



OACI

L'AVIATION UNIE

# Atelier USOAP sur la méthode de surveillance continue (CMA)

## Module 3

Cadre en ligne (OLF) de la CMA et système de notification électronique des différences (EFOD)



Emplacement/date

# Contenu

- **Aperçu du cadre en ligne (OLF) de la CMA**
- **Fonctionnalités des modules de l'OLF**
- **Mise à jour du système EFOD**

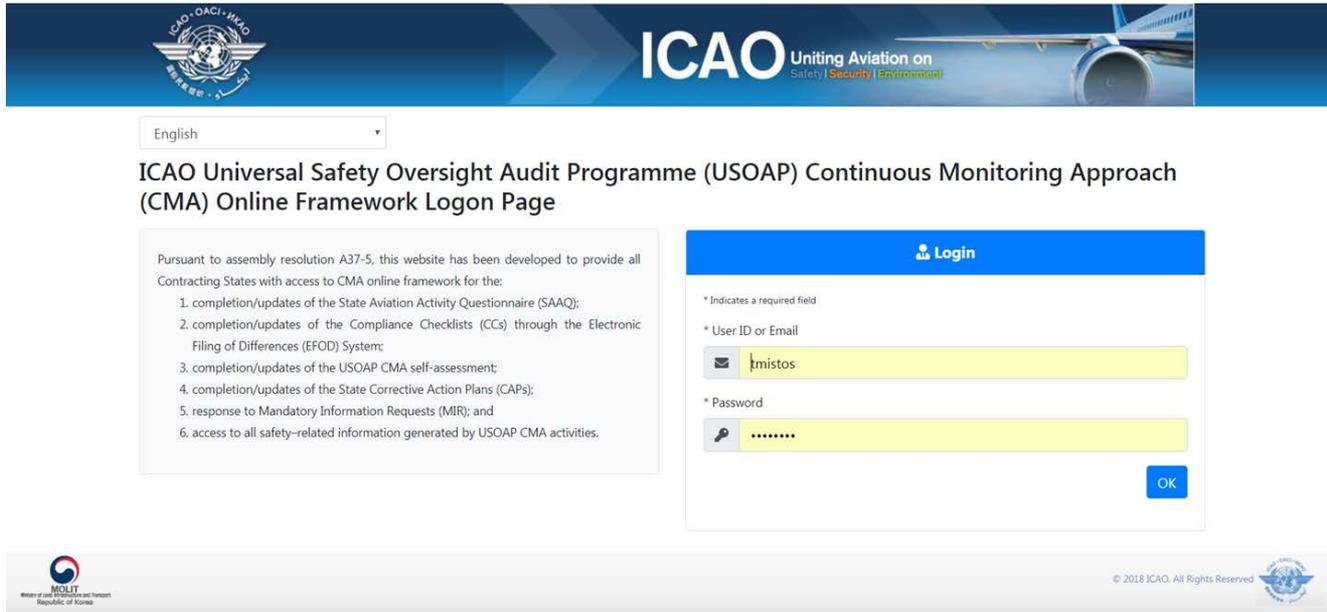


# Aperçu du cadre en ligne (OLF) de la CMA



- ❑ **Le cadre en ligne de la CMA est une suite d'applications web intégrées et de systèmes de bases de données centralisés qui permet :**
  - 1) la collecte** des renseignements et de la documentation sur la sécurité reçus de différentes sources ; et
  - 2) la surveillance et la communication** des activités de supervision de la sécurité par l'OACI et les États membres.

# Accès au site web à accès restreint USOAP de l'OACI ([www.icao.int/usoap](http://www.icao.int/usoap))



The screenshot shows the ICAO website header with the logo and the text "ICAO Uniting Aviation on Safety | Security | Environmental". Below the header is a language dropdown menu set to "English". The main heading reads "ICAO Universal Safety Oversight Audit Programme (USOAP) Continuous Monitoring Approach (CMA) Online Framework Logon Page".

Pursuant to assembly resolution A37-5, this website has been developed to provide all Contracting States with access to CMA online framework for the:

1. completion/updates of the State Aviation Activity Questionnaire (SAAQ);
2. completion/updates of the Compliance Checklists (CCs) through the Electronic Filing of Differences (EFOD) System;
3. completion/updates of the USOAP CMA self-assessment;
4. completion/updates of the State Corrective Action Plans (CAPs);
5. response to Mandatory Information Requests (MIR); and
6. access to all safety-related information generated by USOAP CMA activities.

The login form includes a "Login" button, a required field indicator, and two input fields: "User ID or Email" (containing "tmistos") and "Password" (containing "\*\*\*\*\*"). An "OK" button is located at the bottom right of the form.

MOLIT  
Ministry of Land, Infrastructure and Transport  
Republic of Korea

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# Modules de l'OLF

ICAO Universal Safety Oversight Audit Programme (USOAP) Continuous Monitoring Approach (CMA) - STATE OPTIONS Home Log Out

Tom Mistos, Canada 

Canada

### Latest News

First Previous **1** 2 3 Next Last

**State Safety Programme (SSP) Protocol Questions (PQs) are posted.**  
June 18, 2018 11:55  
The State Safety Programme (SSP) Protocol Questions (PQs) are now available on the USOAP CMA Online [Read More](#)

**Resolved issue with the e-Supplement and CC/EFOD reports**  
May 24, 2018 8:51  
Please note that the problems experienced with CC/EFOD reports has been resolved. We apologize for [Read More](#)

**Fixed issue with EFOD "Validate" button.**  
April 19, 2018 15:49  
We have fixed the issue that was reported concerning the "Validate" button being deactivated. All [Read More](#)

