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# AIM PROJECT 1

*Assessment and development of QMS applied to AIM in AFI states*

*Presented by Kenya*



# *Assessment and development of QMS applied to AIM in AFI states*

## INTRODUCTION

### ❖ *Purpose.*

To present updates on the progress made in AIM project 1 on levels of implementation of QMS applied to AIM in the AFI region.

### ❖ *Metrics*

Percentage of AFI States with ISO 9001: 2015 with a goal of having 60% of AFI States implement by December 2023.



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- ❖ As a continuation of APIRG Project 2019/001, the steering committee during their 22<sup>nd</sup> meeting of the AFI plan approved the establishment of an “AIM Go-Team for the AFI region to enhance AIM Project 1 mechanisms.
- ❖ *Member states contributing to the project are:  
Angola, Botswana, Senegal, Gambia, Nigeria, Tanzania, Mozambique, Ghana, Mali, South Africa, Uganda, Cote d’Ivoire, ASECNA, IATA and Kenya ( PTC)*



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## 2 DISCUSSION

### *2.1 scope*

- ❖ To implement guides applicable to QMS in a digital/electronic AIM environment in AFI region.
  
- ❖ The Project focuses on assessment and identification of implementation levels associated with Quality management in AIM services in the region and draft an action plan.



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### *2.2 Actions undertaken*

- ❖ A questionnaire was developed and circulated by the secretariat via state letter ref ES AN 1/6 – 0018 dated 29<sup>th</sup> January 2021 for states to complete by the end of March 2021.
- ❖ States are encouraged to continuously take measures as necessary for the effective and active attendance of their experts in the APIRG IIM Project activities. ( APIRG 23 Conclusion 23/18)



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- ❖ Eleven (11) States took the survey as follows:  
Botswana, Mozambique, Madagascar, Kenya, Uganda, Tanzania, Angola, South Africa, Nigeria, Zambia and Ghana
- ❖ ASECNA shared an ISO certificate with the PTC indicating that all its Member States are ISO 9001:2015 certified.
- ❖ Nine (9) indicated that they are ISO 9001:2015 certified while Angola and Ghana indicated that they are not ISO certified



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- ❖ Ghana indicated that there is an AIM quality manual and an AIM Quality policy in place even though the State is not ISO certified.
- ❖ The State has signed a contract with a certifying body to begin the process.
- ❖ Angola hasn't started the process yet.
  
- ❖ The two States requested for assistance from ICAO to implement QMS in AIM.
  
- ❖ Zambia indicated that the organization is ISO certified, but doesn't have a AIM Quality Manual and AIM Quality policy in place.



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- ❖ The State requested for assistance in technical training from ICAO.

### *Analysis of the survey:*

- ❖ Implemented QMS in AIM - 25 States (52%) –*(inclusive of ASECNA Member States)*
- ❖ Not implemented -2 states (4%)
- ❖ Not known – 21 States (44%)



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### *2.3 Challenges and solutions*

- ❖ Slow rate of response to the questionnaire.
- ❖ States not receiving the State letter circulating the questionnaire.
- ❖ More than one person taking up the questionnaire providing contradicting information.
- ❖ PTC not receiving feedback as agreed during the meeting.
- ❖ Lack of participation by team Members.



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### *2.4 Way forward*

- ❖ Conduct Follow up on States who have not undertaken the survey to do so.
- ❖ Follow up on ambiguous/contradicting information from States for clarifications.
- ❖ Conduct follow up to ensure QMS maintenance.
- ❖ Conduct survey to check effectiveness of QMS in States



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### *3.0 Action by the meeting*

#### *3.1 The meeting is invited to:*

- ❖ Note the information provided in this working paper.
- ❖ Discuss and conclude the rolling out of Go-Teams activities for the States that have expressed need for assistance in the implementation of QMS in AIM.
- ❖ Encourage States to consider virtual visits due to the air travel restrictions due to the COVID-19 pandemic.
- ❖ Encourage States that have not taken the survey to do so to enable the Project establish levels of implementation.



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### *3.2 Draft Conclusion/Decision 4/XX : Guidance on the implementation of AIM Go team activities in AFI States*

That :

For effective implementation of AIM Go-Team activities in AFI region;

- a) the Secretariat provides the project with guidance on the implementation as per the APIRG 23 Conclusion 23/23.
- b) ICAO to provide resources to facilitate the implementation process.
- c) States to nominate focal points to the PTC for effective coordination and implementation of the project.



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THANK YOU