



ICAO

ICAO RBIS QMS PROJECT

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

**AFI AIM RBIS QMS PROCEDURE FOR QMS
MONITORING, MEASUREMENT, ANALYSIS AND
EVALUATION TEMPLATE**

Document Reference: AFI_AIM_RBIS_QMS_910_PR01_TMP



1 PURPOSE

This procedure establishes the process for monitoring, measuring, analysing and evaluating the Quality Management System (QMS) of State AIM/AIS to drive continual improvement. It also defines the methods for obtaining, monitoring and reviewing next intended user’s perception regarding State AIM/AIS products and services.

2 SCOPE

This procedure applies to all the activities within the scope of State AIM/AIS Quality Management System as well as next intended users.

3 REFERENCES

- a. This document covers clause 9.1 of ISO 9001:2015 International Standard.
- b. This document covers clause 5.1.2 and 9.1.2 of ISO 9001:2015 International Standard.
- c. Some sections of this procedure are contained in the AIM/AIS Manual of Operations.

4 TERMINOLOGIES

Monitor	Determine the status of a system, a process or an activity through checking, supervision or critical observation
Measure	Process to determine value
Performance	Measurable result related to either quantitative or qualitative findings
Performance Indicator	Measurable representation of the condition or status of operations, management or conditions
Continual Improvement	Recurring activity to enhance performance
Next intended user Satisfaction	Next intended user’s perception of the degree to which the next intended user’s requirements have been fulfilled.

4.1 Abbreviations

AIM	Aeronautical Information Management
AIS	Aeronautical Information Services
ISO	International Organisation for Standardization
QMS	Quality Management System
ATSE	Air Traffic Safety Engineering Department
ATC	Air Traffic Control

5 RESPONSIBILITIES



Head of AIM/AIS	Has the prime responsibility and approval authority for this procedure.
	Responsible for the provision of resources to facilitate objective monitoring, measurement, analysis and evaluation of the QMS
	Approve actions and resources necessary to address next intended complaints.
	Ensure that status of customer or next intended user are reported during the scheduled Management Review meeting.
QMS Manager	Determines what needs to be monitored and measured, as related to State AIM/AIS's activities that can have significant impact on compliance, operational controls and progress made towards measurable quality objectives
	Responsible to oversee that data collection is timely, accurate and logged properly and that data is analysed in order to determine which areas warrant corrective action. Results will be documented in the Management Review Meeting.
	Responsible for reporting next intended user issues and external provider performance that are very critical and requires immediate action to Top Management.
All Managers	Determine methods for effective monitoring, measurement, analysis and evaluation that ensure valid results, the criteria against which the QMS performance is evaluated, when the monitoring and measurement is performed, and when the results are analysed and evaluated.
	Provide adequate information and accurate data to facilitate the QMS analysis and evaluation process.
	Responsible for interfacing with next intended users after aeronautical information product is delivered or service is rendered for monitoring and relating information regarding next intended user perceptions of the State AIM/AIS and its ability to satisfy their requirements.
	Responsible for ensuring that their products and services meet or exceed next intended user requirements
	Promote continual improvement actions in their respective areas of authority
All staff	Take responsibility for the performance of their respective units.
	Focus on enhancing next intended user satisfaction

6 PROCEDURE DETAILS

6.1 QMS Monitoring and Measurement

1. The QMS Manager in collaboration with other Managers determine what needs to be monitored and measured to evaluate the QMS performance. These may include:



- a. Quality objectives, targets and programmes;
 - b. Statutory and regulatory requirements;
 - c. AIM/AIS industry benchmarks/ statistics;
 - d. Next intended user satisfaction;
 - e. Regulatory feedback;
 - f. Process performance feedback;
 - g. Status of non-conformities and corrective actions;
 - h. Level of participation of staff;
 - i. Internal audit findings; and
 - j. Status of continuous improvement actions.
2. The QMS Manager in collaboration with Management of State AIM/AIS reviews existing monitoring and measurement indicators when there are changes to the QMS.
 3. Managers and Specialists complete relevant Forms/ Report/ Registers to generate records for eventual evaluation.

6.2 Next intended user Satisfaction Survey

1. The AIS Specialist (QMS) collects survey information from next intended users of State AIM/AIS products and services throughout the year using the Next Intended User Satisfaction Survey Form.
2. When deemed necessary the next intended user satisfaction survey data may be collected more frequently via internet, continuous data collection or other pro-active means. There may also be an additional log associated with the timing of when the survey form was sent out.
3. A telephone call or direct visit can be used as a means of engaging next intended users to determine their satisfaction level. When such means is used, the AIM/AIS Senior Officer (QMS) shall complete the survey form on behalf of the next intended user.
4. Upon receipt of the survey data, the QMS Manager compiles the data into a Customer Satisfaction Summary report for management review.
5. The next intended user satisfaction results information is reviewed at Management Review meeting per AFI AIM RBIS QMS Procedure for Management Review template, AFI_AIM_RBIS_QMS_930_PR01_TMP.
6. When next intended user complaints or corrective action requests are received, the AIM/AIS Senior Officer processes them per the AFI AIM RBIS QMS Procedure for Nonconformity, Complaint Management, Corrective Action and Error Analysis template, AFI_AIM_RBIS_QMS_102_PR01_TMP.

