



International Civil Aviation Organization

**AFI PLANNING AND IMPLEMENTATION REGIONAL GROUP
SIXTEENTH MEETING (APIRG/16)
(Kigali, Rwanda 19-23 November 2007)**

Agenda Item 4 : AFI Regional Air Navigation Planning and Implementation Issues

4.4 Aeronautical Meteorology:

Implementation of Quality Management Systems within the ASECNA Region

(Presented by ASECNA)

SUMMARY

This working paper presents the situation of the implementation of quality systems management in view of the provision of aviation meteorology information to ASECNA. It dwells on the Agency's efforts and the plans of installing such a system in the ASECNA Zone.

Action required from the meeting is in item 3 of this paper.

References

- APIRG 15 Report
- **XVth OMM Congress , Rés.7.4/1 (Cg-XV) and Rés. 7.4/2 (Cg-XV)**
- Report of the MET/SG8

1. INTRODUCTION :

1.1 The inception of a quality management system in the provision of meteorological information to air navigation is among the challenges facing the AFI region, which were discussed at the APIRG 15 and the XVth OMM Congress. Conclusion 8/14 of the MET/SG/8 meeting emphasized the need to support States within the region to achieve the establishment of quality management systems.

Given the fact that quality is:

- An international requirement as defined by the International Standards Organisation (ISO) , through the establishment and implementation of a well organized management system ;
- A requirement of services supplied to the international civil aviation as defined by ICAO and WMO (through the introduction of new requirements in annex 3 to the Chicago Convention and WMO Technical Regulations (C.3.1 in November 2001)

2. DISCUSSION :

2.1 BACKGROUND

ASECNA, as an air navigation service provider, has to implement a quality management system as required by the various users. The requirement has been translated into the Agency's Policy Declaration on Quality. The Agency is taking the following steps to establish a quality management system for aeronautic meteorology services:

- ✓ 13 quality processes dealing with meteorological assistance in air navigation have been developed and validated but their integration into a fully organized system is yet to be achieved;
- ✓ A workshop was held in November 2006 on the Introduction of a Quality Management System of aeronautic meteorological service provision. The workshop organized by ASECNA with the technical support from ICAO, was attended by nearly thirty participants including Heads of Technical Department of Meteorology and a number of meteorological officers.

The aim of the workshop was to provide participants with a set of processes and procedures for the implementation of a quality management system recommended by ICAO and WMO appropriate to be followed-up by ASECNA in its system. Attached is the list of conclusions and recommendations.

2.1 ANALYSIS

The situation reveals that the Agency is making efforts to develop a quality management system for aeronautic meteorology services in order to be in line with relevant international norms; Conclusions and recommendations made during the workshop on the introduction of a quality management system of aeronautic meteorology services in ASECNA are in agreement with Conclusion 8/14 of the MET/SG/8 meeting.

The technical assistance of WMO and ICAO would be needed and advised in the implementation of these Conclusions and Recommendations.

3. Action required by APIRG :

3.1 The meeting is expected to :

- take note of information in this working paper,
- recommend that ASECNA's activities concerning the implementation of quality management for the provision of aviation meteorological information be reflected in the report of the APIRG 16 meeting.
- urge WMO and ASECNA to provide assistance to the countries of the AFI region (in compliance with Conclusion 8/14 of the Eighth Meeting of the Meteorology Sub-Group (MET/SG/8) for the establishment of quality management systems for aeronautic meteorology.

**WORKSHOP ON THE INTRODUCTION OF QUALITY ASSURANCE IN AERONAUTIC
METEOROLOGY SERVICES**
(Dakar, Senegal, 6th November 2006)

Conclusions and recommendations

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4.1. Structure specification

The meeting defined the structure of these discussions as a response to clients' needs and requirements in agreement with the rules and regulations.

Regulatory framework

The meeting carefully listened to presentations by the Officer in Charge of Quality in the ASECNA Directorate and by ICAO's Regional Deputy Director.

The workshop noted with great interest the Quality Policy advocated by ASECNA's Managing Director. It therefore totally adheres to this frame of mind geared at meeting the needs and requirements of clients in general and those of the aeronautical meteorology in particular.

4.2. Discussions

At the end of fruitful discussions on the strategy needed to implement the General Manager's guidelines on aeronautic meteorology quality services, the meeting:

- ✓ Noted that the introduction of the "quality" method in aeronautic meteorology services is now an international regulatory requirement and not just a method of improving deliveries;
- ✓ Indicated its adherence to this qualitative method for the Agency's aeronautic meteorology services in compliance with OMM and ICAO recommended standards and practices;
- ✓ Noted that one day's working session was not enough time to examine such a topic, and this meant that basic notions related to the topic were not fully understood;

Some of the emerging aspects during the sharing, included the need to promote a conducive working environment through :

- ✓ enhanced communication with user;
- ✓ an improved coordination with local meteorology administrations;
- ✓ an improved activity coordination with the Agency's internal structures through service agreements
- ✓ enhanced exploitation and optimization of available resources.

4.3. Recommendations

At the end of the discussions, the meeting made the following recommendations to the Agency :

Recommendation 1: Development of a reference framework

The development of a reference framework having the mission of leading the implementation process of the quality method relating to aeronautic meteorology services in compliance with ICAO and OMM guidelines on the matter, and with the appraisal of the Agency's quality mission.

Recommendation 2: Appointment of Focal Points

On this topic, one Focal Point has been appointed at the Headquarters of the Meteorology Department and one in each main meteorology center (MMC). Both will be members of the reference framework.

Recommendation 3: Focal points training

The organisation of training for focal points on business culture in agreement with international norms on quality method to enable them fulfill their mission in their respective structures. The workshop also made the following recommendations as regards the focal points :

Recommendation 4: Sensitization Sessions

Focal points should organise sensitization sessions for their colleagues in their respective entities on the stakes and importance of a business culture.

Recommendation 5: Missions of a reference framework

Their mission should be to implement a quality method in agreement with the new concept of ISO norms, namely :

- ✓ specification of clients' needs and expectations
- ✓ establishment of a strategy to enable the implementation of international requirements and the Managing Director's guidelines on quality
- ✓ processes and responsibilities specification
- ✓ Implementation through an evaluation of ressources (human, materials etc...)
- ✓ la définition des processus et responsabilités ;
- ✓ la mise en œuvre par l'évaluation des ressources (humaines, matériels etc...);
- ✓ measuring efficiency through actual performance indicators
- ✓ validation

Noting that in the past the various initiatives taken on this subject were never followed up, the meeting recommended:

Recommendation 6: Application of the recommendations

The Agency's quality mission should incorporate in its records the effective implementation of the recommendations made by this workshop.