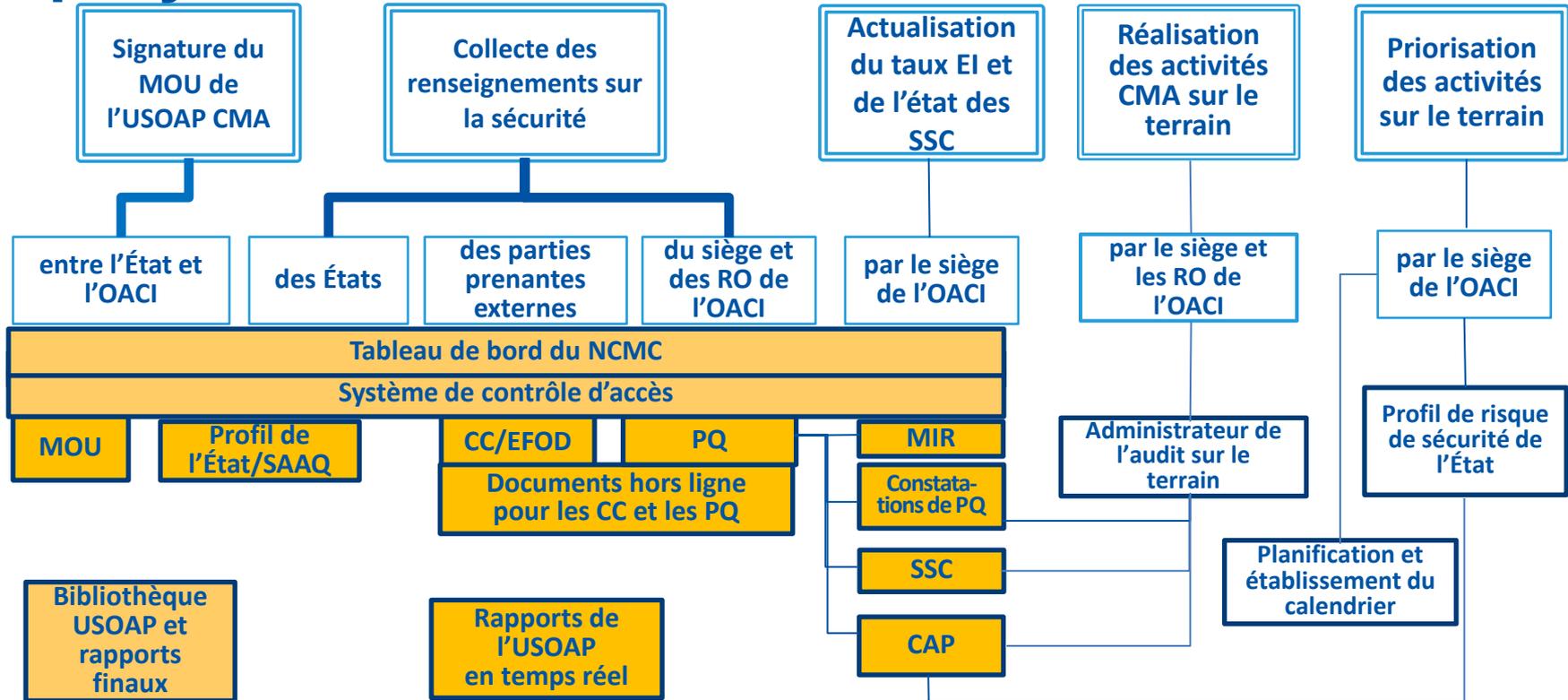
 State Dashboard	 SAAQ	 Self-Assessment	 CC / EFOD
 User Management	 CAP	 PQ Findings	 E-Supplements
 Significant Safety Concerns	 USOAP Reports	 USOAP Live Charts	 MIR
 Tutorials & Help	 CMA Library	 Feedback	 CC/EFOD Reports

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# Fonctions de l'OLF pour les États

- 1) Gérer les comptes d'utilisateur de l'OLF.
- 2) Tenir le SAAQ et les CC/EFOD à jour.
- 3) Présenter les mises à jour de CAP et/ou les progrès en réponse aux constatations de PQ.
- 4) Effectuer une auto-évaluation à partir des PQ.
- 5) Donner suite aux MIR.