6.3 Summarizing the Survey Data

1. The survey has ten (10) questions with possible scores ranging from 1 to 5.
2. Each survey has a maximum score of 50 (i.e., 10 questions x 5 maximum score).



- 3. If the collected survey has questions answered not applicable or left unanswered, no score is given.
- 4. Each unanswered question reduces the possible maximum score by 5.

$$\text{Next Intended User Satisfaction Percentage} = \frac{\text{Total scores}}{\text{Maximum possible score}} \times 100\%$$

- 5. The Customer Satisfaction rating is between 0 and 100%.

6.4 Analysis and Evaluation

- 1. All Managers or designated personnel prepare a summary of their respective process performance based on their key performance indicators.
- 2. The QMS Manager validates QMS data sources used for evaluating the process's performance.
- 3. Process performances are evaluated as part of Management Review of the QMS.
- 4. After analysis and evaluation of the QMS, improvement actions are determined and translated into either AFI AIM RBIS QMS Objectives, Targets and Programmes, AFI_AIM_RBIS_QMS_621_RG01_TMP or Corrective Actions using the AFI AIM RBIS QMS error tracking form template, AFI_AIM_RBIS_QMS_FR01_TMP depending on the nature of action required. This triggers the AFI AIM RBIS QMS Procedure for Nonconformity, Complaint Management, Corrective Action and Error Analysis template, AFI_AIM_RBIS_QMS_102_PR01_TMP.
- 5. The QMS Manager follows up to ensure that improvement actions are implemented as planned and are effective.

6.5 Monitoring, Measurement, Analysis and Evaluation

What will be monitored	Monitoring and Measurement Method	Timeline and Responsibility for Monitoring and Measurement	Timeline for Analysis and evaluation of Results
Performance and effectiveness of QMS	Internal Audit	Annual (Internal Auditors)	Annual (Management Review)
	Monitoring and tracking of non-conformities and corrective actions	Monthly (QMS Manager)	Annual (Management Review)
Process performance	Process review	Quarterly (Managers)	Annual (End-of-Year Review)



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What will be monitored	Monitoring and Measurement Method	Timeline and Responsibility for Monitoring and Measurement	Timeline for Analysis and evaluation of Results
	Review of objectives, targets and programmes	Quarterly (Managers)	Annual (End-of-Year Review)
Compliance to Statutory and regulatory requirements	Compliance evaluation/ internal audit	Every six months (Internal Auditors)/ Quarterly Safety Regulations Department)	Annual (End-of-Year Review)
Next intended user/regulatory satisfaction/ feedback	Next Intended User meetings, calls and email correspondence	Annual (QMS Manager)	Annual (Management Review)
AIP Publications and AICs	Quality assurance and error analysis	Daily (Manager – Documentation & Publication)	Monthly (Unit Meeting)
NOTAM Promulgation	Quality assurance and error analysis	Daily (Manager- NOTAM & AEROCOM)	Monthly (Unit Meeting)
Transmitted Flight Plans	Quality assurance and error analysis	Daily (Manager, Flight Planning and Crew Briefing)	Monthly (Unit Meeting)
Filled Post-flight information forms	Tracking of Number of filled post-flight information forms received	Daily (Manager, Flight Planning and Crew Briefing)	Monthly (Unit Meeting)
Queued Messages	Visual checks on AFTN/AMHS. Feedback and collaborative meetings with MET/ATSE/ATC.	Daily (Manager - NOTAM & AEROCOM)	Monthly (Unit Meeting)
Collective Addresses	Feedback and collaborative meetings with MET/ATSE/ATC.	Daily (Manager - NOTAM & AEROCOM)	Monthly (Unit Meeting)
Level of participation of staff	Complaints tracking and monitoring	Monthly (QMS Manager)	Annual (Employee Motivation Evaluations)



What will be monitored	Monitoring and Measurement Method	Timeline and Responsibility for Monitoring and Measurement	Timeline for Analysis and evaluation of Results
AIS Industry benchmarks	NOTAMETER, ICAO Conferences, Peer Review (CANSO, IATA)	Monthly (QMS Manager)	Monthly (QMS Manager)
External Providers Performance	Evaluation Criteria	Annual (QMS Manager)	Annual

6.6 Documentation

Records obtained from monitoring, measurement, evaluation and analysis processes shall be retained in accordance with the AFI AIM RBIS QMS Procedure for the Control of Documented Information template, AFI_AIM_RBIS_QMS_750_PR01_TMP.

7 RELATED DOCUMENTS AND FORMS

Number	Description
AFI_AIM_RBIS_QMS_FR01_TMP	AFI AIM RBIS QMS error tracking form template
AFI_AIM_RBIS_QMS_102_PR01_TMP	AFI AIM RBIS QMS Procedure for Nonconformity, Complaint Management, Corrective Action and Error Analysis template
	Next Intended User Satisfaction Survey Form
AFI_AIM_RBIS_QMS_621_RG01_TMP	AFI AIM RBIS QMS Objectives, Targets and Programmes
AFI_AIM_RBIS_QMS_930_PR01_TMP	AFI AIM RBIS QMS Procedure for Management Review template
AFI_AIM_RBIS_QMS_750_PR01_TMP	AFI AIM RBIS QMS Procedure for the Control of Documented Information template