Each document provides a complete revision history

2015-12-AIRACwp

List of AIRAC 12/2015 changes

Section	Status
ENR 1.1	Dean
ENR 1.5	Dean
ENR 1.10	Dean

Attached files

- AIXM
- SourcePDF
- description.html

ENR-1.3.xml	
ENR-1.6.xml	
ENR-1.7.xml	
ENR-1.8.xml	
ENR-1.9.xml	
ENR-2.1.xml	
ENR-2.2.xml	
ENR-3.1.xml	
ENR-3.2.xml	
ENR-3.3.xml	
ENR-3.4.xml	
ENR-3.5.xml	
ENR-3.6.xml	
ENR-4.1.xml	
ENR-4.2.xml	
ENR-4.3.xml	



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- Edit
 - AIXM based Database – A database based on the Aeronautical Information model is used to ensure data validation with appropriate business rules
 - XML editor - A strict XML validating document editor with near WYSIWYG ICAO format template. It has the ability to link required information from AIXM based database
 - Charting system and applications are used for editing the required charts and graphics
 - NOTAM System is used for preparing the form as per ICAO NOTAM template with code/decode functionality



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AIXM based Database

The screenshot displays the AIXM database interface. On the left, the 'Feature Types' pane shows a tree view with 'OMDB CTA1' selected. Below it, the 'Features' pane lists various airspace types with their codes. The 'Changes - Airspace: OMDB CTA1' pane shows a table of modification events.

Event	Sequence No.	Correction No.	Validity Begin	Validity End
Modification (permanent)	12	0	2021-05-20 00:00:...	
Modification (permanent)	10	1	2019-11-07 00:00:...	
Modification (permanent)	9	0	2017-12-07 00:00:...	
Modification (permanent)	8	0	2017-07-20 00:00:...	
Modification (permanent)	7	0	2017-05-25 00:00:...	
Modification (permanent)	6	3	2015-11-12 00:00:...	
Modification (permanent)	5	0	2013-03-11 00:00:00	
Modification (permanent)	4	2	2011-06-30 00:00:...	

The right pane shows the 'Geometry Component' configuration for an 'AirspaceVolume'. It includes fields for 'Upper Limit' (155, FL), 'Upper Limit Reference' (STD), 'Maximum Limit', 'Maximum Limit Reference', 'Lower Limit' (1500, FT), 'Lower Limit Reference' (MSL), 'Minimum Limit', 'Minimum Limit Reference', 'Width', and 'Horizontal Projection'. Below this, the 'Surface' section shows 'Patches' with a 'Geometry Type: Polygon' and a table of coordinates.

Ref	Lat	Lon	Interpolation	Centerpoint Coordinates	Ref.
	25.916666667	55.634722222	GEO		
	25.466666667	55.750000000	GEO		
	25.316666667	55.883333333	GEO		
	24.893055556	55.745000000	GEO		



Quality control

XML editor

Dubai CTA - RNAV S					
Dubai Control Area (D)	255500N 0553805E		(English)	See QMSB AD 2.18	See Dubai CTA Notes 1,2,3,5 below
	252800N 0554500E				
	251900N 0555300E				
	245335N 0554442E				
	250040N 0553830E				
	250600N 0552750E				
	250600N 0551840E				
	250255N 0551150E				
	250500N 0544500E				
	252000N 0544500E				
	254313N 0550334E				
	253800N 0552000E				
	255500N 0553805E				
FL 145 / 1,500 FT Class : C					
FL 145 / 2000 FT for that part which lies above MBEZ 2, Jumeirah A. (MBEZ see ENR 2.2.3)					
Dubai Control Area (D)	252000N 0560600E		(English)	See QMSB AD 2.18	See Dubai CTA Notes 1,2,3,5 below
	250141N 0555700E				
	244730N 0555700E				
	244730N 0555000E				
	245335N 0554442E				
	251900N 0555300E				
	252000N 0560600E				
FL 145 / 2,500 FT or 700 FT AGL, whichever is the higher Class: C					
Dubai Control Area (D)	252300N 0561000E		(English)	See QMSB AD 2.18	See Dubai CTA Notes 1,2,3,5 below
	244730N 0560130E				
	244730N 0555700E				
	250141N 0555700E				
	252000N 0560600E				
	252300N 0561000E				
9,500 FT / 4,500 FT Class : C					
Dubai Control Area (D)	252800N 0554500E		(English)	See QMSB AD 2.18	See Dubai CTA Notes 1,2,3,5 below
	252300N 0561000E				
	252000N 0560600E				
	251900N 0555300E				
	252800N 0554500E				



