



Agenda Item 3: Implementation of the Quality Management System in AIM units

**PROJECT G3 – IMPLEMENTATION OF THE
QUALITY MANAGEMENT SYSTEM IN AIM UNITS**

(Presented by the Secretariat)

SUMMARY	
This working paper presents the progress made by SAM States in attaining quality certification of their processes in AIM units.	
References: <ul style="list-style-type: none">• Annex 15 to the ICAO Convention.• SAM/AIM/4 Multilateral Meeting.	
ICAO Strategic Objectives:	<i>A - Safety</i> <i>C - Environmental protection</i>

1 Background

1.1 Regarding **Project G3 “Implementation of the Quality Management System in AIM units”**, whose description and GANTT appear in **Appendix A** to this working paper, significant progress has been made, and all project deliverables have been generated. There is only one activity pending completion in August 2013 on the certification report.

1.2 A Plan for the Implementation of the Quality Management System in Aeronautical Information Services was developed with respect to each article of ISO standard 9001:2008, the contents of each component, the framework for the implementation of the quality management system, the responsibilities of the various areas, and the actions to be carried out for its implementation.

1.3 The following QMS products were developed and approved in the region:

- a) QMS implementation plan.
- b) Procedures for QMS corrective and preventive actions.
- c) QMS internal audit procedure.
- d) Procedure for the control of AIS management system records.
- e) Procedure for drafting QMS documents.
- f) Procedure for the control of QMS non-conforming services/products.
- g) Procedures for the control of AIS management system documents.

2 Discussion

2.1 Based on the review of the status of implementation in the Region, it may be noted that the progress made by States since the SAM/AIM/4 meeting had been less than for the project. In this regard, States are encouraged to renew efforts towards completion of quality system implementation, and to certify the processes in their AIM units.

Analysis of the achievement of goals, based on Project G3 indicators/metrics

- Number of States with ISO 9001:2008 QMS certification.

2.2 At present, there are 5 States with QMS certification in the SAM Region: **Brazil, Chile, Ecuador, French Guiana, and Paraguay**. In early 2012, 4 States had been certified. Chile was re-certified under the new QMS standard, and Brazil completed the certification process.

Implementation progress achieved in 2012 and 2013 is as follows:

State	% implementation January 2012	% implementation May 2013	% progress
Argentina	30 %	30%	0%
Bolivia	30%	30%	0%
Brazil	75%	CERTIFIED	15%
Chile	CERTIFIED	RE-CERTIFIED	-
Colombia	70%	90%	20%
Ecuador	CERTIFIED		
French Guiana	CERTIFIED		
Guyana	0%	25%	25%
Panama	70%	70%	0%
Paraguay	CERTIFIED		
Peru	40%	50%	10%
Suriname	30%	35%	5%
Uruguay	90%	95%	5%
Venezuela	50%	50%	0%

3. Suggested action:

3.1 The States are invited to update the Implementation Table contained in this working paper, and take action as deemed appropriate with respect to the corresponding Project Description and GANTT shown in Appendix A.

APPENDIX A

SAM Region	PROJECT DESCRIPTION (DP)	DP N° G3	
<i>Programme</i>	Title of the Project	Start	End
<i>AIM</i> (ICAO Programme Coordinator: Roberto Arca Jáurena)	Assessment and development of QMS applied to AIM in SAM States Project coordinator: Oscar Dioses (Peru) Experts contributing to the Project: SAM/AIM IG David Díaz (Peru)	03/10/11	01/09/14
Objective	Implement guides applicable to the quality management system in a digital/electronic AIM environment in the SAM Region, based on the regional performance objectives of the SAM 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	50% of States with the ISO standard 9001:2008 implemented by 2013, and certified by 2014.		
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 GREPECAS PPRC 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 G1 “Implementation of the provision of electronic terrain and obstacle data e-TOD” and G2 “Implementation of Aeronautical Information Exchange Systems (AIXM)”.				
Project deliverables	Relationship with the performance-based regional plan (PFF)	Responsible party	Status of implementation*	Delivery date	Comments
Prepare surveys to establish the levels of compliance and implementation of AIM-QMS based on ICAO guides	PFF: SAM AIM/01	ICAO coordinator		25/11/11	Finalised as scheduled.
Circulate surveys to the States	PFF: SAM AIM/01	ICAO coordinator		17/02/12	Finalised as scheduled.
Collect and tabulate the information of the States	PFF: SAM AIM/01	ICAO coordinator		13/04/12	Finalised on 30/03/12.
Description of steps for QMS implementation.	PFF: SAM AIM/01	SAM/AIM/WG		30/03/12	Finalised as scheduled.

