International Civil Aviation Organization
North American, Central American and Caribbean Office

WORKING PAPER

C/CAR/DCA/14 — WP/34
29/04/15

Fourteenth Directors of Civil Aviation of the Central Caribbean Meeting (C/CAR/DCA/14)
Kingston, Jamaica, 11 to 13 May 2015

Agenda Item 4: Air Navigation Matters

4.2 **Review of the Implementation of Air Navigation under the NAM/CAR Regional Performance Based Air Navigation Implementation Plan (RPBANIP) and the Aviation System Block Upgrades (ASBU) Methodology**

4.2.2 Results and Progress of the North American, Central American and Caribbean Air Navigation Implementation Working Group (NAM/CAR ANI/WG)

RESULTS ON THE IMPLEMENTATION OF THE AERONAUTICAL INFORMATION MANAGEMENT (AIM) QUALITY MANAGEMENT SYSTEM (QMS)

(Presented by Dominican Republic)

EXECUTIVE SUMMARY

In this working paper we share the results and experience gained by the Dominican Institute of Civil Aviation (IDAC), in the implementation of a Quality Management System within the Aeronautical Information Management (QMS-AIM), through the standards based processes of the International Standardization Organization (ISO) and their impact on the users of the services.

Action:	It is recommended to take note of the conclusions
Strategic Objectives:	• Safety • Air Navigation Capacity and Efficiency
References:	• Annex 15 — Aeronautical Information Services • Doc 9839 — Quality Management System (QMS) for AIM Manual (Unedited Advance Version) • Port-of-Spain Declaration • NAM/CAR Regional Plan for the Implementation of Air Navigation Based on the Performance (RPBANIP)

1. Introduction

1.1 Since the year 2010, IDAC is certified under the ISO Standards 9001:2008, 14001:2004, on Quality Management and Environment Management and the OHSAS Standard 18001:2007, on Occupational Health and Safety Management Systems, used to successfully manage by processes all its activities.

1.2 One of this activities the Aeronautical Information Management (AIM), accomplishing what is established on Annex 15 of the International Civil Aviation Organization, about implementing a quality system, properly organized by procedures and processes that fulfil the requirements of quality in terms of precision, resolution and integrity.

1.3 The use of tools that facilitate the quality system in the AIM, has enabled the shaping of a unique system which incorporates coherently the new solutions to manage the elements of the integrated documentation, achieving this way, to increase the efficiency and effectiveness in the performance of the services.

2. Aspects Considered

2.1 The implementation of a quality system in the Aeronautical Information Management Department in IDAC starts with the declaration of the processes applied to the development of the Integrated Documentation of the aeronautical information. Taking as a reference the Standards and Recommended Practices (SARPs) and the requirements of the ISO Standards, for its proper implementation, we considered the following aspects:

- Development of measurement tools from the request of the providers of the aeronautical information, until its further production and publication.
- Declaration of new interfaces for mitigation of anomalies or non-compliances in the production process of AIM products.
- Identification, traceability and proper storage of the aeronautical data.
- Direct feedback from the users through internal and external communication channels.

2.2 Additionally the inclusion of the environmental and technical staff protection elements, in the development of the processes, can only be considered a positive addition, which can be seen in the good use given to the tools and materials available for their functions and the organizational climate reflected.

3. Benefits Obtained

3.1 The implementation of a functional quality system endorse, with its organized processes, the Aeronautical Information Management, promoting the continuous improvements in all of its activities. Within the proven benefits shown in the results of the processes reports and the control, monitoring and re-certification audits are:

- Timely delivering of the integrated documentation and all of the elements of the AIM.
- Compliance of the regulations and regional plans, driving the transition to AIM.
- Reduction on the impact to the environment in the activities of the distribution process of the aeronautical information.
- Development of new products and services
- Integration of measurement and control mechanisms in the process of development and distribution of the integrated documentation in the AIM.
- Acknowledge the compliance in the services requested through the customer satisfaction' surveys.

4. Conclusions

4.1 The implementation of a QMS-AIM is an essential part of the transition from the AIS to the AIM, as reflected in the strategies to accomplish the Regional Performance Objectives (RPO's), in the Regional Performance Based Air Navigation Implementation Plan of North America and the Caribbean (RPBANIP NAM/CAR).

4.2 Having established short and medium term goals to timely achieve the NAM/CAR Regions Plan, the delay in the implementation of an effective quality system by the States, might impact negatively in the consequent implementation, accordingly with the deadlines and goals, of the related modules of the Aviation System Block Upgrades (ASBU).

4.3 The Dominican Republic recommends taking into consideration the aspects described earlier and offer to the States all the experience acquired by its Specialists and the organizational best practices, for the improvement and harmonization of the administrative aspects that supports the implementation of the quality systems in the aeronautical information management systems of the region.

5. Suggested Actions

5.1 This meeting is invited to:

a) Take note on the information presented in this working paper.

b) Promote within the States the implementation of their quality systems based upon the RPO of Transition from AIS to AIM of the RPBANIP.

c) Recommend other actions deemed necessary for the implementation.

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