APPENDIX 5C-1

AFI Region	**PROJECT DESCRIPTION (DP)**	DP N° AFI AIM/3	
Programme	**Title of the Project**	**Start**	**End**
AIM (ICAO Programme Coordinator: George A Baldeh)	Assessment and development of QMS applied to AIM in AFI States Project coordinator**:** **(<u>Kenya) Joseph Maina</u>** Experts contributing to the Project: ATM/AIM/SAR/SG-14 and APIRG/IIM/SG Member States **: Angola, Senegal, Gambia, Nigeria, Tanzania, Mozambique, Angola, Ghana and Uganda**	1/6/2015	1/06/16
Objective	Implement guides applicable to the quality management system in a digital/electronic AIM environment in the AFI Region, based on the regional performance objectives of the AFI performance-based implementation plan.		
Scope	The scope of the project contemplates the assessment and identification of implementation levels associated to quality management in AIM services in the Region. Drafting of an action plan and guides for the implementation of QMS in a digital/electronic AIM environment.		
Metrics	Percentage of States with ISO 9001:2008 QMS certification.		
Goals	60% of States with the ISO standard 9001:2008 implemented by December 2015, and certified by 2016.		
Strategy	Project activities will be coordinated among project members, the Project Coordinator, and the Programme Coordinator, mainly through teleconferences (GoToMeeting application) and meetings that may be held within other scheduled events, based on the activities of the work programme. The Project Coordinator will coordinate with the Programme Coordinator for the inclusion of additional experts, if warranted by the tasks and work to be performed. The results of the work done will be submitted to the consideration and review of State experts in the form of a final consolidated document for analysis, review, and approval, and for presentation to the APIRG Infrastructure and Information Management Sub-Group (IIM/SG) by the Programme Coordinator.		

Rationale	The quality management system in AIM services must provide users the required guarantee and assurance that the aeronautical information/data distributed meets quality requirements in terms of accuracy, resolution and integrity. There needs to be a close relationship with other projects in order to collect the operational requirements of the aforementioned applications and their respective tentative dates of implementation.				
Related projects	This project is related to Projects AFI ANFR B0 30/DATM "Implementation of the provision of electronic terrain and obstacle data e-TOD" and "Implementation of Aeronautical Information Exchange Systems (AIXM)".				
Project deliverables	**Relationship with the performance-based regional plan (PFF)**	**Responsible party**	**Status of iple-Mentation***	**Delivery date**	**Comments**
Prepare surveys to establish the levels of compliance and implementation of AIM-QMS based on ICAO guides	PFF: AFI AIM/3	**Kenya** States to fill the questionnaire so that we may know the implementation status of each state		31/12/15	Delegate where necessary
Circulate surveys to the States	PFF: AFI AIM/3	ICAO coordinator		31/12/16	
Collect and tabulate the information of the States	PFF: AFI AIM/3	ICAO coordinator		31/12/16	
Description of steps for QMS implementation.	PFF: AFI AIM/3	Implementation is the middle stage of the QMS process and implementation can only be done after completing preparation and documentation stages		31/12/15	

QMS self-assessment questionnaire	PFF: AFI AIM/3	After staff training on QMS a questionnaire can be done to check on the buy in by staff		31/12/15	
Template with QMS assessment results	PFF: AFI AIM/3	This can only be available after the results of the questionnaire		31/12/15	
QMS implementation plan	PFF: AFI AIM/3	1 Start with Document control 2 Explain the requirements of ISO to the staff 3 Assign staff members to write work instructions 4 Document the main steps		31/12/15	
QMS procedures and preventive actions.	PFF: AFI AIM/3	-these are actions taken to stop it from happening, or to stop it from becoming too severe. -adequate monitoring and controls must be in place in the quality system to ensure that potential problems are identified and eliminated before they happen. Can be done by: e.g. • management review process • Process / Performance monitoring • Analysis of warranty data and customer feedback for trends • Process analysis etc		31/12/15	
QMS internal audit procedure.	PFF: AFI AIM/3	• Define the audit programme -Implement the audit programme -Review the audit programme -Improve the audit programme - Use trained Auditors		31/12/15	

