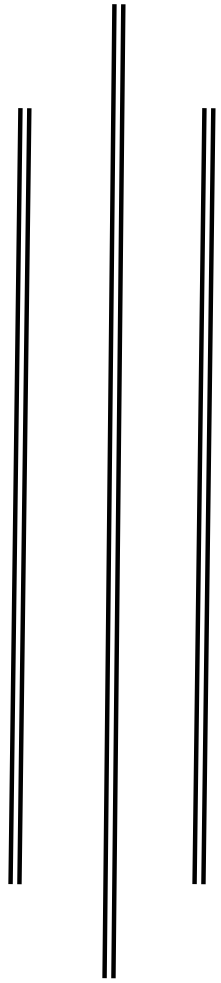
Aeronautical Information Management (AIM) Quality Manual



CIVIL AVIATION AUTHORITY OF NEPAL

AERONAUTICAL INFORMATION MANAGEMENT (AIM) DEPARTMENT

2022

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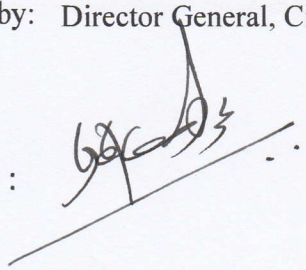
APPROVAL PAGE

Approved by: Director General, Civil Aviation Authority of Nepal

Signature : 

Date: 26 May 2022

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FOREWORD

This quality manual of AIM Department has been prepared to fulfill the requirement of Civil Aviation Requirements-15 (CAR-15) for the implementation of Quality Management System in Aeronautical Information Service (AIS). This manual forms the basis for the implementation of the Quality Management System (QMS) in AIS.

This manual has been developed with referenced from ICAO DOC 9839, and the structure and language are maintained with those from the said DOC in order to maintain the consistency and harmony with the ICAO guidance.

This Quality Manual provides information on processes Aeronautical Information Management (AIM) engages in to ensure a Quality Management System (QMS). It also describes the policy and objectives set by AIM for reaching the desired level of quality within the organization.

The contents of this manual shall be reviewed as required and the Chief AIM is responsible for coordinating changes to the manual.

RECORD OF AMENDMENTS

Amendment to this manual will be necessitated by change of Aeronautical information management processes, procedures, regulations and standards and must be by page replacement, addition, and deletion or by complete re-issue. Staff carrying out any amendment to this manual must complete the Amendment Record sheet below which summarizes the changes made to this document and sign.

AMENDMENT NUMBER	DATE	PAGE AFFECTED		

DISTRIBUTION LIST

COPY NUMBER	COPY HOLDER	IDENTIFICATION
01	DEPUTY DIRECTOR GENERAL , AVIATION SERVICE DIRECTORATE, CAAN	CONTROLLED COPY
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06	MANAGER PUBLICATION DIVISION, CAAN	CONTROLLED COPY
07		

Abbreviations and Acronyms

AIC	Aeronautical Information Circular
AIM	Aeronautical Information Management
AIP	Aeronautical Information Publication
AIRAC	An acronym (aeronautical information regulation and control) signifying system aimed at advance notification based on common effective dates, circumstances that necessitate significant changes in operating practice.
AIS	Aeronautical Information Services
AISOM	AIS Operation Manual
ATM	Air Traffic Management
ATS	Air Traffic Services
CAAN	Civil Aviation Authority of Nepal
CARs	Civil Aviation Requirements
CNS	Communication Navigation Surveillance
D-AIM	Digital AIM
DG, CAAN	Director General, CAAN
DHM	Department of Hydrology and Metrology
DOC	Document
FIR	Flight Information Region
ICAO	International Civil Aviation Organization
IFR	Instrument Flight Rules
ISO	International Organization for Standardization
NOTAM	Notice to Airmen *(See definition)*
PIB	Pre-Flight Information Bulletin
PUB	Publication
QMS	Quality Management System

TERMS AND DEFINITIONS

Definitions:

Aeronautical data. A representation of aeronautical facts, concepts or instructions in a formalized manner suitable for communication, interpretation or processing.

