



ICAO

## **ICAO RBIS QMS PROJECT**

**QUALITY MANAGEMENT SYSTEM  
(ISO 9001:2015)**

**AFI AIM RBIS QMS PROCEDURE TO DEFINE  
ORGANISATIONAL CONTEXT AND QMS PROCESSES**

Document Reference: AFI\_AIM\_RBIS\_QMS\_400\_PR01\_TMP







## 1 PURPOSE

This procedure is to ensure that the context of the organisation and the needs and expectations of interested parties are identified and understood across the organisation. It also includes the processes needed and their interactions.

## 2 SCOPE

The procedure applies to the external and internal issues that can affect the Quality Management System (QMS) and those that need to be considered when planning the QMS.

## 3 REFERENCES

This document addresses clause 4 of the ISO 9001:2015 covering determination of external and internal issues in order to define the organizational context.

## 4 TERMINOLOGIES

Top Management	Person or group of people who directs and controls State's AIS at the highest level.
Management Team	Refers to the Head of AIS and all State's AIM Managers.
Organizational Context	Combination of internal and external factors and conditions that can have an effect on State's AIM's approach to developing and achieving its objectives.
Interested Party	Stakeholder, Person or Organisations that can affect, be affected by, or perceive itself to be affected by a decision or activity.

### 4.1 Abbreviations

AIM	Aeronautical Information Management
AIS	Aeronautical Information Services
HAIS	Head of AIS
ISO	International Organisation for Standardization

## 5 RESPONSIBILITIES

Director of Department	Has the prime responsibility and approval authority for this procedure
AIS Manager	The Manager, in collaboration with the Quality Champions is responsible to determine the relevant external and internal issues that affect the ability to achieve the intended outcomes of the QMS and that can impact on the planning of the QMS within the Identified Unit of State's AIM (e.g., NOTAM, Training, etc).

AIS Manager, Quality Management System (QMS)	The Manager, Quality Management System (QMS) in collaboration with the Quality Champions is responsible to determine the relevant external and internal issues that affect the ability to achieve the intended outcomes of the QMS and that can impact on planning for the Quality Management System (QMS) within State's AIS.
--	--

## 6 METHOD

---

### 6.1 Organization and its Context

#### 6.1.1 Internal and External Issues

1. To fully understand the organization and its context, State's AIS determines its external and internal issues by using SWOT Analysis as the means to define the strategic direction of the Section.
2. All risks and opportunities associated with these issues that can affect the ability to achieve the intended results of the QMS are analyzed in the AFI AIM RBIS QMS Quality Risk Analysis and Management Register template, AFI\_AIM\_RBIS\_QMS\_610\_RG01\_TMP.
3. These internal and external issues are translated into risks and opportunities that need to be addressed to give assurance that the QMS can achieve its intended results; enhance desirable effects; prevent or reduce undesirable effects and achieve improvement.
4. State's AIM, through the Managers and Quality Champions monitors and reviews information about these internal and external issues through the following:
  - a. Internal audits
  - b. Tracking and monitoring of non-conformities and the effectiveness of corrective actions
  - c. Management review actions
  - d. Monitoring of end user satisfaction and regulatory feedback
  - e. Process review and strategic planning meetings
  - f. Aeronautical industry news and trends; and
  - g. Monitoring changing State's AIM Directives and regulations.

#### 6.1.2 Needs and Expectations of Interested Parties

1. To completely understand the needs and expectations of interested parties, the State's AIM has identified the relevant internal and external interested parties as well as their corresponding needs and expectations in each process description document.
2. The interested parties are identified by the Quality Champions. Their expectations and needs and the impact or potential impact on the ability of State's AIS to consistently provide aeronautical data and aeronautical information that meet customer and applicable statutory and regulatory requirements are considered.

3. Changing needs and expectations of internal and external interested parties that are relevant to the QMS are monitored and reviewed through:
  - a. Internal audits
  - b. Management review actions
  - c. Process review and strategic planning meetings
  - d. Aeronautical industry news and trends
  - e. Monitoring changing State's AIM Directives and regulations
  - f. Monitoring of end user satisfaction and regulatory feedback.

## **6.2 Scope of the QMS**

1. Top Management has determined the boundaries and applicability of the QMS taking into consideration applicable external and internal issues, the requirements that can be applied, function(s), and physical boundaries, activities, products and services, and the authority and ability to exercise control and influence. In addition, regulatory and statutory requirements are considered.
2. This has been documented as the scope of the QMS in the AFI AIM RBIS QMS Manual template, AFI\_AIM\_RBIS\_QMS\_MAN\_TMP. This can be made available to interested parties as required.
3. After the scope is defined, all activities, products and services within that scope are included in the QMS.
4. State's AIM applies all the requirements of the ISO 9001:2015 when they are applicable within the scope of the QMS.
5. Conformity to the standards may only be claimed if the requirements determined as not being applicable do not affect the responsibility or ability to ensure the conformity of its products and services and to enhance customer satisfaction.
6. For any instance where a requirement cannot be applied, justification is documented in the AFI AIM RBIS QMS Manual template, AFI\_AIM\_RBIS\_QMS\_MAN\_TMP.

