

	<b>TANZANIA CIVIL AVIATION AUTHORITY AIR NAVIGATION SERVICES INSPECTORATE</b>	<b>Revision: 1</b>
<b>Document No: TCAA/QSP/SR/AC/ANS - 17</b>	<b>Title: Quality Management System for the Provision of Meteorological Services for Air Navigation</b>	<b>Page 1 of 3</b>

**1.0 PURPOSE**

- 1.1. Under Regulation 9 of the Civil Aviation (Meteorological Service for International Air Navigation) Regulations, 2017, each Aeronautical Meteorology Services Provider is required to establish, implement and maintain properly organized quality management system in each function stage.
- 1.2. This Advisory Circular (AC) provides guidance on the establishment and implementation of a Quality Management System for the provision of Meteorological Services for Air Navigation. The quality system established shall comprise procedures, processes and resources necessary to provide for the quality management of the meteorological information to be supplied to the users.

**2.0 REFERENCES**

- 2.1 The civil aviation (Meteorological Services for International air Navigation), 2017
- 2.2 ICAO Doc 9873 Manual on the Quality Management System for the Provision of Meteorological Service to International Air Navigation

**3.0 GUIDANCE AND PROCEDURES**

**3.1 General**

The quality system established in accordance with this advisory circular should be in conformity with the International Organization for Standardization (ISO) 9000 series of quality assurance standards and shall be certified by an approved organization.

The International Organization for Standardization (ISO) 9000 series of quality assurance standards provide a basic framework for the development of quality assurance programmes..

**3.2 Development of the Quality System**

- 3.2.1 In developing the Meteorological Service quality management system, the designated meteorological authority shall take into consideration the following;

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a) The quality system provides the users with assurance that the meteorological information supplied complies with the stated requirements as per The civil aviation (Meteorological services for International air Navigation),2017;

b) The quality system includes verification/validation procedures in regard to the operational meteorological (OPMET) information exchange, as well as resources for monitoring the adherence to the prescribed transmission schedules.

c) Demonstration of compliance of the quality system applied shall be by audit. If non-conformity of the system is identified, action should be initiated to determine and correct the cause. All audit observations shall be evidenced and properly documented.

**3.2.2** The main components of a Quality System shall include;

- a) a quality policy ;
- b) a Quality Manual that outlines the quality system;
- c) procedures for all quality assurance activities within that system
- d) Work instructions/ operational procedures
- e) description of resources provided for the effective implementation of the quality system
- f) forms and records

**3.2.3** The Quality Manual developed under 3.2.2 above shall include the following typical elements:-

- a) Title and scope - the manual should make reference to the specific quality management system standard (i.e. ISO 9001) on which the quality management system is based;
- b) Table of contents;
- c) Review, approval and revision - evidence of the review, approval, revision status and date of the quality manual should be clearly stated;
- d) Quality policy and objectives - can be separately documented but referenced in the manual or be included in the quality manual;
- e) Organization, responsibility and authority - a description of the structure of the organization is to be included. Organization charts, flow charts and job descriptions may be included or referenced in the manual;

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- f) References - a list of documents referred to but not included in the manual;
- g) Quality management system description - descriptions of the processes and their interactions, documented procedures or references to them are to be included; and
- h) Appendices - any supportive information such as flow charts of processes and organization charts.

3.2.4 The Quality Policy developed under 3.2.2 above shall show the distinctive characteristic of the entity designated for the provision of meteorological services for air navigation. The main aspects of the policy shall be as follows:-

- a) a commitment to quality;
- b) commitment to meet customers' expectations
- c) a statements of responsibility and authority
- d) Be aligned with the overall business policy of the organization, that is, the provision of meteorological services for air navigation;
- e) Include a commitment to meeting requirements, primarily the Standards as prescribed by the Authority.
- f) Be widely communicated throughout the organization; and
- g) Be reviewed during regular management reviews for continual improvement



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