# Aperçu des fonctionnalités de l'OLF



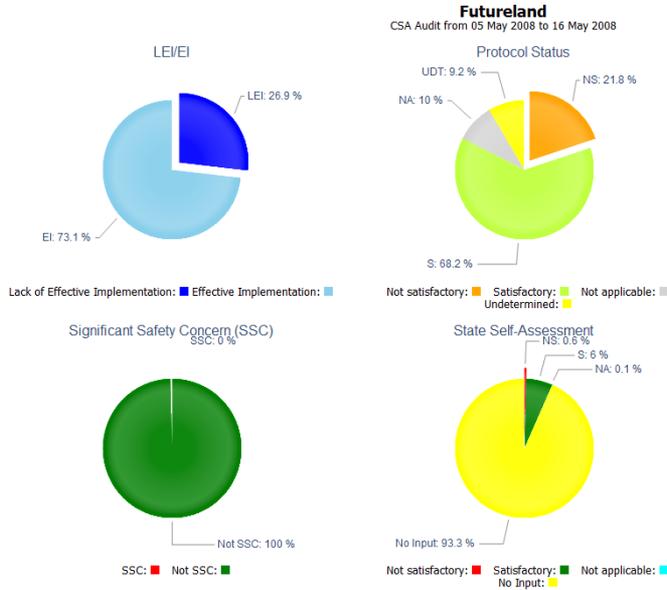


# Fonctionnalités des modules de l'OLF

# Tableau de bord des États (*State dashboard*)

## Les États (NCCMC) peuvent consulter :

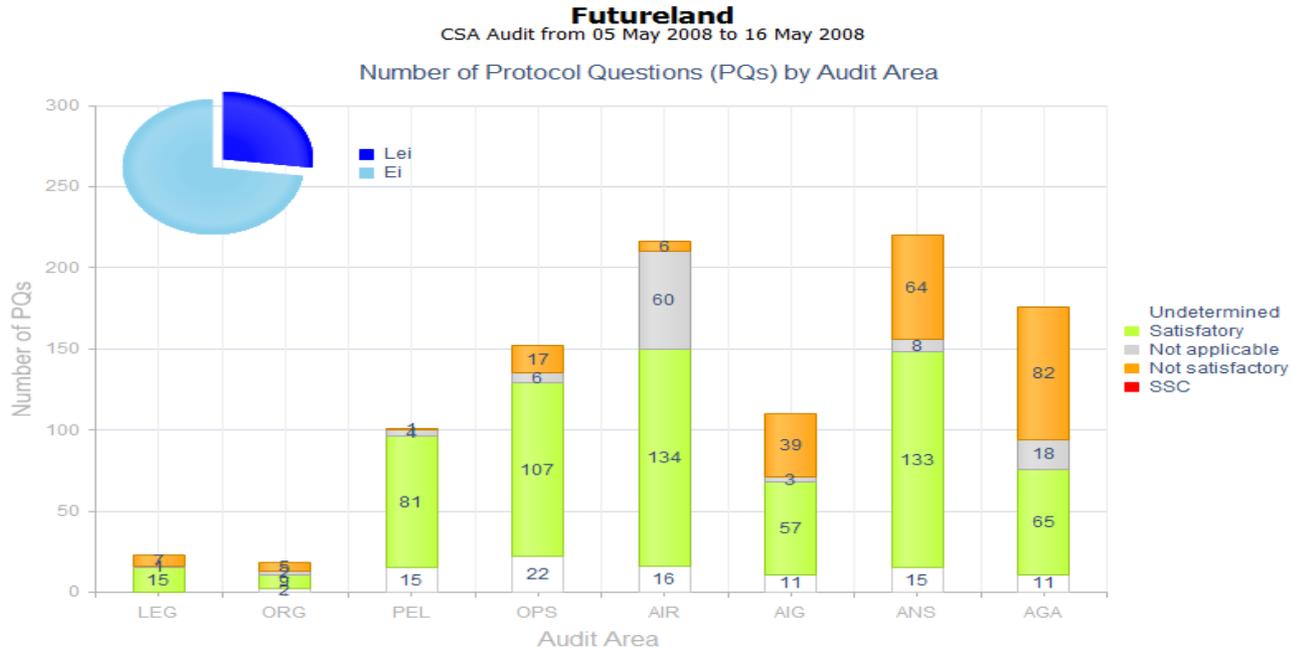
State Dashboard



# Tableau de bord des États (*State dashboard*) (suite)

## Les États (NCCMC) peuvent consulter :

State Dashboard



## Contrôle d'accès (*Access control*)

- ❑ **Les NCMC** ont le plein contrôle des comptes d'utilisateur pour l'État, notamment ils :
  - émettent des comptes d'utilisateur supplémentaires ;
  - désactivent les comptes d'utilisateur qui expirent ; et
  - établissent les droits et autorisations d'utilisateurs individuels.

*Note.*— Pour les questions relatives à l'Annexe 9, veuillez s.v.p. coordonner avec la Section de la facilitation (FAL)/Direction du transport aérien (ATB).

- ❑ **Les utilisateurs individuels**

- gèrent les renseignements contenus dans le profil de l'utilisateur ; et
- personnalisent le mot de passe.

*Note.*— Si vous n'êtes pas un NCMC et souhaitez avoir accès à l'OLF, veuillez communiquer avec le(s) NCMC de votre État.



## Contrôle d'accès (*Access control*) (suite)

### ❑ Le compte d'utilisateur

- ✓ Se compose de l'identification (ID) de l'utilisateur et d'un mot de passe.
- ✓ Aucun duplicata d'ID ou d'adresse de courriel n'est accepté.

### ❑ Droits d'accès

- ✓ Trois types: limité, en lecture seule (*read-only*) et lecture/écriture (*read/write*).
- ✓ CC/EFOD : les droits d'accès peuvent être accordés selon l'Annexe.
- ✓ Les droits d'accès peuvent être accordés pour les domaines d'audit sélectionnés dans chacun des 4 modules de l'OLF : Auto-évaluation, CAP, Constatations de PQ et MIR.

# Questionnaire sur les activités aéronautiques de l'État (SAAQ)

## □ Les États

✓ remplissent et actualisent le profil de l'État et le SAAQ.

Tom Motos, CANG



**ICAO** Uniting Aviation on  
Safety | Security | Environment

English | SAAQ | State Report | Offline Mode

Introduction  
[Part 0 - State Profile](#)  
Part 1 - Legislation  
Part 2 - Organization  
Part 3 - Personnel Licensing  
Part 4 - Aircraft Operations  
Part 5 - Airworthiness of Aircraft  
Part 6 - Aircraft Accident and Incident Investigation  
Part 7 - Air Navigation Services  
Part 8 - Aerodromes and Ground Aids

**STATE USER INFORMATION**

State User ID :	4583
State name :	CANG
SAAQ Part Answers recorded on :	04/2012 9:26:22 PM
Time to take the SAAQ part :	30 minutes, 13 secs
Last modified on :	11/4/2016 4:53:44 PM
Last modified by :	Rerrington Low

Page 1

State Aviation Activity Questionnaire - CMO/OMSF-007-09C  
CMA SAAQ Profile Page

Provide the name, title and address of the person(s) designated as the State coordinator(s) with respect to the ICAO Universal Safety Oversight Audit Programme (USOAP) (National Continuous Monitoring Coordinator (NCMC)).

Name:

Title:

SAAQ



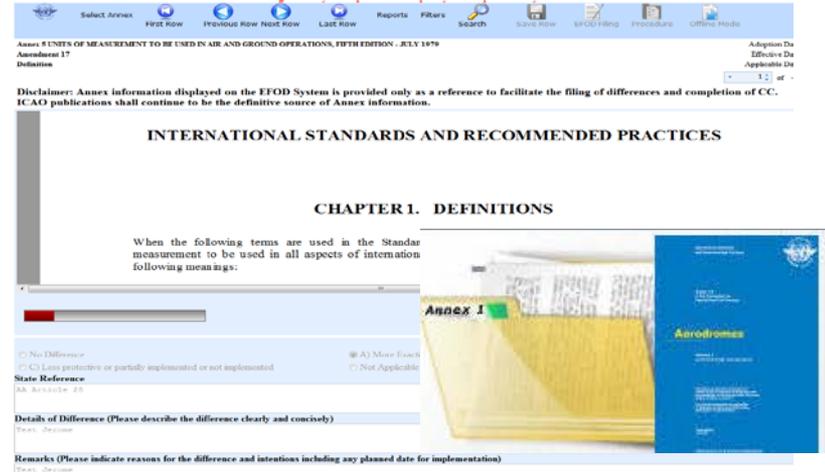
# Liste de vérification de conformité / Système de notification électronique des différences (CC/EFOD)

