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INFORMATION PAPER

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**Eighth Eastern Caribbean Civil Aviation Technical Group (E/CAR/CATG/8) Meeting**  
Miami, United States, 22 to 24 October 2024

- Agenda Item 4: Update of the E/CAR/CATG Work Programme and Activities**  
**4.2 ICAO NACC current projects and initiatives supporting the E/CAR region in ANS matters**

**TRINIDAD AND TOBAGO AERONAUTICAL INFORMATION MANAGEMENT (AIM)  
QUALITY MANAGEMENT**

(Presented by Trinidad and Tobago)

| <b>EXECUTIVE SUMMARY</b>   |  |
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| Trinidad and Tobago Civil Aviation Regulations and ICAO Annex 15 - Aeronautical Information Services specifies the implementation of a Quality Management System (QMS) which encompasses all functions of Aeronautical Information Services. |  |
| <i>Strategic Objectives:</i>   | <ul style="list-style-type: none"><li>• Safety</li><li>• Air Navigation Capacity and Efficiency</li></ul>  |
| <i>References:</i>   | <ul style="list-style-type: none"><li>• Annex 15 - Aeronautical Information Services (AIS)</li><li>• Annex 4 - Aeronautical Charts</li><li>• Document 8126 - AIS Manual</li><li>• Document 9839 - Manual on QMS for AIS</li><li>• Document 9991 - Manual on AIS Training</li><li>• Document 10066 - PANS Aeronautical Information Management (AIM)</li></ul> |

**1. Introduction**

1.1 ICAO's Roadmap for the transition of AIS to AIM is outlined in three (3) phases and twenty-one (21) steps.

- Phase one - Consolidation; Refining, strengthening and implementation of existing standards.
- Phase two - Going Digital; the introduction of database-driven processes to improve the value of current products by improving their quality and availability for current users.
- Phase Three - Information Management; The application of Quality control processes, staff training and planning necessary for current and new products and services.

*Note: Step one is data quality monitoring and Step two is data integrity monitoring.*

1.2 Annex 15 section 3.6 states *“Quality management systems shall be implemented and maintained encompassing all functions of an AIS”*. Document 10066 PANS AIM chapter 3 gives the general requirements on the quality management system (QMS) related to aeronautical information management (AIM) processes and Document 9839 Manual on QMS for AIS was introduced in 2010 with the first edition published in 2022.

1.3 Quality-assured aeronautical data is a critical enabler in the continued evolution of Air Traffic Management. Safety and efficiency are driven by aeronautical data in the automation of aviation systems for aircraft operators, Air Navigation Service Providers and Airports Operators.

## **2. Discussions**

2.1 In 2012, the Trinidad and Tobago Civil Aviation Authority (TTCAA) established a dedicated unit within the Aeronautical Information Management (AIM) Department, under the Air Navigation Services Division (ANSD), to fulfil its regulatory responsibilities and comply with ICAO’s Quality Management System (QMS) requirements. In 2016, a QMS consultant with expertise in ISO 9000 standards was contracted to certify the AIM Department’s QMS. This effort culminated in the department achieving ISO 9001:2008 certification in 2017, with a successful transition to the ISO 9001:2015 standards in 2019.

2.2 In 2019, as part of TTCAA’s program for certifying the Air Navigation Services Provider (ANSP), the AIM Department achieved regulatory compliance status.

2.3 The AIM Department's ISO 9001:2015 certification is maintained through a contract with the accredited certification provider, Lloyd’s Register Quality Assurance (LRQA). The certification is valid for three years, during which two annual surveillance audits are conducted. These audits, scheduled for the first and second year of certification, ensure the QMS’s continued compliance with ISO 9001:2015 standards. Upon successful completion of these audits, the certification cycle recommences with a new certification audit. To date, the TTCAA has successfully completed three recertification audits and six surveillance audits, consistently demonstrating adherence to the required standards.

2.4 In 2024, the ANSD was certified as an ANSP by the TTCAA’s Safety and Regulatory Division. Scheduled and unscheduled audits will be conducted to ensure continued compliance with TTCAA regulations.

## **3. Conclusion**

3.1 ICAO's Global Air Navigation Plan (GANP) and Aviation System Block Upgrades (ASDUs) detail the ongoing and future advancements in civil aviation.

3.2 In order to facilitate the elements in ICAO’s GANP and ASDUs, effective utilisation of high-quality, data-centric aeronautical information is necessary to attain improvements in safety and efficiency; it is essential to implement processes for ensuring quality assurance and quality monitoring of aeronautical data.