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|  | <p style="text-align: center;"><b>TANZANIA CIVIL AVIATION AUTHORITY<br/>AIR NAVIGATION SERVICES<br/>INSPECTORATE</b></p>                   | <p style="text-align: right;"><b>Revision: 2</b></p> |
| <p><b>Document No:<br/>TCAA/QSP/SR/AC/ANS -33</b></p>                             | <p style="text-align: center;"><b>Title: Implementation of AIS and<br/>Aeronautical Charts Services Quality<br/>Management System.</b></p> | <p style="text-align: right;"><b>Page 1 of 4</b></p> |

## 1.0 PURPOSE

- 1.1. Under the Civil Aviation (Aeronautical Information Service) Regulations; and 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 and Aeronautical Charts Services at each function stage.
- 1.2. This Advisory Circular(AC) provides guidance on the establishment and implementation including development of an AIS and Aeronautical Charts services quality management system(QMS) MANSOPS.
- 1.3. 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;
- 2.2. Civil Aviation (Aeronautical Charts) Regulations;
- 2.3. ICAO Doc 9991- Aeronautical Information Management Training Development Manual;
- 2.4. ICAO Doc 9839 - Manual on the Quality Management System for Aeronautical Information Services.

## 3.0 BACKGROUND

- 3.1. One of the core functions of AIS and Aeronautical Charts Services 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

The ANSP will develop and submit the QMS MANSOPS for approval by the Authority during the certification process.

## 5.0 MANSOPS Evaluation

The Civil Aviation (Certification of Air Navigation Services Provider) Regulations specifies application of the certificate shall be accompanied by quality management system. The

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ANS Inspector When evaluating the Manual, must ensure that the relevant elements and the contents of the MANSOPS listed below are included

### **5.1 Preliminary Pages**

- i) Foreword including the signature page
- ii) Preface
- iii) Purpose
- iv) Normative references
- v) Distribution
- vi) Record of Amendments
- vii) Checklist of pages
- viii) Table of contents
- ix) Definitions
- x) Abbreviations

### **5.2 CHAPTER 1. CONTEXT OF AIM**

- 1.1 Understanding AIM and its context
- 1.2 Understanding the needs and expectations of interested parties
- 1.3 The scope of the quality management system in AIM
- 1.4 Quality management system and its processes for each AIM functional area

### **5.3 CHAPTER 2. LEADERSHIP**

- 1.1 Leadership and commitment
- 1.2 Policy
- 1.3 AIM Quality management roles, responsibilities and authorities


### **5.4 CHAPTER 3: PLANNING**

- 3.1. Managing risks and opportunities
- 3.2. Quality objectives and planning to achieve them
- 3.3. Management of Change

### **5.5 CHAPTER 4: SUPPORT**

- 4.1. Resources

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- 4.2. Competence
- 4.3. Awareness
- 4.4. Communication
- 4.5. Documented information

## **5.6 CHAPTER 5: OPERATION**

- 5.1. Operational planning and control
- 5.2. Requirements for products and services
- 5.3. Design and development of products and services
- 5.4. Control of externally provided processes, products and services
- 5.5. Production and service provision
- 5.6. Release of products and services
- 5.7. Control of nonconforming outputs

## **5.7 CHAPTER 6 : PERFORMANCE EVALUATION**


- 6.1. Monitoring, measurement, analysis and evaluation
- 6.2. Internal and External audit
- 6.3. Management review

## **5.8 CHAPTER 7: IMPROVEMENT**

- 7.1. General
- 7.2. Nonconformity and corrective action
- 7.3. Continual improvement

## **5.9 CHAPTER 8: SAFETY MANAGEMENT SYSTEM (SMS) AND QMS**

- 8.1. Introduction to SMS
- 8.2. Relationship between SMS and QMS
- 8.3. Integration Principle and Method of QMS and SMS

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**5.10 CHAPTER 9: QMS REQUIREMENTS FOR SEAMLESS OPERATIONS IN EAC UPPER AIRSPACE**

- 9.1. Systems Interoperability for;
  - 9.1.1. Flight Plan Management
  - 9.1.2. NOTAM Management
  - 9.1.3. Aeronautical Charting
  - 9.1.4. Procedure Design
  - 9.1.5. Aeronautical Information Products Management
  - 9.1.6. Aeronautical MET
  - 9.1.7. AMHS/AFTN
  - 9.1.8. AIM-ATM
  - 9.1.9. AIM-Others
- 9.2. Harmonization of data on air routes, reporting points and waypoints with neighbouring states
- 9.3. Identification and resolution of non-conformances
- 9.4. Management of cyber and other risks
- 9.5. Management of regional AIM database systems
- 9.6. Collaboration and Communication on Quality Assurance among partner states

**5.11 Appendices**

**5.12 Attachments**

When satisfactory the Authority shall approve the amendments. One copy of the amendment shall be retained, and the other returned to the applicant.




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**Civil Aviation Authority**