Aeronautical information: The result of gathering, analyzing and formatting aeronautical data.

Aeronautical Information Circular (AIC). **A** notice containing information that does not qualify for the origination of a NOTAM or for inclusion in the AIP, but which relates to flight safety, air navigation, technical, administrative or legislative matters.

Aeronautical Information Product. Aeronautical data and aeronautical information provided either as digital data sets or as a standardized presentation in paper or electronicmedia.
Aeronautical information products include:

- Aeronautical Information Publications (AIP), including Amendments and Supplements;
- Aeronautical Information Circulars (AIC);
- Aeronautical charts;
- NOTAM; and
- Digital data sets.

Aeronautical Information Publication **(AIP). A** publication issued by or with the authorityof a State and containing aeronautical information of a lasting character essential to air navigation.

Aeronautical information **service *(AIS).*** **A** service established within the defined area of coverage responsible for the provision of aeronautical information/data necessary for the safety, regularity and efficiency of air navigation.

AIP Amendment. Permanent changes to the information contained in the AIP.

AIP Supplement. Temporary changes to the information contained in the AIP, which are published by means of special pages.

AIS product. Aeronautical information provided in the form of the elements of the Integrated Aeronautical Information Package (except NOTAM and PIB), including aeronautical charts,or in the form of suitable electronic media.

Audit: A systematic, independent and documented process for obtaining evidence from the audit and objectively assessing it in order to determine the extent to which audit criteria aremet.

Corrective *action:* Action taken to eliminate the cause of an identified non-conformity or other undesired condition.

Improvement: An action aimed at eliminating or reducing a condition identified as weak following an assessment process. Corrective and preventive action would fall under this concept.

Capacity: The capability of an organization, system or process to generate a product that meets the requirements for such product.

Customer: An organization or individual receiving a product.

Competence: Personal attributes and ability shown in the application of knowledge and skills.

Database. One or more files of data so structured that appropriate applications may draw from the files and update them.

Data quality. A degree or level of confidence that the data provided meets the requirements of the data user in terms of accuracy, resolution and integrity.

Document. Any manual or page thereof used to implement the quality system

Note- This should not be confused with the AIP documents, which could be products of this quality system. Where an AIP document is referred to within this manual, it should be specified by name.

Empowerment*:* In relation to leadership management, this practice encourages subordinates to take on more responsibilities, which requires prior education, training and information. This practice results in an improvement in organizational performance.

Integrity (aeronautical data)*.* A degree of assurance that an aeronautical data and its value has not been lost or altered since the data origination or authorized amendment.

International NOTAM **office** ***(NOF).*** An office designated by a State for the exchange of NOTAM internationally.

NOTAM*.* A notice distributed by means of telecommunication containing information concerning the establishment, condition or change in any aeronautical facility, service, procedure or hazard, the timely knowledge of which is essential to personnel concerned with flight operations.

Originator. Any organization that provides data or information for publishing in the AIPeither as an amendment, Supplement or as a NOTAM.

Pre-flight information bulletin (PIB). A presentation of current NOTAM information of operational significance, prepared prior to flight.

Quality. Degree to which a set of inherent characteristics fulfils requirements (ISO 9000*).

Note 1. — The term "quality" can be used with adjectives such as poor, good orexcellent.

Note 2.— "Inherent", as opposed to "assigned", means existing in something,especially as a permanent characteristic.

Quality assurance. Part of quality management focused on providing confidence that quality requirements will be fulfilled (ISO 9000*).

Quality control. Part of quality management focused on fulfilling quality requirements (ISO 9000*).

Quality management. Coordinated activities to direct and control an organization with regard to quality (ISO 9000*).

Quality management system (QMS). Management System to direct and control an organization with regard to Quality (ISO 9000 cl 3.2.3)

***Quality* System.** The organizational structure, procedures, processes and resourcesneeded to implement quality management (ISO 8402 *).

Requirement. Need or expectation that is stated, generally implied or obligatory (ISO 9000*).

Note 1. — "Generally implied" means that it is custom or common practice for the organization, its customers and other interested parties, that the need or expectation under consideration is implied.

