**INTERNATIONAL CIVIL AVIATION ORGANIZATION**

**Fourth Meeting of the APIRG Infrastructure and Information Management Sub-Group (IIM/SG4)**

*(Virtual, 31 August -3 September 2021)*

*Agenda Item 4: Update of the regional projects implementation*

**WP4.1A - AIM PROJECT.1:** *Assessment and development of QMS applied to AIM in AFI States*

*Presented by Kenya*

| SUMMARY |
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| This working paper outlines the status of AIM PROJECT 1 activities in AFI region with the aim of supporting States in the implementation of Quality Management Systems (QMS) in a digital/electronic AIM environment.<br><br>Action by the meeting in paragraph 3 |
| **REFERENCE(S):**<br><br>• APIRG 23 AND RASG –AFI/6 CONCLUSION 23/23<br><br>• APIRG/22 AND RASG-AFI/5 CONCLUSION 1/05<br><br>• APIRG 20 REPORT APPENDIX 4.4.8-E1<br><br>• APPENDIX-A TO DP-7(A)<br><br>• APPENDIX B TO DP7(A)<br><br>• AFI PLAN QMS IMPLEMENTATION |
| **Related ICAO strategic objective(s)**<br><br>A-Safety<br>B-Air navigation capacity and efficiency<br>D-Economic development of Air transport<br><br><br>**KPIs**<br><br>   i.   Percentage of States with ISO 9001:2015 certification.<br>  ii.   Effectiveness of the QMS applied in AIM<br> iii.   Effectiveness of the Organization/Departments processes. |

iv.    Number of major non-conformities from external audits.

**Concerned ASBU B0 Modules:**

PIA 2: Globally interoperable systems and data – through globally interoperable system-wide information management


**Service improvement through digital Aeronautical Information Management**

BO – DATM

Initial introduction of digital processing and management of information through:
- AIS/ AIM implementation,
- Use of Aeronautical Information Exchange Model (AIXM),
- Migration to electronic Aeronautical Information Publication (eAIP)
- Better quality and availability of data.

## 1. INTRODUCTION

1.1    AIM Project 1 was created with the aim of carrying out guides applicable to the Quality Management System (QMS) in a digital/electronic AIM environment in the AFI Region based on the regional performance objectives of the AFI performance-based implementation plan. The metrics for evaluation is the Percentage of AFI States with ISO 9001:2015 QMS certification with a goal of having 60% of States with the ISO standard 9001:2015 implemented by December 2022, and certified by 2023.

1.2    During the AFI steering Committee meeting that was held in Kampala, Uganda on the 15th of May 2019, an approval was given for an AIM project to support States in the implementation of QMS in a digital/electronic AIM environment through the establishment of an "AIM Go-Team for the AFI region".

1.3    Expert 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)

## 2. DISCUSSIONS

2.1    During the IIM/SG3 meeting which took place virtually in October 2020, it was recommended that for effective and efficient coordination of the IIM Project activities in the region, the Secretariat distributes the survey questionnaire to States by 31 January 2021 and for States to respond before 31 March 2021.States were encouraged to continuously take the necessary measures for the effective and active attendance of their experts in the APIRG IIM Projects activities. (APIRG/23 Conclusion 23/18)

2.2    The project documentation was presented to the Secretariat for adoption during the meeting and the questionnaire to states was shared via State letter Ref: ES AN 1/6 -0018 dated 29 January 2021.

2.3    Eleven (11) States responded to the survey as follows:

Botswana, Mozambique, Madagascar, Kenya, Uganda, Tanzania, Angola, South Africa, Nigeria, Zambia and Ghana. However, ASECNA shared an ISO certificate with the PTC indicating that all its member States are ISO 9001:2015 certified.

2.4  Out of the Eleven (11) States that took up the survey, Nine (9) indicated that they are ISO certified being at stage 2 of implementation while two (2) indicated that they are not ISO certified. (Angola and Ghana.)

2.5  Angola indicated that the process of certification has not yet started in the State and requested for assistance from ICAO to familiarise with ISO standards and also to implement QMS in AIM.

2.6  Ghana indicated that the State is not ISO certified but has got an AIM Quality manual and AIM quality policy. The State has signed a contract with the certifying body to begin the certifying process. However they requested for assistance from ICAO by providing the State with experts to help in the certification process.

2.7  Even though Zambia is ISO certified as an Organisation, the State does not have an AIM Quality manual and AIM quality policy in place and therefore indicated that they needed assistance from ICAO on technical courses to ensure that skills and competencies required are acquired.

2.8  The following states had been selected for initial assistance in the implementation of AIM Go Team activities.

- ESAF: Burundi, South Sudan, Lesotho, Mozambique, Swaziland and Djibouti

- WACAF: Gambia, Sierra Leone, Guinea, Liberia, DRC and Ghana

**CHALLENGES**

2.9  There is slow progress in the response to the questionnaires.

2.10  Some States indicated that they had not received the State letter containing the questionnaire that had been  circulated by the ICAO secretariat.

2.11  More than one person taking the survey for the same State providing contradicting information due to lack of focal points

2.12  PTC (Kenya) has not been receiving feedback on the questionnaire once the survey is undertaken as decided during the meeting.

2.13  Lack of participation by team members.

**3.  ACTIONS BY THE MEETING**

3.1  The meeting is invited to:

a) Note the information provided in this working paper.

b) Take note of the slow rate of response from States.

c) Discuss and conclude on rolling out of Go-Teams activities for the states that have expressed need for assistance in the implementation of QMS in AIM.

d) Encourage States to consider virtual visits due to the air travel restrictions that have been brought about by the COVID 19 pandemic.

e) Encourage States that have not undertaken the survey to do so to enable the Project establish the levels of implementation.

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