## ❑ Les États

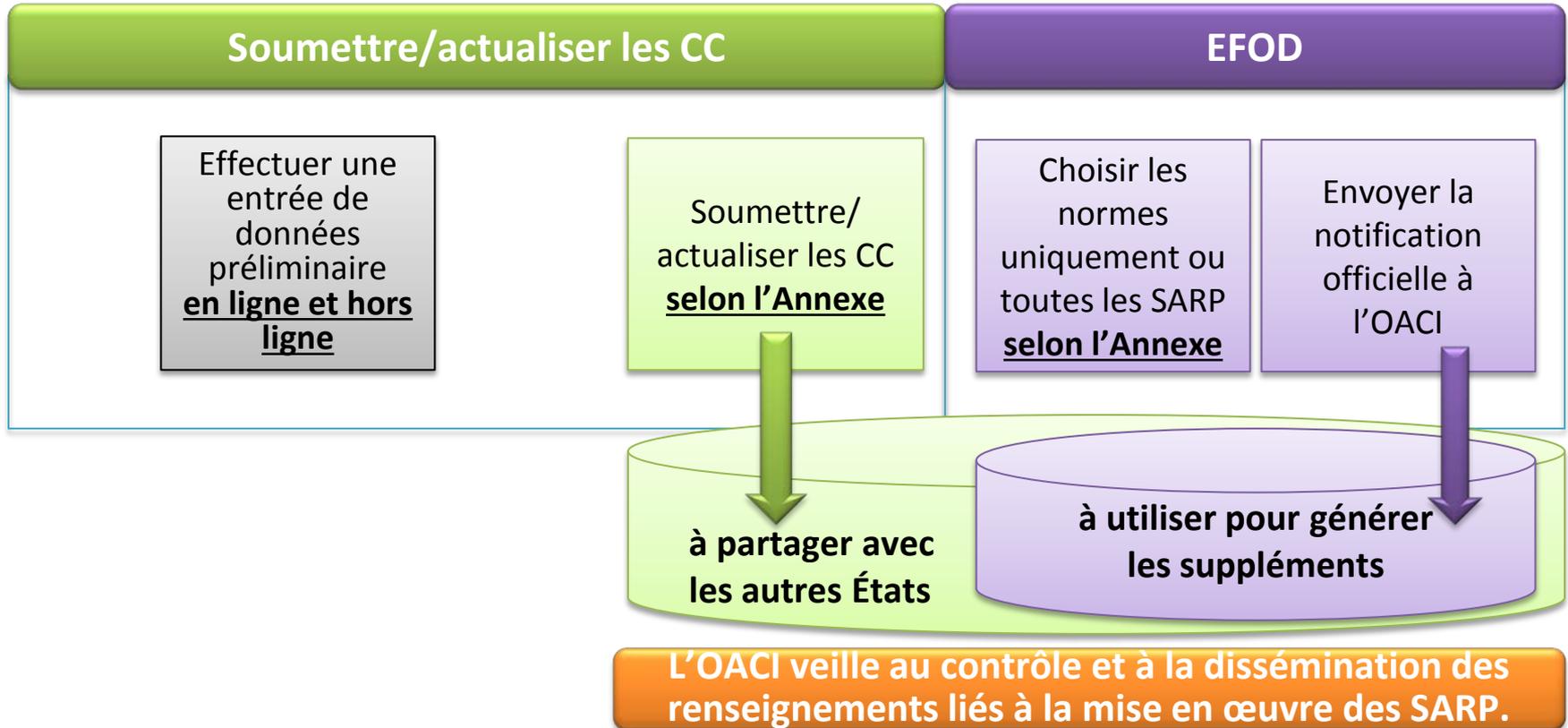
- ✓ Indiquent la conformité et/ou les différences par rapport aux SARP (de manière détaillée).
- ✓ En conformité avec l'Article 38 de la Convention de Chicago et le MOU de la CMA.

## ❑ L'OACI

- ✓ Examine et surveille le niveau de conformité globale et les différences.
- ✓ Génère les suppléments électroniques (*E-supplements*).



The screenshot displays the EFOD System interface. At the top, there is a navigation bar with buttons for 'Select Annex', 'FIRST ROW', 'PREVIOUS ROW', 'NEXT ROW', 'LAST ROW', 'Reports', 'Filters', 'Search', 'Save Row', 'EFOD Filing', 'Procedure', and 'Offline Mode'. Below the navigation bar, the text reads: 'Annex 5 UNITS OF MEASUREMENT TO BE USED IN AIR AND GROUND OPERATIONS, FIFTH EDITION - JULY 1978 Amendment 17 Definition'. A disclaimer states: 'Disclaimer: Annex information displayed on the EFOD System is provided only as a reference to facilitate the filing of differences and completion of CC. ICAO publications shall continue to be the definitive source of Annex information.' The main content area shows the title 'INTERNATIONAL STANDARDS AND RECOMMENDED PRACTICES' and 'CHAPTER 1. DEFINITIONS'. Below this, it says: 'When the following terms are used in the Standard measurement to be used in all aspects of international following meanings:'. There are two columns of radio buttons for selection: 'No Difference', 'Less protective or partially implemented or not implemented', 'More Exact', and 'Not Applicable'. Below the selection area, there are fields for 'State Reference', 'Details of Difference (Please describe the difference clearly and concisely)', and 'Remarks (Please indicate reasons for the difference and intentions including any planned date for implementation)'. On the right side of the screenshot, there is a yellow folder icon labeled 'Annex 1' and a blue folder icon labeled 'Aerobromes'.



## Document en format Microsoft Word

- ❑ Cette fonction est disponible uniquement pour les NCMC.
  - Une fois le document en format Microsoft Word téléchargé, les données sont verrouillées dans le système EFOD.
  - Pour que les utilisateurs puissent modifier les données en ligne, le NCMC devra télécharger le document en format Microsoft Word ou déverrouiller les données.

**Electronic Filing of Difference System Export Tool**

[Return to CC/EFOD](#)

**Please Note :**

This export feature is utilized for the completion of the EFOD/CC system offline, Annexes which are exported will be locked as "read Only - Exported" until the State has imported the State's data back into the system.