Note 2. — A qualifier can be used to denote a specific type of requirement, e.g. product requirement, quality management requirement, customer requirement.

Note 3. — A specified requirement is one which is stated, for example, in a document.

Note 4. — Requirements can be generated by different interested parties.

Sub-Contractor. Any organization or person contracted to provideproducts or services directly related to the production processes of this quality system.

Top management*:* An individual or group of individuals who direct or control an Organization at the highest level.

1. INTRODUCTION

ICAO Annex 15 — *Aeronautical Information Services requires* that AIM Department (Civil Aviation Authority of Nepal) introduce a quality system to implement quality management at each function stage performed by the aeronautical information service. Furthermore, it is recommended in Annex 15 that the quality system be in conformity with the International Organization for Standardization (ISO) 9000 series of quality assurance standards and that it be certified by an approved organization.

This Quality Manual relates to the operation of AIM Department and provides guidance on the policies and procedures applicable for the provision of an Aeronautical Information Services by the Civil Aviation Authority of Nepal.

The policies and procedures within this manual will be implemented to ensure that the requirements for a quality system for the AIM Department will be documented and so ensure compliance with the requirements of ICAO Annex 15-Aeronautial Information Services and other relevant standards.

AIM Department is located at:

Babarmahal, Kathmandu, Nepal.

Tel: 977-1- 4257667

Fax: 977-1- 4257668

Email: caanais@caanepal.gov.np

AFTN: VNKTYOYX

Web Site: https://e-aip.caanepal.gov.np/

The content of this Manual will be reviewed on required basis. Director, AIM Department is responsible for the coordinating requests for changes and amendment to the Manual.

The approving authority for this Manual and subsequent amendments is DG CAAN.

AIM Department is responsible for maintenance and distribution of this manual.

2. Scope and Field of Application:

The scope this Manual is to define the Quality Management System conforming to ISO 9001 series will be established and maintained by AIM department to meet customer aeronautical data needs,applicable statutory and regulatory requirements.

The main activities comprise of:

a. Production of Aeronautical Information Products and Services which consist of the following elements:
   i) AIP, including Amendments and Supplements;
   ii) Aeronautical charts;
   iii) AIC;
   iv) NOTAM and
   v) Digital data Sets (after Automation of AIS).
b. Distribution Services
c. Preflight Information Bulletin Services
d. Post Flight Information Bulletin Services
e. Quality assurance for our clients to ensure products and services are of utmost quality.

3. Normative Reference

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

a. ISO 9001:2008, Quality Management System
b. ICAO Annex 4 – Aeronautical Charts
c. Civil Aviation Requirement for Aeronautical Charts (CAR- 4)
d. ICAO Annex 5 – Units of Measurement
e. Civil Aviation Requirement for Units of measurement (CAR- 5)
f. ICAO Annex 15 – Aeronautical Information Services

g. Civil Aviation Requirements for Aeronautical Information Services (CAR-15)
h. ICAO DOC 10066 –PANS –AIM (Aeronautical Information Management)
i. AISOM - (Aeronautical Information Service Operation Manual)
j. MOSAIS – (Manual of Standard for Aeronautical Information Service)
k. ICAO DOC 8400 –PANS –ABC – ICAO Abbreviation and Codes
l. ICAO DOC 7910 –Location Indicators
m. ICAO DOC 8126 –Aeronautical Information Services Manual
n. ICAO DOC 7101 –Aeronautical Chart Catalogue
o. ICAO DOC 9674 –World Geodetic System -1984
p. ICAO DOC 8697 –Aeronautical Chart Manual

4. Document Control Information

Document Control Sheet

This document is a controlled document and Director, AIM Department /AIS Quality Manager is responsible:

a) Maintain a distribution list and the master copy of the AIM Quality Manual:
b) Is responsible for keeping a register of controlled copies; and
c) Ensure that each copyholder verifies receipt of all controlled documents and subsequent amendments.

Uncontrolled copies may be issued with no record of who has the copy. For uncontrolled copies the document holder is responsible for ensuring that the copy they have up-to date.

The control information for this manual is detailed in the table below:

Title	AIM Quality Manual
Owner	AIM Department
Location of master copy:	AIM Department, CAAN, Babarmahal, Kathmandu, Nepal.
Date last updated:	2022
Holders of controlled copies	

5. Amendments and Amendment List Record Sheet

5.1 Amendments

Amendment to this manual will be by page replacement, addition, and deletion of complete re-issue. Quality manager will carry out an amendment to this Manual and will complete the Amendment Record sheet below.

Amendment Number	Amendment Date	Amended by	Date

5.2 Check list of Effective Pages

S.N	Page Number	Date	S.N.	Page Number	Date

6. Quality Management System (QMS)

6.1 Quality policy

QUALITY POLICY

FOR

AERONAUTICAL INFORMATION SERVICES

Civil Aviation Authority of Nepal (CAAN) mission is to provide a safe, efficient and effective air traffic system. Aeronautical Information Management Department recognizes that high quality aeronautical information services are essential to achieving this mission.

The AIM Department is committed to providing high quality aeronautical information services to meet the needs and requirements of its customers and to seek continuous improvement in the provision of those services through a quality framework.

Quality will be an integral part of all AIS activities.

The quality framework will be based on the ISO 9001 series of International Standards and will draw as appropriate, on ICAO Standards and requirements and other International and National Standards.

AIS will be provided in a manner consistent with the standards and recommended practices contained in the applicable ICAO Annexes, in particular Annexes 4 and 15.

The policies and procedures detailed in this manual are binding on all AIS staff.

Director, AIM Department Date : 26 May 2022
Civil Aviation Authority of Nepal
Babarmahal, Kathmandu

6.2 Quality objectives and planning to achieve them

AIM department will carry out all the activities as per Civil Aviation Requirements (CAR), the recommendations of ICAO and set deadlines to carry them out accordingly. The quality procedures for product realization adhere to the provisions set for each activity.

It is the responsibility of the customer (Internal/External) to provide information in time,complete with all the statutory and regulatory formalities.

6.2.1 AIM Department is committed to the following quality objectives:

i. Provide aeronautical information services that are more than ninety nine percent accurate and timely to enhance safety, regularity and efficiency of air traffic management within the Kathmandu FIR Airspace.

ii. To ensure that integrity of aeronautical data is maintained through the data process from origination, distribution and to the intended user.

iii. To satisfy the need for uniformity and consistency in the provision of aeronautical data/information that is required for operational use by international civil aviation.

iv. To provide our customers with quality aeronautical information products and services that are compliant with ISO standards 9001:2008 that meet customer expectations.

6.2.2 When planning how to achieve its quality objectives, AIM will determine;

Each staff member of the AIM department has access to all of the AIS manual including this manual and consequently to the Quality Policy and Quality Objectives. The director of AIM Department is responsible for making staff aware of the Quality Policy and Quality Objectives, for the implementation of quality practices to achieve these Objectives, and to monitor their application. Staff members are kept informed of these matters through staff meetings, appraisals and competency checks.

The plan to achieve quality objectives is contained in individual processes approved by the management for operationalization.

6.3 Communicating the quality policy

The quality policy will be communicated through AIM Department meetings, memoranda to other Managers of departments, the departmental regular meetings and is also displayed on notice board. This office will ensures that the quality policy is understood by all staff and is applied within the department.

6.4 Scope of QMS

The information handled by AIM may vary widely in terms of the duration of its applicability. For example, information related to airports and its facilities may remain valid for many years while changes in the availability of those facilities (for instance, due to construction or repair) will only be valid for a relatively short period. Information may be valid for as short a time as days of hours.

The urgency attached to information may also vary, as well as the extent of its applicability in terms of the number of operators or types of operations affected by it. Information may be lengthy or concise of include graphics.