## **6.3 QMS Processes**

1. To establish, implement, maintain and improve the QMS, State's AIM determines the processes needed and their interaction and application throughout State's AIM.
2. The processes are identified through Process Description Documents and the Process Interaction Diagram.
3. This approach provides for the management of the QMS and its processes through the application of a "Plan-Do-Check-Act" continual improvement methodology, and a focus on addressing the risks and opportunities leading to the prevention of undesirable outcomes.
4. The needed processes are as below;
  - NOTAM Process Description
  - Documentation and Publication Process Description

- Flight Planning Process Description
- Crew Briefing Process Description
- AERCOM (AMHS) Process Description
- Training Process Description
- Top Management Process Description
- Quality Assurance Process Description
- Cartography Process Description
- Procedure Design Process Description

*Note: Processes may differ depending on how States have organised their AIS/AIM.*

5. The State's Top Management has determined the interaction of these processes as shown in Figure 1-1, below.

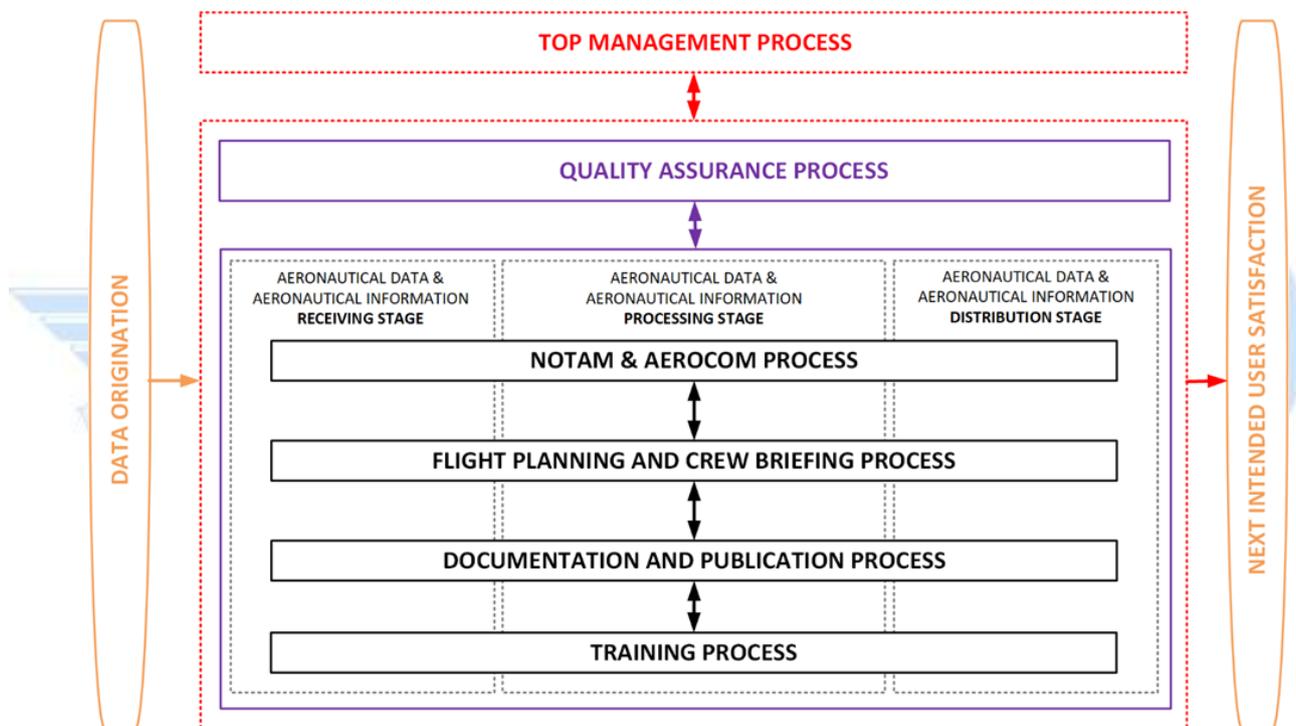


Figure 1-1:

### Figure 1-1: State's AIS/AIM process interaction diagram

*(Note: This figure is just a representation of selected processes and how they interact. This should serve as a guide to enable State's AIS to come up with an interaction diagram)*

6. As related to the context of State's AIM, various procedures as found in the AFI AIM RBIS QMS Catalogue of AIM Procedures, AFI\_AIM\_RBIS\_QMS\_CP01\_TMP combines the

relevant external and internal factors and conditions to complete an activity loop from leadership through continual improvement where these procedures demonstrate leadership and commitment to the QMS, determine the issues that impact on the planning of the QMS, cover the management of resources, detail the QMS operational planning and control, ensure QMS monitoring, measurement, analysis & evaluation; and outline the process for improvement.

#### 6.4 Documentation

1. State's AIM maintains, and controls documented information to support the operation of processes and retains documented information needed to provide confidence and evidence that the processes are being carried out as planned.
2. The documented information collectively describes the QMS where a pyramid-shape documentation structure provides for:
  - Tier I - Manual, Policies, Chart and Process Description
  - Tier II – System Procedures
  - Tier III - Work Instructions, Manual of Operations, Training Manual
  - Tier IV – Records, Forms, Templates, Registers
3. The chapter seven (7) of AFI AIM RBIS QMS Catalogue of AIM Procedures, AFI\_AIM\_RBIS\_QMS\_CP01\_TMP is established to control, retain and manage all QMS relevant documented information.

### 7 ATTACHMENT AND FORMS

Number	Description
AFI_AIM_RBIS_QMS_CP01_TMP	AFI AIM RBIS QMS Catalogue of AIM Procedures
AFI_AIM_RBIS_QMS_610_RG01_TMP	AFI AIM RBIS QMS Quality Risk Analysis and Management Register template
AFI_AIM_RBIS_QMS_MAN_TMP	AFI AIM RBIS QMS Manual template