		-Use the internal audit work instructions prepared by the company			
Procedure for controlling AIS service management system records	PFF: AFI AIM/3	-a record is generated to state results achieved or to provide evidence of activities performed. -The procedure should be as detailed in the ISO standard para 4.2.4		31/12/15	
Procedure for drafting QMS documents.	PFF: AFI AIM/3	This is the order 1 Quality Manual 2 QMS Procedures & Forms that describe the QMS and specific QMS processes applicable across all departments / areas 3 Local work instructions, forms, or other process specific documentation applicable only to a specific department / area process Template available		31/12/15	
Service control procedure – QMS non-conforming products.	PFF: AFI AIM/3	An ISO procedure document for Control of non- conforming products should be published. The following should be clearly listed in the document 1 Identification 2 Containment 3 Disposition Option 4 Eliminate 5 Authorize use 6 Preclude original use 7 Correct per Disposition 8 Corrective Action		31/12/15	

Procedures for controlling the documents of the AIS service management system.	PFF: AFI AIM/3	-Preparation, Review and Approval of Documents -Formatting -Documents revision Coding and Status -Receiving and distribution of External Documents -Outgoing documents -Filling and storage -Obsolete documents		31/12/15	
SLA with service providers to ensure the quality of the information and the AIM data exchange.	PFF: AFI AIM/3	Sample available MOU between KCAA and KAA and a Quality manual for AIS Kenya		31/12/15	
Collect certifications and produce report on the status of ISO 9001:2008 certifications in the AFI Region	PFF: AFI AIM/3	ICAO Coordinator		31/12/16	
Resources required	Designation of experts in the execution of some of the deliverables. More commitment by States to support the designated coordinators and experts. Funds to conduct the meetings, missions and to translate reports, regional guides and manuals. Likewise, participants must be given facilities to participate in Go To Meetings. Funds to conduct audit trials. States could cover the cost of trials by their lead auditors, since the experience obtained will contribute to improve the system. Likewise, participants must be given facilities to participate in GoTo Meetings.				
Rmks	I find the table not exhaustive enough. The table would have documented the certification process and requirements 1 To prepare for QMS the following documents need to be prepared a) Quality Manual b) Quality Policy c) Control of documents d) Control of records e) Control of non performing products/services f) Continual improvement g) Management review and internal audit				

	h) A management representative must be appointed to drive the process 2 Training should be done to both staff and management 3 train internal auf An internal auditors 4 Carry out an internal audit 5 Carry out corrective action on any findings 6 Invite an external auditor for certification (This one has its own process) 7 There is no item on ISO maintenance **Am Unable to change the Dates, these will have to be agreed upon by members the reason being states are at different stages of implementation which means the time lines will vary from state to state**

**Grey*	*Task not started*
Green	*Activity underway as scheduled*
Yellow	*Activity started with some delay but expected to be completed on time*
Red	*It has not been possible to implement this activity as scheduled; mitigating measures are required*

INFORMAL STRUCTURES COMPLEMENTING THE FORMAL APIRG STRUCTURES:

a) **"Go Teams"** (ICAO/IATA/EUROCONTROL) - Assistance missions of mission-specific experts triggered as and when need is identified. Modus operandi is "blitz" operations over a specific short period (usually for Critical AIM Implementations issues, 1week or less) to effectively resolve a challenge or launch a complex concept. End of the mission is marked by tangible outcomes including ability of the target State/s to progress effectively. Go Teams can be triggered at regional level or by AFI CIS initiatives through RASC Decision 1/02.

b) RASC Decision 1/02 indicates that AIM will be included in the list of Emerging Safety Issues and that AIS/AIM transition forms part of the RASG –AFI ESI-Safety Support Team activities.

OTHER SUPPORTIVE BODIES

c) **Sub-regional bodies** – Entities such as economic bodies (ECOWAS, EAC, SADAC, etc.) have direct and initiative that support implementation. Potential of their initiatives requires increased coordination at strategic and tactical levels

d) **Industry Initiatives** – Users and ANSPs (individually and through representative organization such as IATA and CANSO) have initiatives that support implementation on State by State level, sub-regional or regional levels in support of ICAO objectives

AFI QMS PROJECT MEMBERS
PROJECT A3

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