Annexes marked as "Read Only - Exported" can be manually overridden by the NCMC.

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\* You have read and understand the above notice.

[Next>](#)

(Page 1 of 3)



# Auto-évaluation

## ❑ Les États

- ✓ Cherchent et examinent les PQ sélectionnées.
- ✓ Effectuent une **auto-évaluation** de leur système de supervision de la sécurité :
  - Actualisent le niveau de mise en œuvre des PQ (S/NS/NA) et présentent les preuves.
  - Soumettent le niveau de mise en œuvre des nouvelles PQ.
  - **Joignent les preuves documentaires.**

## ❑ L'OACI

- ✓ Tient les PQ à jour.
- ✓ Actualise le niveau de mise en œuvre des PQ des États sur la base des **activités CMA les plus récentes.**
- ✓ Génère le taux de mise en œuvre effective (EI) de l'État.

## Vérification par les États

- ❑ En avril 2011, conformément à la lettre aux États AN 1/1-11/28, les États ont été priés de bien vouloir :
  - ✓ Reconnaître le système EFOD comme autre moyen de signaler les différences par rapport à toutes les Annexes (sauf l'Annexe 17).
  - ✓ Vérifier et confirmer dans le système EFOD les données déjà saisies au moyen des listes de vérification de conformité (CC) dans le cadre de l'USOAP.
- ❑ Les États utilisent maintenant le bouton *Validation* pour notifier leurs différences.
- ❑ À ce jour, 103 États ont notifié leurs différences au moyen du système EFOD.

# Auto-évaluation (suite)

**Chercher une PQ**

Status of Implementation  Audit Area  Audit Area Group  Critical Element  Critical Element Group  SSC 
PQ/Finding No.  [Clear](#)

**Sélectionner une PQ**

**Niveau de mise en œuvre actualisé par l'OACI – En lecture seule**

4.001 OPS CE-2 N/S	Has the State promulgated aircraft operations regulations to enable the State to implement the provisions of ICAO Annex 6?
4.003 OPS CE-2 N/S	Has the State developed and implemented procedures for the amendment of its enabling regulations?
4.005 OPS CE-2 N/S	Has the State developed and implemented a procedure for identifying and notifying differences, if any, to ICAO?
4.007 OPS CE-2 N/A	If the State has adopted aircraft operations regulations from another State, has it developed and implemented a procedure for ensuring that these regulations comply with ICAO Annex 6 initially and on an ongoing basis subsequent to an Annex amendment or an amendment by the originating State?
4.009 OPS CE-2 S	Are copies of the aircraft operations enabling regulations (including directives, orders, circulars, publications, etc.) applicable in the State readily available to the public?
4.011 OPS CE-2 S	Has the State published in the AIP, Part 1 GEN, significant differences between its operating regulations and practices and related ICAO SARPs and procedures to ensure users have ready access to this information.
4.021 OPS CE-3 S	Has the State established an organizational structure for aircraft operations e.g. directorate/department/ division/section/office for the certification of commercial air transport operations?
4.023 OPS CE-5 S	Has the State established and documented procedures for coordination on certification, licensing and approval activities with other relevant areas such as airworthiness of aircraft and/or personnel licensing?

Page size:       Displaying page 1 of 18, items 1 to 8 of 141

[N](#) [P](#) [1](#) of 18 [P](#) [1](#) [2](#) [3](#) [4](#) [5](#) ...

**Auto-évaluation par les États**

Reply to Protocol Question  Status of Implementation  CSA Audit Finding  SSC

Activity  Start Date  End Date  Report Publication Date

Description:

Hungary has promulgated aircraft operations regulations in the form of the Ministerial Decree No. 20 of 2002, which is based on the Joint Aviation Requirements (JAR) Operations (OPS). However, this Decree brings into force the JAR OPS through its Amendment 2; while in practice, Hungary applies some of the later JAR OPS amendments (the latest being amendment 13). Not all provisions of ICAO Annex 6 are reflected in the national regulations.

Progress Documented:

Evidence:

**Télécharger/joindre les preuves**

Reply to Protocol Question  Status of Implementation  Last Modified  [Click To View CAP](#)

Remarks:

Evidence:

Attach evidence (e.g. PDF or XPS), limited to 10 files and maximum of 10 MB per file

## Demande d'informations obligatoires (MIR)

Manage MIR.



