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When replying please quote:

Ref.: NT-N1-3.10, NT-N1-6 — **E.OSG - NACC59008**

27 January 2015

To: E/CAR States/Territories

Subject: **Invitation – Integrated Single Aeronautical Information Management (AIM) - Quality Management System (QMS) and Flight Planning Issues and Plans for AIM Transition Meeting/Workshop (QMS, FPL, AIM Transition Meeting/Workshop) St. John´s, Antigua and Barbuda, 14 to 18 March 2016**

Action

Required: 1) Transmittal by States of any additional items to the Provisional Programme by **19 February 2016**
2) Submission of documentation by the deadlines provided in this letter
3) Register participation by **25 February 2016**

Sir/Madam:

The Eastern Caribbean Civil Aviation Authority (ECCAA) and ICAO wish to invite your AIM staff to the Integrated Single Aeronautical Information Management (AIM) - Quality Management System (QMS) and Flight Planning Issues and Plans for AIM Transition Meeting/Workshop, to be convened at the Antigua and Barbuda Hospitality Training Institute, Dutchman's Bay, St. John's, Antigua and Barbuda, from 14 to 18 March 2016.

The focus of this workshop will be to address the AIM target as contained in the Port-of-Spain (PoS) Declaration with specific emphasis on quality Management. The PoS Declaration, under the heading Regional Air Navigation Targets – Aeronautical Information Management (AIM) Transition, identified a target where 100% of Aeronautical Information Services (AIS) are to implement AIM Roadmap –Phase 1 required elements by December 2016.

Phase 1 consists of four elements:

- World Geodetic System – 1984 (WGS-84) Implementation;
- AIRAC adherence monitoring;
- Monitoring of States' differences to Annexes 15 and 4; and
- Implementation of a Quality Management System (QMS)

It is anticipated the first three elements should pose little or no problem to implement throughout the Eastern Caribbean (E/CAR) area. In contrast, the implementation of an AIM QMS certified to ISO 9001:2008 standards presents a human resource challenge that most States in the E/CAR will not be able to overcome. It is for this reason that the Air Navigation Implementation Working Group (ANI/WG) Eastern Caribbean AIM Committee is pursuing the implementation of a single QMS in the area and hence the fundamental reason for this workshop.

This event will enhance the knowledge and understanding of participants as it relates to the requirements of a QMS that complies with the ISO 9000 Series of Quality Assurance Standards in the context of existing and future AIM products and services that will facilitate and enable the collection, processing, storing and timely availability of quality assured aeronautical information or data.

The main objectives of the Workshop are:

- Define the responsibilities and accountabilities with respect to AIM QMS
- Provide an overview of the requirements of a QMS
- Explain the importance of a QMS in the context of AIM
- Explain Quality Management principles and ISO 9001 Standard requirements
- Explain the procedure for handling non-conformities, corrective and preventive actions
- Explain the procedure for document and records control
- Review and agree on proposed amendments to the existing Letters of Agreement (LoAs) which will reflect the inclusion of QMS and other requirements
- Development and agreement of an Action Plan and an Implementation Schedule for States relating to QMS

The programme is designed for Eastern Caribbean AIS Specialists who will be required to operate in a QMS environment that covers all the processes and procedures established to ensure consistent quality of data to be provided to the PIARCO AIS/AIM Unit and that meets applicable statutory and regulatory requirements.

Given the requirements for the provision of data under a QMS, participants are requested to assist to the workshop prepared to identify the person(s) who will be the designated responsible authority for aeronautical information/data for the State. Participants are also requested to travel with a laptop computer.

The Provisional Programme of the event is at **Attachment A**. States wishing to submit proposals for the addition of items should do so by **19 February 2016**.

You are kindly requested to complete and return the Registration Form at **Attachment B** by e-mail for each participant by **25 February 2016**.

A list of recommended hotels for participants is at **Attachment C**. Participants are encouraged to make reservations directly with the hotel(s) in a timely manner. If you need local assistance please contact the coordinator, who can provide local information or assistance with making hotel reservations, if required:

Ms. Luana C. Isaac
Coordinator Aeronautical Information Services / Management
V. C. Bird Int'l Airport, Coolidge, St. John's, Antigua and Barbuda
Telephone: + (268) 562-5235
Cell phone: (268) 725-2897
E-mail: luana.isaac@ab.gov.ag

All event documentation and presentations will be placed in the Meetings Section of the ICAO NACC Regional Office website: <http://www.icao.int/NACC/Pages/default.aspx> as it becomes available. Taking into consideration the availability of documentation/presentations in electronic format, no hard copies will be distributed during the event.

Documentation and/or Presentations that your Administration/Organization may wish to submit/present at the event should be forwarded to this office by e-mail as soon as practicable in Microsoft Word/PowerPoint format.

If you require any further information regarding the event, please contact Ms. Luana C. Isaac, Coordinator Aeronautical Information Services/Management (luana.isaac@ab.gov.ag) or Mr. Raul Martinez, ICAO NACC Regional Officer, Aeronautical Information Management (rmartinez@icao.int).