QMS self-assessment questionnaire	PFF: SAM AIM/01	David Diaz RLA/06/901		30/03/12	Finalised as scheduled.
Template with QMS assessment results	PFF: SAM AIM/01	David Diaz RLA/06/901		30/03/12	Finalised as scheduled.
QMS implementation plan	PFF: SAM AIM/01	David Diaz RLA/06/901		19/10/12	Finalised as scheduled.
QMS procedures and preventive actions.	PFF: SAM AIM/01	Oscar Dioses Peru		19/10/12	Finalised as scheduled.
QMS internal audit procedure.	PFF: SAM AIM/01	Oscar Dioses Peru		19/10/12	Finalised as scheduled.
Procedure for controlling AIS service management system records	PFF: SAM AIM/01	Oscar Dioses Peru		19/10/12	Finalised as scheduled.
Procedure for drafting QMS documents.	PFF: SAM AIM/01	Oscar Dioses Peru		19/10/12	Finalised as scheduled.
Service control procedure – QMS non-conforming products.	PFF: SAM AIM/01	Oscar Dioses Peru		19/10/12	Finalised as scheduled.
Procedures for controlling the documents of the AIS service management system.	PFF: SAM AIM/01	Oscar Dioses Peru		19/10/12	Finalised as scheduled.
SLA with service providers to ensure the quality of the information and the AIM data exchange.	PFF: SAM AIM/01	Juan J. González Uruguay		19/10/12	Finalised as scheduled.

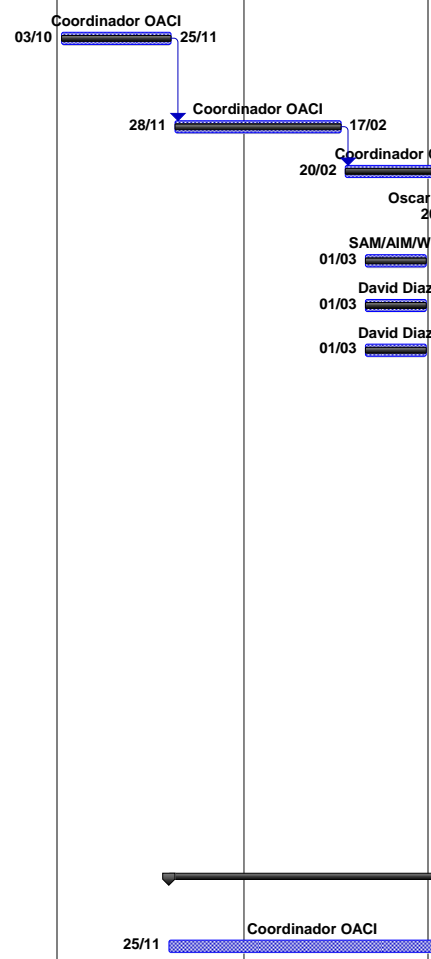
Collect certifications and produce report on the status of ISO 9001:2008 certifications in the SAM Region	PFF: SAM AIM/01	ICAO coordinator		01/09/14	
Resources required	Designation of experts in the execution of some of the deliverables. More commitment by States to support the designated coordinators and experts.				