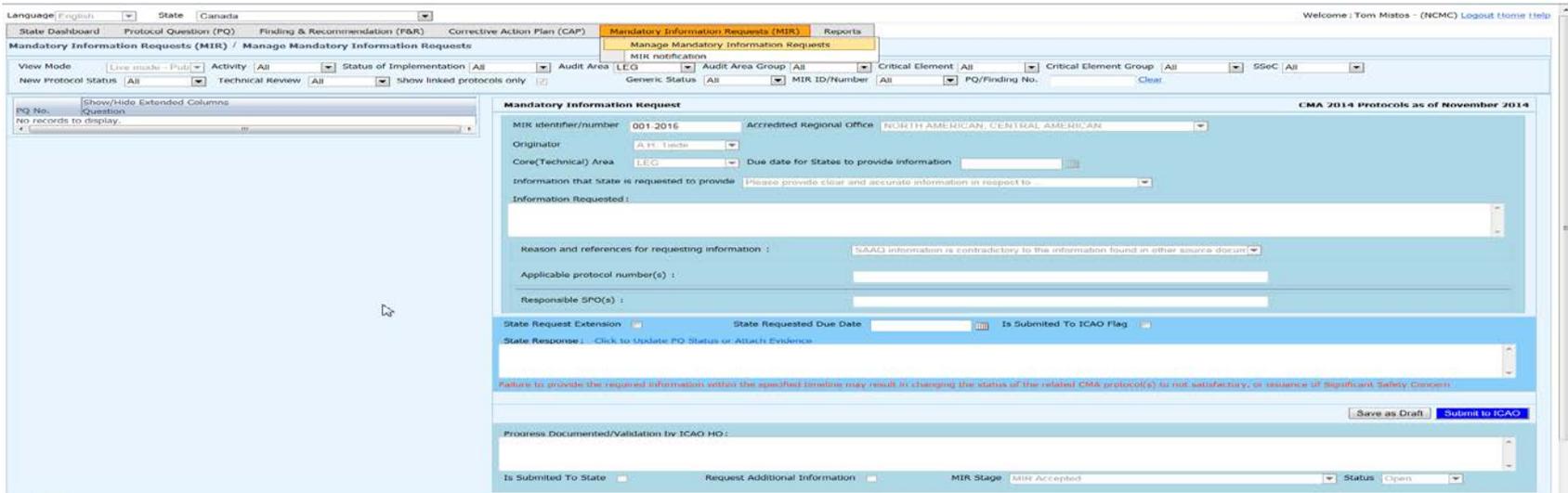
### ❑ L'OACI

- ✓ Demande aux États de soumettre des renseignements et de la documentation spécifiques.
- ✓ Fournit les renseignements suivants lors de l'émission d'une MIR :
  - les PQ pertinentes ;
  - le(s) motif(s) de la MIR et les références associées ; et
  - la date limite pour présenter les renseignements requis.
- ✓ Consigne les résultats de l'examen des renseignements soumis.
- ✓ Actualise l'état de la MIR (close/ouverte/convertie en constatation/SSC).

## MIR (suite)

### ❑ Les États

- ✓ Répondent en soumettant les preuves requises.
- ✓ Présentent les renseignements et/ou la documentation requis.
- ✓ Demandent un report de la date limite liée à la MIR.



The screenshot displays the 'Mandatory Information Request (MIR)' management interface. The top navigation bar includes 'Language: English', 'State: Canada', and 'Welcome: Tom Matos - (NMC) Logout Home Help'. The main menu shows 'Mandatory Information Requests (MIR)' as the active section. The interface is divided into several sections:

- Filters:** Includes 'View Mode' (Live mode - Public), 'Activity' (All), 'Status of Implementation' (All), 'Audit Area' (LEG), 'Audit Area Group' (All), 'Critical Element' (All), 'Critical Element Group' (All), 'SSEC' (All), 'Generic Status' (All), 'MIR ID/Number' (All), and 'PQ/Finding No.' (Clear).
- Mandatory Information Request Form:**
  - MIR identifier/number:** 001.2016
  - Accredited Regional Office:** NORTH AMERICAN, CENTRAL AMERICAN
  - Originator:** A.H. - 1 sects
  - Core(Technical) Area:** LEG
  - Due date for States to provide information:** [Empty field]
  - Information that state is requested to provide:** Please provide clear and accurate information in respect to [Empty field]
  - Information Requested:** [Empty text area]
  - Reason and references for requesting information:** SAAG information is contradictory to the information found in other source docum [Empty field]
  - Applicable protocol number(s):** [Empty field]
  - Responsible SPO(s):** [Empty field]
  - State Request Extension:** [Checked]
  - State Requested Due Date:** [Empty field]
  - Is Submitted to ICAO Flag:** [Checked]
  - State Response:** Click to Update PQ Status or Attach Evidence [Empty field]
  - Progress Documented/Validation by ICAO HQ:** [Empty field]
  - Buttons:** Save as Draft, Submit to ICAO
  - Footer:** Is Submitted To State [Checked], Request Additional Information [Checked], MIR Stage: MIR Accepted, Status: Open

## Plan d'actions correctrices (CAP)

### ❑ Les États

- ✓ Cherchent et examinent les constatations de PQ émises à un État.
- ✓ Examinent les CAP présentés au cours du cycle d'audits CSA.
- ✓ Présentent ou mettent à jour un CAP, en réponse à une constatation de PQ, qui comprendra :
  - une liste des mesures correctrices proposées ;
  - les bureaux chargés des mesures à prendre ;
  - les dates prévues de mise en œuvre (jj/mm/aaaa) ; et
  - les dates révisées de mise en œuvre, au besoin.
- ✓ Fournissent des rapports d'avancement réguliers sur la mise en œuvre d'un CAP, y compris :
  - le niveau d'avancement (%) pour chaque mesure proposée ;
  - la date d'achèvement ; et
  - les preuves justificatives (et références).



# CAP (suite)

**List of Not Satisfactory PQs**

**Sélectionner une PQ**

1.009  
LEG  
CE-2  
CAP:  
0%  
CAP fully addresses the finding.

Has the State established procedures for the amendment of its specific regulations taking into consideration existing ICAO provisions and future amendments to ICAO Annexes?

1.015  
LEG  
CE-1  
CAP:  
0%  
CAP fully addresses the finding.

Has the State primary aviation legislation established clear delegation of authority to the head of the civil aviation organization(s)?

1.021  
LEG  
CE-1  
CAP:  
0%  
CAP fully addresses the finding.

Does the primary aviation legislation make provisions for the delegation of authority and the assignment of corresponding responsibility to the CEO to develop, issue and revise operating regulations and rules consistent with the provisions of the Annexes to the Chicago Convention?

1.025  
LEG  
CE-2  
CAP:  
0%  
CAP fully addresses the finding.

Has the State established and implemented procedures for identifying and notifying differences, if any, to ICAO?

1.029  
LEG

If the State has adopted regulations from another State, has it established and implemented a procedure for ensuring that these

**Protocol Finding**

**Constatation établie par l'OACI – En lecture seule**

Activity: CSA Audit Start Date: 05/07/2007 End Date: 16/07/2007 Report Publication Date: 30/04/2008

Description:  
South Africa has established procedures for the amendment of its specific regulations and for the identification and notification to ICAO of differences existing between the ICAO SARPs and South Africa's regulations and practices. However,  
1) the established procedures do not ensure the systematic and timely amendment of national regulations in line with the provisions of the ICAO SARPs.  
Progress Documented:

**CAP présenté par l'État**

**Corrective Action Plan, Action Items: 16/12/2011**

+ Add new record

Step	Proposed Action	Action Office	Evidence Reference	Est.Imp.Date	Rev. Imp. Date	Date of Completion	Refresh
1	Verify compliance of regulations with Annexes - Action office: SACAA/DOT/ SAWS - Estimated Implementation Date: 31 May 2008 Amend regulations to incorporate the amendments of the Annexes. - Action office: SACAA/DOT/ SAWS - Estimated Implementation Date: 31 December 2008 Review and adapt the regulations amendment process to ensure that amendments to Annexes are made in an effective and timely manner. - Action office: DOT & SACAA - Estimated Implementation Date: 31 May 2008 Review liaison with all agencies (SACAA, ATNS, ACSA, SAWS, ICASA, SAR) in Annex amendment notification and responses and amend procedures to ensure effectiveness. - Action office: DOT & Agencies - Estimated Implementation Date: Completed Review liaison with all agencies (SACAA, ATNS, ACSA, SAWS, ICASA, SAR) in the identification and notification of differences and amend procedures to ensure effectiveness. - Action office: DOT & Agencies - Estimated Implementation Date: 30 April 2008 Identify regional differences in Regional Supplementary Procedures and incorporate into South African regulations. - Action office: SACAA, ATNS - Estimated Implementation Date: 31 December 2008 Publish existing significant differences with the Annexes in the AIP. - Action office: SACAA - Estimated Implementation Date: Completed						Not started

**Corrective Action Plan**

Est.Imp.Date: Rev. Imp. Date: Date Of Completion: Progress Status: 0%

State Comment: 31/01/2013 Save As Draft Click to Update PO Status or Attach Evidence

Submit to ICAO

## CAP (suite)

### ☐ L'OACI

- ✓ Consigne l'état correspondant à l'examen du CAP (p. ex. en cours ou achevé).
- ✓ Consigne les résultats de l'examen du CAP proposé et ajoute des observations.
- ✓ Surveille l'avancement de la mise en œuvre du CAP.

PQ No.	Show/Hide Extended Column Question
1.009 LEO CE-2 CAP-1 9% CAP fully addresses the finding.	Has the State established procedures for the amendment of its specific regulations taking into consideration existing ICAO provisions and future amendments to ICAO Annexes?
1.010 LEO CE-1 CAP-1 9% CAP fully addresses the finding.	Has the State primary aviation legislation established clear delegation of authority to the head of the civil aviation organization(s)?
1.012 LEO CE-1 CAP-1 9% CAP fully addresses the finding.	Does the primary aviation legislation make provisions for the delegation of authority and the assignment of corresponding responsibility to the CEO to develop, issue and revise operating regulations and rules consistent with the provisions of the Annexes to the Chicago Convention?
1.025 LEO CE-2 CAP-1 9% CAP fully addresses the finding.	Has the State established and implemented procedures for identifying and notifying differences, if any, to ICAO?
1.029 LEO	If the State has adopted regulations from another State, has it established and implemented a procedure for assurance that these

**Protocol Finding**

Reply to Protocol Question:  Status of Implementation:  CSA Audit Finding: LEG02 SSC

Activity: CSA Audit Start Date: 06/07/2007 End Date: 16/07/2007 Report Publication Date: 20/04/2008

Description:  
South Africa has established procedures for the amendment of its specific regulations and for the identification and notification to ICAO of differences existing between the ICAO SARs and South Africa's regulations and practices. However,  
1) the established procedures do not ensure the systematic and timely amendment of national regulations in line with the Program Documented.

**Corrective Action Plan, Action Items: 16/12/2011**

Step	Proposed Action	Action Evidence	Est. Imp. Date	Rev. Date	Date of Completion	Progress
1	Verify compliance of regulations with Annexes - Action office: SACAA/DO7/SAVWS - Estimated Implementation Date: 31 May 2008 - Amend regulations to incorporate the amendments of the Annexes. - Action office: SACAA/DO7/SAVWS - Estimated Implementation Date: 31 December 2008 - Review and adapt the regulations amendment process to ensure that amendments to Annexes are made in an effective and timely manner. - Action office: DOT&GACA - Estimated Implementation Date: 31 May 2008 - Review liaison with all agencies (SACAA, ATNS, ACSA, SAVS, ICASA, SAR) to Annex amendment notification and responses and amend procedures to ensure effectiveness. - Action office: DOT & Agencies - Estimated Implementation Date: Completed. - Review liaison with all agencies (SACAA, ATNS, ACSA, SAVS, ICASA, SAR) on the identification and notification of differences and amend procedures to ensure effectiveness. - Action office: DOT & Agencies - Estimated Implementation Date: 30 April 2008 - Identify regional differences in Regional Supplementary Procedures and incorporate into South African regulations. - Action office: SACAA, ATNS - Estimated Implementation Date: 31 December 2008 - Publish existing significant differences with the Annexes in the ADP. - Action office: SACAA - Estimated Implementation Date: Completed					Not started

**Corrective Action Plan**

Est. Imp. Date:  Rev. Imp. Date:  Date of Completion:  Progress Status: 0%

State Comment: 31/05/2011 [Save as Draft](#) [Click to Update PO Status or Attach Evidence](#)

[Submit to ICAO](#)



## Rapports de l'USOAP

### ☐ Rapports finaux (statiques)

- ✓ Les rapports finaux des activités menées depuis le premier cycle USOAP.
- ✓ Publiés conformément à l'échéancier préétabli après une activité.

ICAO UNIVERSAL SAFETY OVERSIGHT AUDIT PROGRAMME (USOAP)  
Continuous Monitoring Approach (CMA)