Quality control

- Format
 - XML editor which supports in formatting the AIP document as per ICAO AIP structure with bookmark creation of chapters, sections, sub section of aeronautical publications
 - Manual/Automated Quality check for content validity, accuracy, conformity with existing material, formatting, style, punctuation and spelling
 - Manual/Automated Data quality and integrity monitoring check based on Data Cascading Effect concept
 - Manual/Automated Quality check on charts to ensure the proposed changes are done correctly
 - PDF form from NOTAM System is checked for quality and correctness
 - Printed copy from AFTN system before transmission is also checked as second eye



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Table with columns for document type (Part 1 - GENERAL, Part 2 - EN-ROUTE), document number, issue date, and version number. Includes a 'REVIEWED' stamp.

Quality check - AIP/SUP/AIC

AIP Supplement - United Arab Emirates. Includes contact information for Aeronautical Information Management and a 'REVIEWED' stamp.

OMAA - ABU DHABI INTERNATIONAL - DOWNGRADED OR CLOSED TAXIWAYS

INTRODUCTION: This AIP Supplement replaces AIP SUP 08/2020 and SUP 49/2020. It provides a list of downgraded or closed taxiways.
DESCRIPTION: 1. TWY D between TWY C4 and TWY D11 is closed due to work in progress. 2. TWY D11 is closed due to work in progress. 3. TWY M between TWY C4 and TWY C4 closed. 4. TWY C is closed, except intersections G, H, C4, D10 and D11, due work in progress.
LAYOUT: Includes a diagram of the taxiway layout at Abu Dhabi International Airport.

AIC United Arab Emirates. Aeronautical Information Circular - United Arab Emirates. Includes contact information and a 'REVIEWED' stamp.

