IMPLEMENTATION OF QUALITY MANAGEMENT SYSTEM IN AIS TANZANIA   DP-4

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Objective

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The purpose of this presentation is to enable participants appreciate the effort that Tanzania is taking in implementing Quality Management System as migrating to AIM
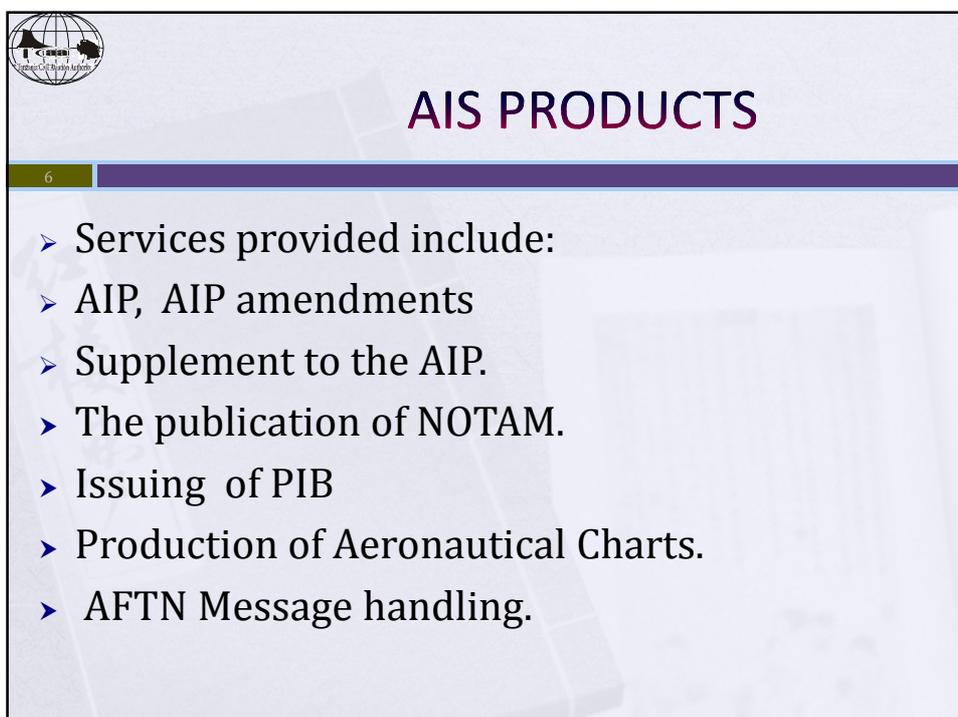
THE OVERVIEW

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> Organization of AIS in Tanzania
> Requirements of QMS
> Efforts taken by Tanzania towards implementation
> Challenges in implementation of QMS
> The way forward

ORGANIZATION OF AIS IN TANZANIA

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AIS falls under the Division of Air Navigation Services in Tanzania Civil Aviation Authority.

> AIS is divided in working Units as follows:

- AIS /MAP-HQs
- International NOTAM Office at the main Airport (Julius Nyerere International Airport) -JNIA.
- Automatic Message Switching Centre.
- AIS Aerodrome Units at five major Airports

ORGANIZATION OF AIS IN TANZANIA STRUCTURE

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        Director
        General
           │
           ├──────────── Quality Manager
           │
      Air Navigation
        services
           │
        Chief AIS
           │
      Stations (5)
        ▪ JNIA
        ▪ Arusha
        ▪ Mwanza
        ▪ Zanzibar
        ▪ Dodoma
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AIS PRODUCTS

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- Services provided include:
- AIP, AIP amendments
- Supplement to the AIP.
- The publication of NOTAM.
- Issuing of PIB
- Production of Aeronautical Charts.
- AFTN Message handling.

QMS REQUIREMENTS

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As per Annex 15 (Recommendation)

Quality management system 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.

AIS QMS POLICY

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The AIS quality policy states that "AIS Tanzania is aiming to provide Quality Aeronautical Information and data by ensuring the information flow necessary for the safety, regularity and efficiency of air navigation, so as to meet the demand and requirement of internal and external customers and committed to ISO 9001:2008 Standard and continual improvement"

QMS – PLAN IN TANZANIA

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➤ Tanzania Civil Aviation Authority is responsible for provision of Aeronautical Information Services and committed for implementation of Quality Management System, not only in AIS but eventually in whole organization.

QMS - IMPLEMETATION

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On the implementation process the Authority

➤ Employ one Senior staff who is responsible directly to Director General(Quality Assurance Manager)

➤ The Authority trained four AIS staff local and abroad.

➤ Documentation process : writing working procedure and records of each AIS functional stages of AIS products.

QMS - IMPLEMENTATION

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- ➢ October 2008 a dedicated Quality Assurance Manager for the Authority is recruited.
- ➢ The Authority decided that the officer works with AIS first before embarking on the whole Authority toward ISO certification
- ➢ December 2008 all the AIS Staff undergo through sensitization seminar/workshop in house.

QMS - IMPLEMENTATION

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- ➢ Develop QMS manual, including MANS OPS and SSI.
- ➢ During implementation phase everyone operates to the procedure and collect records that demonstrate.
- ➢ Registrar was found who can asses the effectiveness of our QMS.
- ➢ On January 2010 the Authority awarded ISO 9001:2008 Certificate.

ISO CERTIFICATE 9001:2008

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QMS – CHALLANGES DURING IMPLEMENTATION

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- ➤ AIS Budget constraints
- ➤ AFTN System not reliable.
- ➤ Changing staff from one place to another hinders the implementation.

QMS – CHALLANGES AFTER IMPLEMENTATION

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➤ Maintenance of Standard and Continual improvement.
➤ Too much paper work
➤ Traceability and,
➤ Data storage

WAY FORWARD

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➤ To develop electronic system which will assist in traceability, data storage and reducing, if not eliminating paper works.