**FINAL REPORT  
OF THE USOAP CMA AUDIT  
OF THE  
CIVIL AVIATION SYSTEM  
OF  
THE KINGDOM OF CAMBODIA**

*(5 to 15 December 2016)*

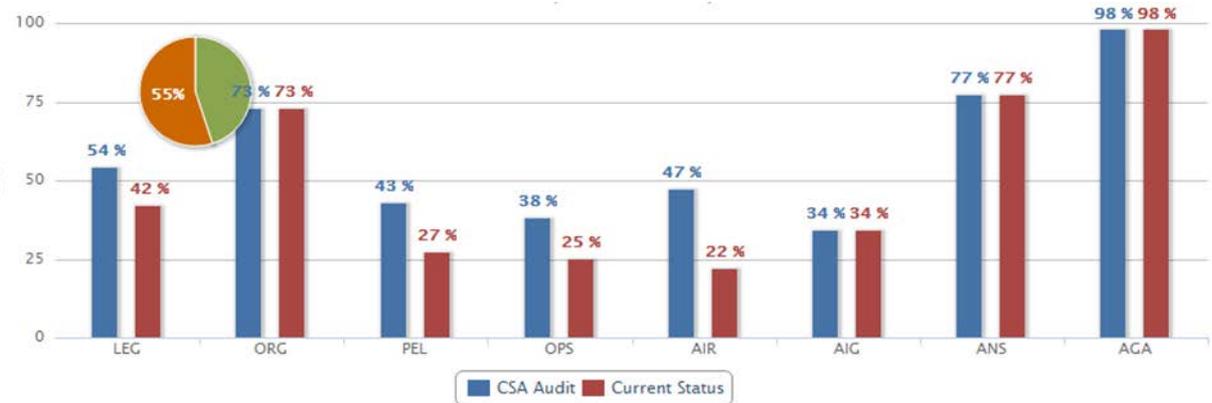


International Civil Avi



## Tableaux USOAP en temps réel

- ✓ Illustrations graphiques dynamiques des données USOAP.
- ✓ Fondés sur les activités en ligne et/ou sur le terrain les plus récentes pour chaque domaine d'audit/EC.



Note. — En cliquant sur cette icône, on vous demandera de vous connecter au site web du [portail de l'OACI](#) (compte d'utilisateur différent), où le rapport se trouvera dans iSTARS.

## Bibliothèque CMA (*CMA Library*)

### □ Une bibliothèque centralisée de documents liés à l'USOAP CMA, y compris :

- a) les notes de travail de l'Assemblée et du Conseil ;
- b) le Doc 9734 — *Manuel de supervision de la sécurité* et le Doc 9735 — *Manuel du Programme universel d'audits de supervision de la sécurité — Surveillance continue* ;
- c) le MOU générique approuvé par le Conseil ;
- d) les copies maîtresses des PQ et du SAAQ;
- e) les lettres aux États et bulletins électroniques ; et
- f) l'horaire d'activités de l'USOAP CMA.



## Retour d'information (*Feedback*)

### Les États

- ✓ Rendent compte des préoccupations et communiquent les demandes d'information concernant l'OLF.

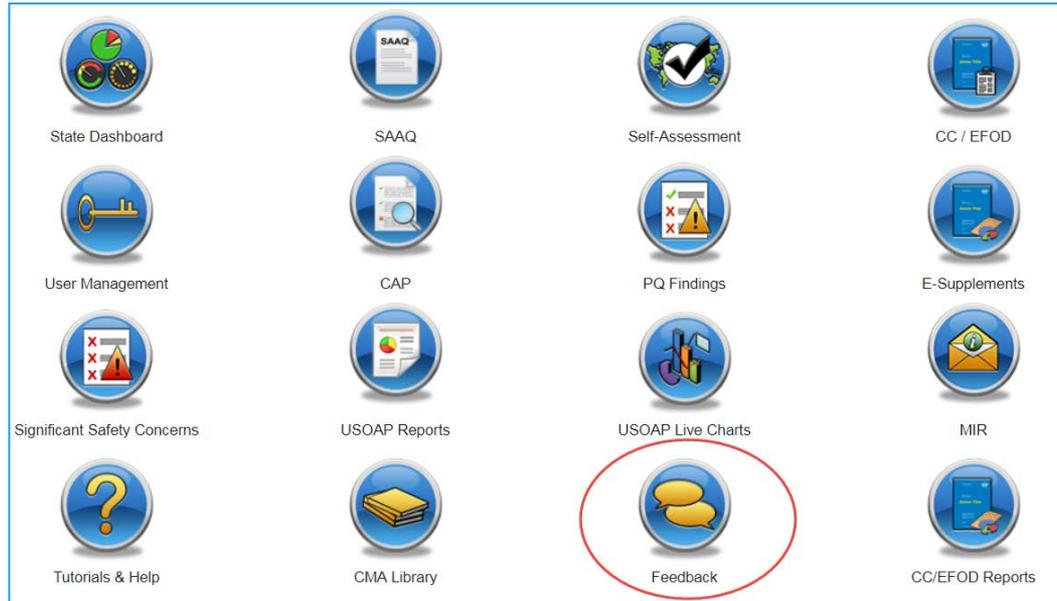
### L'OACI

- ✓ Assure le suivi et la gestion de la résolution de toutes les préoccupations communiquées.



## Retour d'information (*Feedback*)

- Accessible à partir de la page d'accueil ou de la barre de menu



State Dashboard ▾ Self-Assessment ▾ PQ Findings ▾ Corrective Action Plan (CAP) ▾ Mandatory Information Requests (MIR) ▾ User Management ▾ Reports ▾ Feedback ▾

## Retour d'information (*Feedback*)

Feedback List [Refresh](#) [+ Add New](#)

Feedback	Effective Date
No records to display.	

The **Feedback Request** allows a state to make a request to ICAO for further clarifications the state might have. Various categories are available to further assist ICAO in handling the Feedback Request properly.

- i** **Categories available are:**
1. General Comment
  2. Improvement Request
  3. Bug Fix Request

Feedback Category	Date	Priority
General Comment ▼	31/01/2019	Low ▼
Title/Subject		
<input type="text"/>		
Description		
<input type="text"/>		
Attachment	<input type="text"/> <a href="#">Select</a>	<a href="#">Upload</a>

[Submit](#)

User	Generic Final Status	Implementation Date
John Glavind ▼	Open ▼	31/01/2019
Description		
<input type="text"/>		

# Bilan

- **Aperçu du cadre en ligne (OLF) de la CMA**
- **Fonctionnalités des modules de l'OLF**
- **Mise à jour du système EFOD**





# ICAO

North American  
Central American  
and Caribbean  
(NACC) Office  
Mexico City

South American  
(SAM) Office  
Lima

ICAO  
Headquarters  
Montréal

Western and  
Central African  
(WACAF) Office  
Dakar

European and  
North Atlantic  
(EUR/NAT) Office  
Paris

Middle East  
(MID) Office  
Cairo

Eastern and  
Southern African  
(ESAF) Office  
Nairobi

Asia and Pacific  
(APAC) Sub-office  
Beijing

Asia and Pacific  
(APAC) Office  
Bangkok



# MERCI