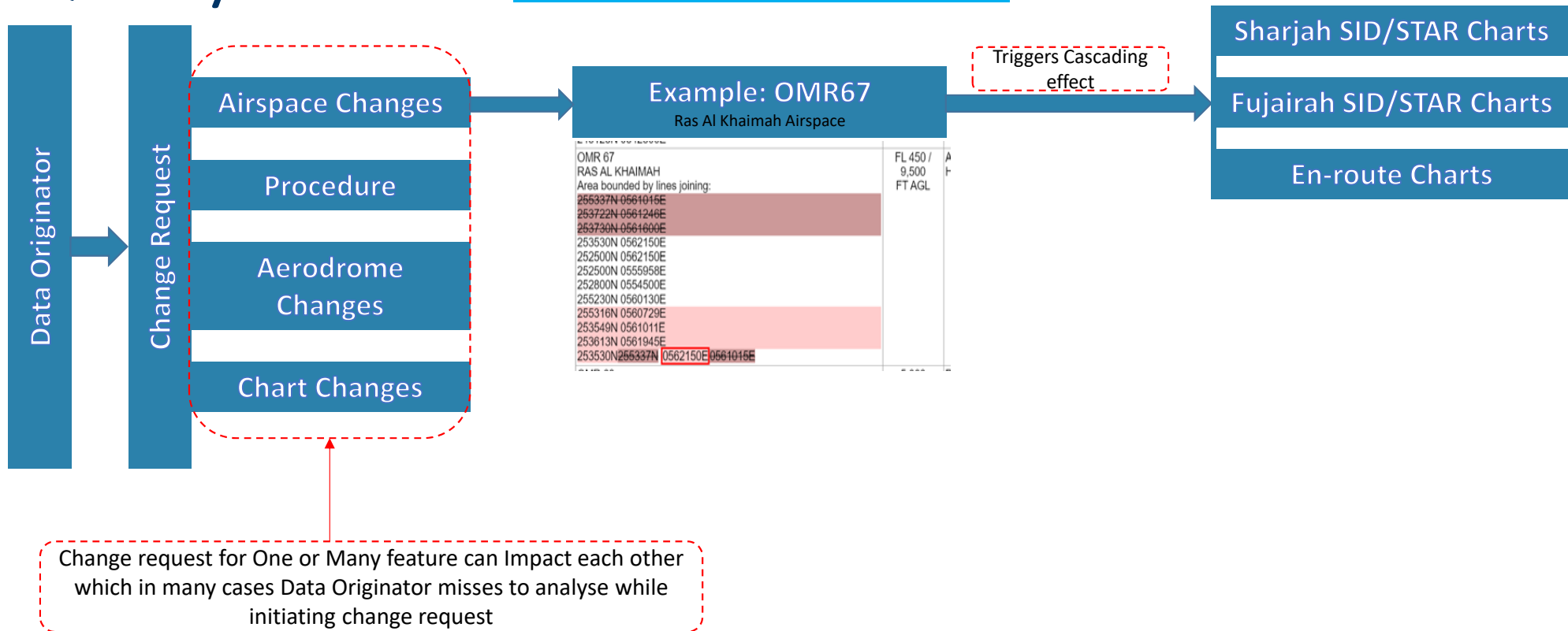
OMAE - EMIRATES FIR - DUE REGARD AIRCRAFT OPERATIONS

INTRODUCTION: This AIC is in reference to DUE REGARD operations in EMIRATES FIR over international waters.
DESCRIPTION: Article 3 of the Convention on International Civil Aviation (Chicago Convention) requires contracting states to have due regard for the safety of navigation of civil aircraft. Hence, aircraft operating under due regard status shall respect the following conditions:
- Establish two-way communication with the appropriate ATS unit specified in UAE AIP ENR 2.1.
- Notify ATS units with intentions and prior to turning, descending or climbing.
- Observe a VMC.
- Avoid controlled airspace and high traffic areas.
- Follow carriage and use of SSR transponder Mode A and Mode C at all times.
- Be equipped with subspace modes that is sufficient to provide separation from other aircraft.
For any clarifications or guidance, contact SATCS@caa.gov.ae



Quality control

Quality check - Data Cascading Effect





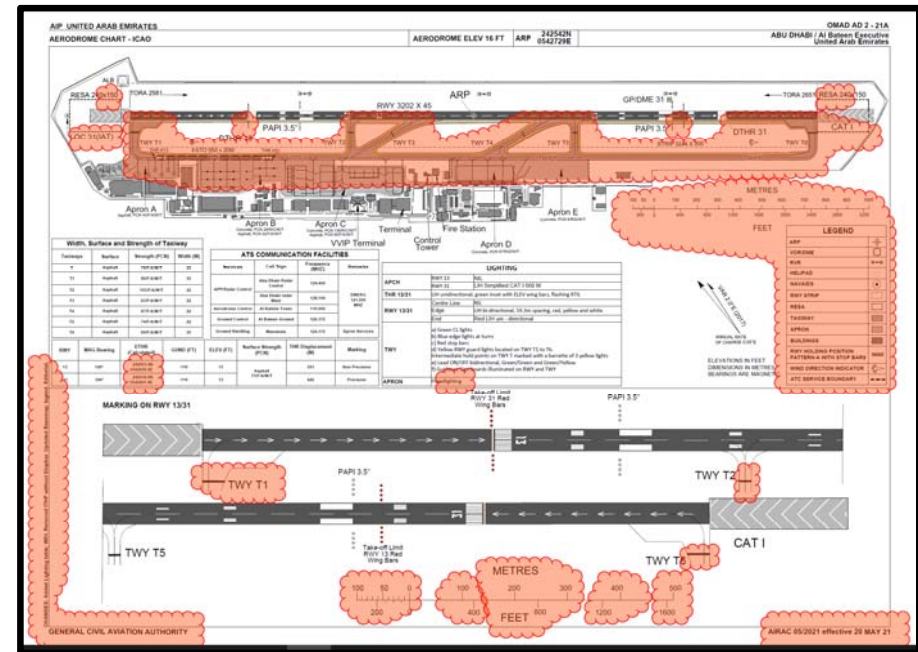
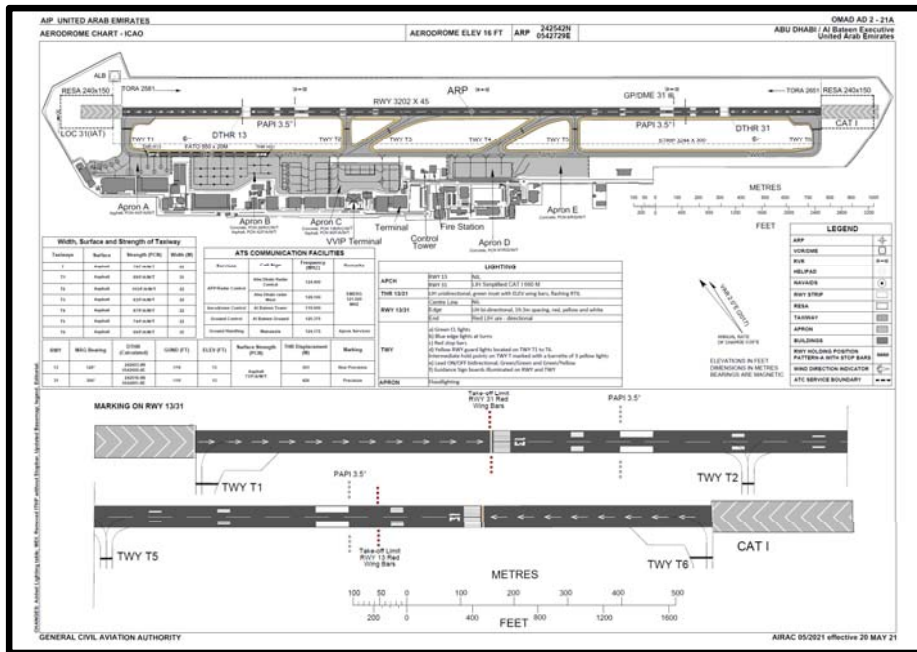
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Quality check - Aeronautical Charts