- *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*

Timetable in MS Project with the tasks, sub-tasks, deliverables, and responsible parties

G3 - Implantación del sistema de gestión de calidad en las dependencias AIM en los Estados de la Región SAM / Implementation of QMS in AIM units in the SAM Region

ID	Nombre de tarea	Start	Finish	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			1st Quarter		
				Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
1	IMPLANTACIÓN DEL QMS EN LAS DEPENDENCIAS AIM DE LOS ESTADOS DE LA REGION SAM/IMPLEMENTATION OF QMS IN AIM UNITS IN THE SAM REGION	Mon 03/10/11	Mon 01/09/14															
2	✓ Identificar el nivel de implantación del QMS para la transición del AIS hacia la AIM en los Estados SAM/ Identify the level of QMS implementation for the AIS-AIM transition in the SAM Region	Mon 03/10/11	Thu 31/05/12															
3	✓ Preparar encuestas para establecer niveles de cumplimiento e implantación del QMS-AIM basados en las guías OACI/Develop surveys to determine status of QMS in AIM transition roadmap based on ICAO guidelines	Mon 03/10/11	Fri 25/11/11															
4	✓ Circular las encuestas a los Estados/ Deliver the questionnaires to the States	Mon 28/11/11	Fri 17/02/12															
5	✓ Recopilar y tabular la información de los Estados/collect data from States	Mon 20/02/12	Fri 13/04/12															
6	✓ Generar Informe de Implantación/Implementation Report	Fri 20/04/12	Thu 31/05/12															
7	✓ Descripción de pasos para implantar el QMS/ Step description to implement QMS	Thu 01/03/12	Fri 30/03/12															
8	✓ Cuestionario de auto evaluación QMS/ QMS Self evaluation Questionnaire	Thu 01/03/12	Fri 30/03/12															
9	✓ Planilla con Resultado de evaluación QMS/ evaluation Results Template	Thu 01/03/12	Fri 30/03/12															
10	✓ Desarrollar Plan de Acción en implantación del QMS -AIM SAM incluyendo cumplimiento del sistema AIRAC /Develop a SAM Action Plan to ensure QMS implementation in SAM Region, including compliance with AIRAC system	Mon 18/06/12	Fri 19/10/12															
11	✓ Plan de Implantación del sistema QMS/Plan of Implementation of the QMS system	Mon 18/06/12	Fri 19/10/12															
12	✓ Procedimientos de Acciones y preventivas del QMS/QMS CORRECTIVE AND PREVENTIVE ACTION PROCEDURE	Mon 18/06/12	Fri 19/10/12															
13	✓ Procedimiento de auditoría interna del QMS/QMS INTERNAL AUDIT	Mon 18/06/12	Fri 19/10/12															
14	✓ Procedimiento para el control de registro del Sistema de gestión del servicio AIS/CONTROL OF DOCUMENTS OF THE MANAGEMENT SYSTEM OF THE AIR	Mon 18/06/12	Fri 19/10/12															
15	✓ Procedimiento de elaboración de documentos del QMS/PROCEDURE FOR DRAFTING QUALITY MANAGEMENT SYSTEM	Mon 18/06/12	Fri 19/10/12															
16	✓ Procedimiento de control de servicios-Productos no conformes del QMS/PROCEDURE FOR CONTROLLING QMS NON-CONFORMING	Mon 18/06/12	Fri 19/10/12															
17	✓ Procedimientos para el Control de Documentos del Sistema de gestión de los Servicios AIS/CONTROL OF RECORDS OF THE AIS MANAGEMENT SYSTEM	Mon 18/06/12	Fri 19/10/12															
18	✓ Control sobre la certificación AIM-QMS obtenida por los diferentes estados / Control of the AIM/QMS Certification obtained by the States	Fri 25/11/11	Mon 01/09/14															
19	✓ Recopilar las certificaciones QMS-AIM ISO9001-2008/Collect ISO9001-2008 QMS/AIM Certifications	Fri 25/11/11	Mon 01/09/14															



G3 - Implantación del sistema de gestión de calidad en las dependencias AIM en los Estados de la Región SAM / Implementation of QMS in AIM units in the SAM Region

2nd Quarter			3rd Quarter			4th Quarter			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			1st Quarter			2nd Quarter			3rd Quarter			4th
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct

