

	<b>TANZANIA CIVIL AVIATION AUTHORITY AIR NAVIGATION SERVICES INSPECTORATE</b>	<b>Revision: 1</b>
<b>Document No: TCAA/QSP/SR/AC/ANS -33</b>	<b>Title: AIS/MAP QUALITY MANAGEMENT SYSTEM</b>	<b>Page 1 of 3</b>

## 1.0 PURPOSE

- 1.1. Under Regulation 18 of the Civil Aviation (Aeronautical Information Service) Regulations; 2017 and Regulation 20 of the Civil Aviation (Aeronautical charts Services) Regulations;, each Air Navigation Services Provider (ANSP) is required to establish, implement and maintain quality management system in AIS/MAP at each function stage.
- 1.2. This Advisory Circular (AC) provides guidance on the establishment and implementation of an AIS/MAP quality management system. The quality system adopted shall include at least the organization's quality policy, a description of the organisation of the quality system, and allocation of duties and responsibilities.

## 2.0 REFERENCES

- 2.1. Civil Aviation (Aeronautical Information Service) Regulations; 2017
- 2.2. Civil Aviation (Aeronautical Charts) Regulations; 2017
- 2.3. ICAO Doc 8126 AIS Manual
- 2.4. ICAO Doc 9873 QMS Manual;

## 3.0 BACKGROUND

- 3.1. One of the core functions of AIS/MAP is the provision of adequate, quality and timely aeronautical information /data necessary for the safety, regularity and efficiency of air navigation. To achieve this aeronautical information service provider shall receive and/or originate, collate or assemble, edit, format, publish/store and distribute aeronautical information/data concerning the entire territory of the State as well as areas in which the State is responsible for air traffic services outside its territory. This calls for the establishment of a quality management system (QMS) within the organizational structure of the ANSP.

## 4.0 GUIDANCE AND PROCEDURES

### 4.1 General

The QMS established shall be properly organized containing procedures, processes and resources necessary to implement quality management at each function stage as outlined in 3.1 above. The execution of such quality management shall be made demonstrable for each function stage, when required.


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**4.2** As far as is practicable, the system should conform to the International Organization for Standardization (ISO) 9001 series of quality assurance standards.

**4.3 Development of the Quality System**

In developing the AIS/MAP Quality System, the ANSP shall take into consideration the following;

- 4.3.1 The AIS/MAP Provider shall maintain a quality management system containing procedures, processes at each function stage.
- 4.3.2 Within the context of a quality system, the skills and the knowledge required for each function shall be identified and the entity's personnel assigned to perform those functions shall be appropriately trained.
- 4.3.3 The AIS/MAP personnel shall possess the skills and competencies to perform specific assigned functions and their appropriate records shall be maintained so that qualifications of personnel can be confirmed.
- 4.3.4 A system of initial and periodic assessments shall be established that requires personnel to demonstrate the required skills and competencies. Periodic assessments of personnel shall be used as a means to detect and correct shortcomings.
- 4.3.5 The purpose of the quality system shall be to ensure and build-up user-confidence that distributed aeronautical information/data meets the requirements for accuracy, resolution and integrity of data.
- 4.3.6 The integrity of aeronautical data shall be maintained throughout the data process from *survey/origin* to distribution to the next intended user. Aeronautical data integrity requirements shall be based upon the potential risk resulting from the corruption of data and upon the use to which the data item is put.
- 4.3.7 Consequently the classifications and data integrity levels specified in the manual of AIS/MAP standards shall apply.
- 4.3.8 Aeronautical data quality requirements related to classification and data integrity shall be as specified in Civil Aviation(Aeronautical Information Service)Regulations and Civil Aviation(Aeronautical Chart) Regulations
- 4.3.9 Validation and verification procedures shall be established which ensure that quality requirements (accuracy, resolution, and integrity) and traceability of aeronautical data are met.
- 4.3.10 Compliance with the quality system shall be demonstrated by an audit. If any non-conformity is identified, action shall be initiated to determine its cause and corrective action taken. All such non-conformities observed during audit and the remedial actions taken shall be documented.
- 4.3.11 The main components of a Quality System will include;

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- a) a Quality Manual that outlines the quality system;
- b) procedures for all quality assurance activities within that system
- c) a quality policy ; and
- d) description of resources provided for the effective implementation of the quality system

#### **4.2 Quality Manual**

A Quality Manual is a controlled document that forms the basis of the Quality System. The manual includes the details of:

- a) the scope of the quality management system;
- b) the documented procedures and reference; and
- c) a description of the sequence and interaction of the processes included in the Quality Management System

#### **4.3 Quality Policy**

The quality policy must show the distinctive characteristic of the ANSP in pursuing its objectives. The main aspects of the policy should include;

- a) a commitment to quality;
- b) commitment to meet customers' expectations
- c) a statements of responsibility and authority and
- d) a commitment for continual improvement;




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**Civil Aviation Authority**