Quality control

Quality check – NOTAM

NOTAM Form Copy

REVIEWED
By SRI at 8:49 pm, Jan 02, 2021

Priority Indicator:

Address: NOZZFALL,NOZZUAEX

Date and Time of Filing: 021647

Originator's Indicator:

Message Series, Number and Identifier:

NOTAM replacing a previous NOTAM: **NOTAM N**

Age: **A0001/21** (Replace NOTAM (Series, number/year))

Qualifiers				Co-ordinates				Radius
FIR	NOTAM Code	Traffic	Purpose	Scope	Lower	Upper	Co-ordinates	Radius
Q	OMAE	Q	MX-LC	IV	M	A	000 999 2515 N 055 32 E	005

Identification of ICAO Location Indicator in which the Facility, Airspace or Condition reported is located: **A) OMDB**

From (yyymmddhhmm): **B) 210301245**

To (yyymmddhhmm) or PERM: **C) 2101030300**

Time Schedule (if applicable): **D)**

Text of NOTAM: Plain Language Entry (using ICAO Abbreviations)

E) TWY M6 CLSD DUE RAPID EXIT TWY INDICATOR LIGHTS (RETL) U/S.

Lower Limit: **F)**

Upper Limit: **G)**

AIM Approved:

Signature: _____

Actioned By: _____

AFTN Transmission Copy

Group: EX_OPERATOR_17 / User: SZCAIS UTC Time: 2021.01.02-16:57:16

GG-NOZZFALL NOZZUAEX
 -OMAEYNYX
 (A0001/21-~~NOTAMN~~)
 Q)OMAE/QMXXLC/IV/M/A/000/999/2515N05522E005
 A)OMDB B)210102(715)C)2101030300
 E)TWY M6 CLSD DUE RAPID EXIT TWY INDICATOR LIGHTS (RETL)U/S.)