Accept, Sir/Madam, the assurances of my highest consideration.



for
Melvin Cintron
Regional Director
North American, Central American and
Caribbean (NACC) Regional Office

Enclosure:

- A – Provisional Programme*
- B – Registration Form*
- C – Hotel Information*

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ECARStates-InvLetter.docx*

**ATTACHMENT A
PROVISIONAL PROGRAMME**

Time	Monday 14 March	Tuesday 15 March	Wednesday 16 March	Thursday 17 March	Friday 18 March
08:30 – 09:00	Registration	Review and agreement of the draft text for QMS portion of LOAs and other suggested additions or amendments	Review and comments on simplified procedure for Control of documents and records	Review of the Document and Record control procedure	Requirements for phases 2 and 3 of the Transition to AIM
09:00 – 09:30	Opening Ceremony & Photo				
09:30 – 10:30	Discussion on the <i>Port-of-Spain</i> Declaration AIM Targets	Review of simplified procedure for non-conformities, corrective and preventive actions	Review and comments on simplified procedure for Control of documents and records (cont.)	Editing of the Document and Record control procedure	Presentation by Frequentis
10:30 – 11:00	Coffee break				
11:00 – 12:30	Presentation on Quality Management (QM) principles and ISO 9001 Standard requirements	Review of simplified procedure for non-conformities, corrective and preventive actions (cont.)	Review of simplified procedure for non-conformities, corrective and preventive actions (cont.)	Discussion and agreement of monitoring of States' QMS by POCs and PIARCO AIM Department (Quality Assurance Unit)	Confirmation and agreement of the Implementation Plan and Schedule for States (including Action Items and deadlines for States)
12:30 – 13:30	Lunch time				
13:30 – 15:00	Presentation on Quality Management (QM) principles and ISO 9001 Standard requirements (cont.)	Discussion of Filed Flight Plan (FPL) dissemination issues	Review of simplified procedure for non-conformities, corrective and preventive actions (cont.)	Review of LOAs to include monitoring activities	Any other business
	Review and clarification of the information provided in the questionnaire				
15:00 – 15:15	Coffee break				
15:15 – 16:30	Verification of QMS Points of Contact (PoCs) (for inclusion in Letters of Agreement (LoAs))	Discussion of Filed Flight Plan (FPL) dissemination issues (cont.)	Agreement and editing of LOAs	Discussion and Development of an Implementation Plan and Schedule for States	Closing



ICAO

ATTACHMENT C

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

INFORMATION PAPER

QMS, FPL, AIM Transition Workshop
26/01/16

**Integrated Single Aeronautical Information Management (AIM) - Quality Management System (QMS)
and Flight Planning Issues & Plans for AIM Transition Meeting/Workshop**
St. John's, Antigua and Barbuda, 14 to 18 March 2016

GENERAL INFORMATION

(Presented by the Secretariat)

1. Event Venue and Dates

The Integrated Single Aeronautical Information Management (AIM) - Quality Management System (QMS) and Flight Planning Issues & Plans for AIM Transition Meeting/Workshop will be hosted by Antigua and Barbuda. The Meeting will be held at the Antigua and Barbuda Hospitality Training Institute, Dutchman's Bay, St. John's, Antigua and Barbuda, from 14 March to 18 March 2016.

2. Name of the Meeting's Coordinator and Assistant, Address and Contact Numbers

Ms. Luana C. Isaac
Coordinator Aeronautical Information Services / Management
V. C. Bird Int'l Airport, Coolidge, St. John's, Antigua and Barbuda
Telephone: + 268 562-5235 Cell: 268 725-2897
E-mail: luana.isaac@ab.gov.ag

3. Participants Registration

Delegate's registration will take place on Antigua and Barbuda Hospitality Training Institute, Dutchman's Bay, St. John's, Antigua and Barbuda on 14 March 2016, from 08:30 to 9:00 hours.

4. Opening Ceremony

The opening ceremony will begin at 09:00 hours. Kindly submit registration forms by **25 February 2016**.

5. Language

The event will be conducted in English; no simultaneous interpretation will be provided.

5. Accommodation

The recommended hotels are listed as follows:

Hotel	Contact Information	Rates Information
Halcyon Cove by Rex Resorts Dickenson Bay St. John's Antigua	Debbie Scholar Tel: 268 462-0256 Email: timeshare@hch.rexresorts.travel	All Inclusive Package (Breakfast, Lunch, Afternoon Snack, Dinner and drinks) Single Room US \$135.00 per night. Double Room US \$180.00 per night. Transportation will be provided to conference venue.
Ocean Point Resort & Spa Hodges Bay St. John's Antigua	Rossana Ferrari Tel: 268 562-8330 Email: info@oceanpointantigua.com	All Inclusive Package (Breakfast, Lunch, Afternoon Snack, Dinner and drinks) Single Room US \$209.70 per night. Transportation will be provided to the conference venue.
Tradewinds Hotel & Restaurant St. John's Antigua	Ms. Gordon Tel: 268 462-1223	Room Only US \$183.76 per night Room w/Breakfast US \$202.12 per night Transportation will be provided to the conference venue.

For hotel reservations a valid credit card number with expiration date must be provided.

6. Antigua and Barbuda Weather

During the month of March the temperature in Antigua and Barbuda ranges from 25°C (76.8°F) to 30°C (87°F). The average humidity is 73.2%.

7. Money Exchange

The Eastern Caribbean Dollar is the national currency (\$1.00 USD = \$2.67XCD).

8. Credit Cards

The international credit cards that are usually accepted in shopping centres, hotels and restaurants are: MasterCard and Visa.

9. Local Transportation

The recommended mean of transportation is a taxi. You will find taxis at the concierge desk at the hotels, as well as the airport arrival terminal.

10. Hospitals

If necessary, emergency services are available by calling the Mount St. John's Medical Centre at Michael's Mount, telephone: (268)

11. Commercial Working Hours

Commercial working hours in the city are from 08:30 to 17:00 hours, approximately. Banks are open from Monday to Thursday 08:00 to 14:00 and on Friday from 08:00 to 16:00 hours.

12. Electricity

120 and 220 volts are the hotel standard. If higher voltage is required, please request information at hotel registration.

13. Visa Requirements

Visa requirements shall be verified at the Antigua and Barbuda embassies and consulates.

14. Other

The tax normally charged on purchases is 15%; the price shown includes applicable taxes. Tips in restaurants are at your discretion; however, 10-15% is the average.

- END -