Quality control

- Publish/Store
 - Document Management System for publishing as per ICAO AIP templates in HTML and PDF formats
 - Document Management System stores various aeronautical publications releases
 - NOTAM is published and stored in NOTAM system with easy retrieval and report options
- Distribute
 - Website – Aeronautical publications are uploaded on GCAA website and available free of charge. The integrity of the contents are assured by strict IT protection and additionally are checked every 15 days using automated validation tools
 - CD – Aeronautical publications are also distributed on CD and the contents of the CD are checked before distribution
 - Data – AIXM data exchange with some parties on agreement basis
 - NOTAM is distributed through AFTN



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Publish (HTML format)

AIP UNITED ARAB EMIRATES
See cover page for details

History PDF

AIP | AMDT | SUP | AIC | Search

Effective 20 MAY 2021

Part 1 GENERAL (GEN)

- + GEN 0
- + GEN 1 NATIONAL REGULATIONS AND REQUIREMENTS
- + GEN 2 TABLES AND CODES
- + GEN 3 SERVICES
- + GEN 4 CHARGES FOR AERODROMES / HELIPORTS AND AIR TRAFFIC SERVICES

Part 2 EN-ROUTE (ENR)

- + ENR 0
- + ENR 1 GENERAL RULES AND PROCEDURES
- + ENR 2
- + ENR 3
- + ENR 4 RADIO NAVIGATION AIDS / SYSTEMS
- + ENR 5 NAVIGATION WARNINGS
- + ENR 6 EN-ROUTE CHARTS

Part 3 AERODROMES (AD)

- + AD 0
- + AD 1 AERODROMES / HELIPORTS - INTRODUCTION
- + AD 2 AERODROMES

AIM Publications - United Arab Emirates

United Arab Emirates
Consult NOTAM for Latest Information
General Civil Aviation Authority

الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY




Information on this AIS Publication

Publication date: 25 MAR 2021

Description

Content of this eAIS package

Amendment : AIRAC Amendment 05/2021

List of AIP Supplements

- SUP 08/2019: OMAA - ABU DHABI/INTERNATIONAL - TESTING OF AIRFIELD GROUND LIGHTING
- SUP 22/2019: OMAA - ABU DHABI / INTERNATIONAL – SUSPENDED STANDARD INSTRUMENT DEPARTURE(SID) PROCEDURES
- SUP 10/2020: OMRK - RAS AL KHAIMAH/INTERNATIONAL - CONSTRUCTION CRANES
- SUP 21/2020: OMAA - ABU DHABI/INTERNATIONAL - RWY 13L/31R DOWNGRADED TO CATEGORY I OPERATIONS
- SUP 24/2020: OMAL - AL AIN / INTERNATIONAL - RUNWAY SURFACE CONDITION
- SUP 25/2020: OMAE - EMIRATES FIR - SECTION OF ATS ROUTES CLOSURE
- SUP 27/2020: OMAE - EMIRATES FIR - RESTRICTED AREAS INFORMATION
- SUP 32/2020: OMAL — AL AIN / INTERNATIONAL - TEMPORARY CLOSURE OF TAXIWAY
- SUP 36/2020: OMAE - EMIRATES FIR - OBSTACLE ANTENNA
- SUP 37/2020: OMAE - EMIRATES FIR - OMR 57 INFORMATION
- SUP 39/2020: OMFJ - FUJAIRAH / INTERNATIONAL - TEMPORARY INFORMATION
- SUP 40/2020: DUBAI CTA - IMPLEMENTATION OF ENHANCED WAKE TURBULENCE SEPARATION (eWTS) MINIMA
- SUP 40/2020: OMAE - EMIRATES FIR - AIR NAVIGATION OBSTACLE



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Publish (PDF format)

AIP UNITED ARAB EMIRATES AIRAC AMDT 05/2021-1

Contact Post: Aeronautical Information Management General Civil Aviation Authority P.O. BOX 666 Abu Dhabi United Arab Emirates Tel: +971 2 599 6895 Fax: +971 2 599 6889 AFS: OMAEYOYX Email: aim@szc.gcaa.ae URL: www.gcaa.gov.ae	AIM Publications - United Arab Emirates  	AIRAC AMDT 05/2021 Effective date 20 MAY 2021 Publication date 25 MAR 2021
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AIRAC 05/2021

List of significant amendments:

SECTION	DESCRIPTION
GEN 1.1	FAX Contact numbers for Emirate of Fujairah amended.
GEN 3.3	EMIRATES AREA CONTROL CENTRE ATS responsible Service details amended.
ENR 1.9	Standard routings amended due to VAVIM.
ENR 1.10	Flight planning requirement related to Standard routing added.
ENR 2.1	DUBAI Control Area I and V lateral limits, callsign and Remarks amended.
ENR 3.3	ATS routes G783 and P899 amended due to VAVIM.
ENR 4.4	New waypoint designator added.
ENR 6	En-Route chart amended due to VAVIM and Dubai CTA . DUBAI CTA VFR chart amended due to amended CTA lateral limit and frequency. Abu Dhabi CTA VFR chart amended due to added obstacle and updated Inset view.
OMAA	New taxiways information added. Local traffic operation for Apron 2 amended. VFR procedures related to Yas Island water operations amended. AD Charts amended due to new taxiways
OMAD	Altimeter checkpoint location and elevation added. New Aircraft Parking and Docking chart added. Charts amended due to added lighting table, WDI, removed ITHP, updated basemap, and restriction note.
OMAL	New TWY information added. STAR name amended due to VAVIM. Charts amended due to added TWY, hotspot, TWY lighting and VAVIM.
OMDB	Reference temperature amended. AD availability for diversion flight amended. Bird activity information amended. AD Charts amended due to updated basemap, RWY holding PSN.
OMDW	Reference temperature amended. RFFS remarks amended. Declared distances amended. EFTA ATS COM facility details amended. Charts amended due to ATS COM facility, added obstacle.
OMFJ	SIDs amended due to VAVIM.
OMSJ	AD Chart amended due to added hot spot.

This AIRAC incorporates NOTAMs: A0253/21 ,A0313/21 and A0477/21.



Quality control

Store (Publication history)

Aeronautical Information Publication

Publication	Publication Date	Effective Date	Description	View
2021-P03	25 Mar 2021	20 May 2021	AIRAC AMDT 05/2021, AIC 03/2021, SUP 11/2021, SUP 12/2021, SUP 13/2021, SUP 14/2021, SUP 15/2021, SUP 16/2021, SUP 17/2021, SUP 18/2021, SUP 19/2021, SUP 20/2021, SUP 21/2021, SUP 22/2021, SUP 23/2021	View

Publication History

Search:

Showing 1 to 76 of 76 entries

Show entries

Publication	Publication Date	Effective Date	Description	View
2021-P02	28 Feb 2021		AIC 01/2021, AIC 02/2021	View
2021-P01	28 Jan 2021	25 Mar 2021	AIRAC AMDT 03/2021, SUP 01/2021, SUP 02/2021, SUP 03/2021, SUP 04/2021, SUP 05/2021, SUP 06/2021, SUP 07/2021, SUP 08/2021, SUP 09/2021, SUP 10/2021	View
2020-P09	03 Dec 2020	28 Jan 2021	AIRAC AMDT 01/2021, SUP 38/2020, SUP 39/2020, SUP 40/2020, SUP 41/2020, SUP 42/2020, SUP 43/2020, SUP 44/2020, SUP 45/2020, SUP 46/2020, SUP 47/2020, SUP 48/2020, SUP 49/2020, AIC 09/2020, AIC 10/2020, AIC 11/2020, AIC 12/2020, AIC 13/2020	View
2020-P08	08 Oct 2020	03 Dec 2020	AIRAC AMDT 13/2020, SUP 31/2020, SUP 32/2020, SUP 33/2020, SUP 34/2020, SUP 35/2020, SUP 36/2020, SUP 37/2020, AIC 08/2020	View
2020-P07	10 Sep 2020	05 Nov 2020	AIRAC AMDT 12/2020, SUP 27/2020, SUP 28/2020, SUP 29/2020, SUP 30/2020, AIC 05/2020, AIC 06/2020, AIC 07/2020	View
2020-P06	16 Jul 2020	10 Sep 2020	AIRAC AMDT 10/2020, SUP 23/2020, SUP 24/2020, SUP 25/2020, SUP 26/2020	View



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Quality Assurance

- Provide change summary to regulators after each publication
- Quality / Compliance Audits
- Monitoring and meeting set quality targets
- NOTAM quality assessment reports provided to regulator
- NOTAM checks using ICAO NOTAMeter
- Conducting customer satisfaction survey



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Quality Improvement

- Implement corrections / improvements from audit observations
- Act on operational occurrences and customer feedback
- Encouraging staff to suggest Innovative/Improvement ideas
- Plan periodic system upgrades and improvements
- Act on survey results and responses
- Regular Hazard Identification and Risk assessments



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THANK YOU