Therefore, aeronautical information is handled differently depending on its urgency, operational significance, scope, volume and the length of time it will remain valid and relevant to users. Annex 15 specifies that, Aeronautical information shall be provided in the form of aeronautical information products and associated services and composed of the following elements (**Figure 1**):

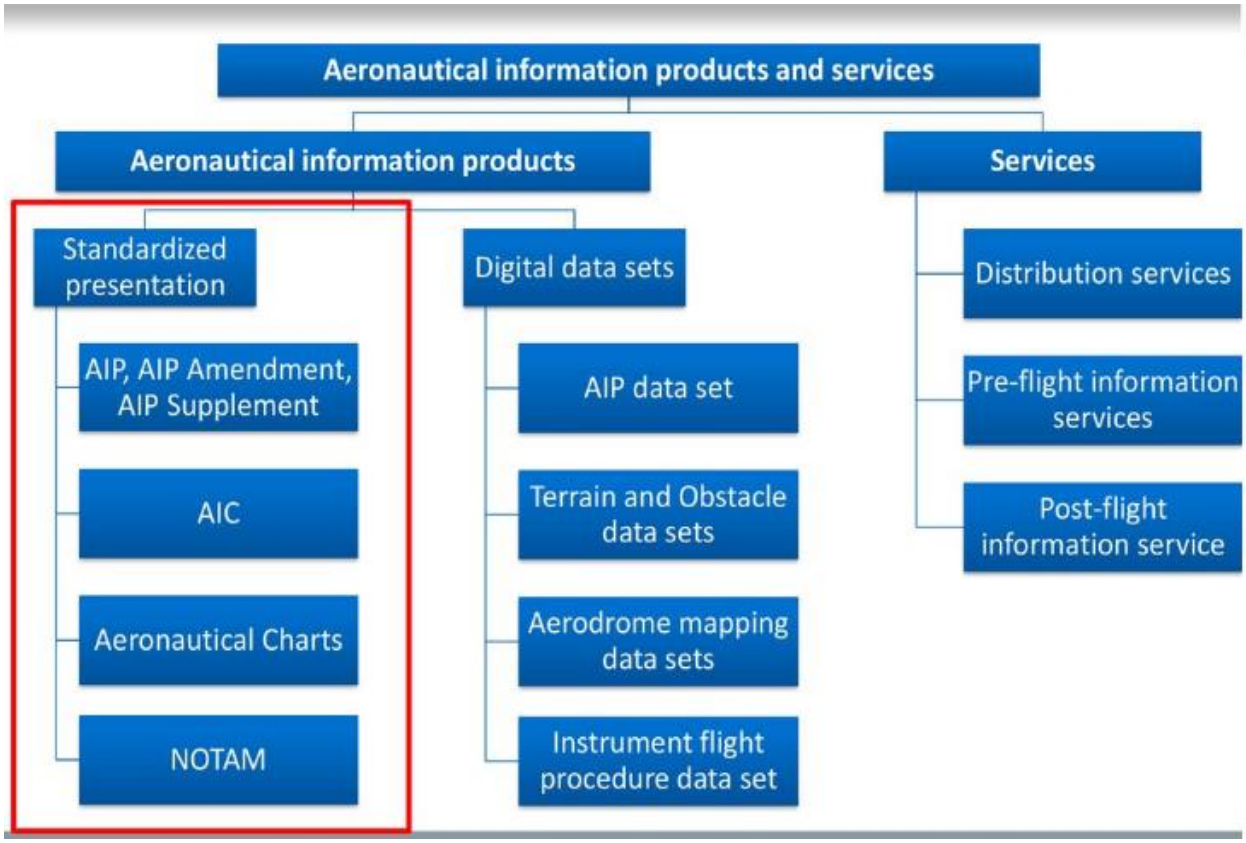


Figure 1

Products:

i. Aeronautical Information Publications (AIP), including Amendments and Supplements;
ii. Aeronautical Information Circulars (AIC);
iii. Aeronautical charts;
iv. NOTAM; and
v. Digital data sets.

Services:

i. Distribution services
ii. Post-flight services
iii. Pre-flight services

Each element is used to distribute specific types of aeronautical information.

6.5 QMS and its process

AIM department will establish this quality system and put in place quality management procedures at all stages (receiving and/or originating, collating or assembling, editing, formatting, publishing, storing and distributing) of the aeronautical information/data processas follows (**Figure 2**):

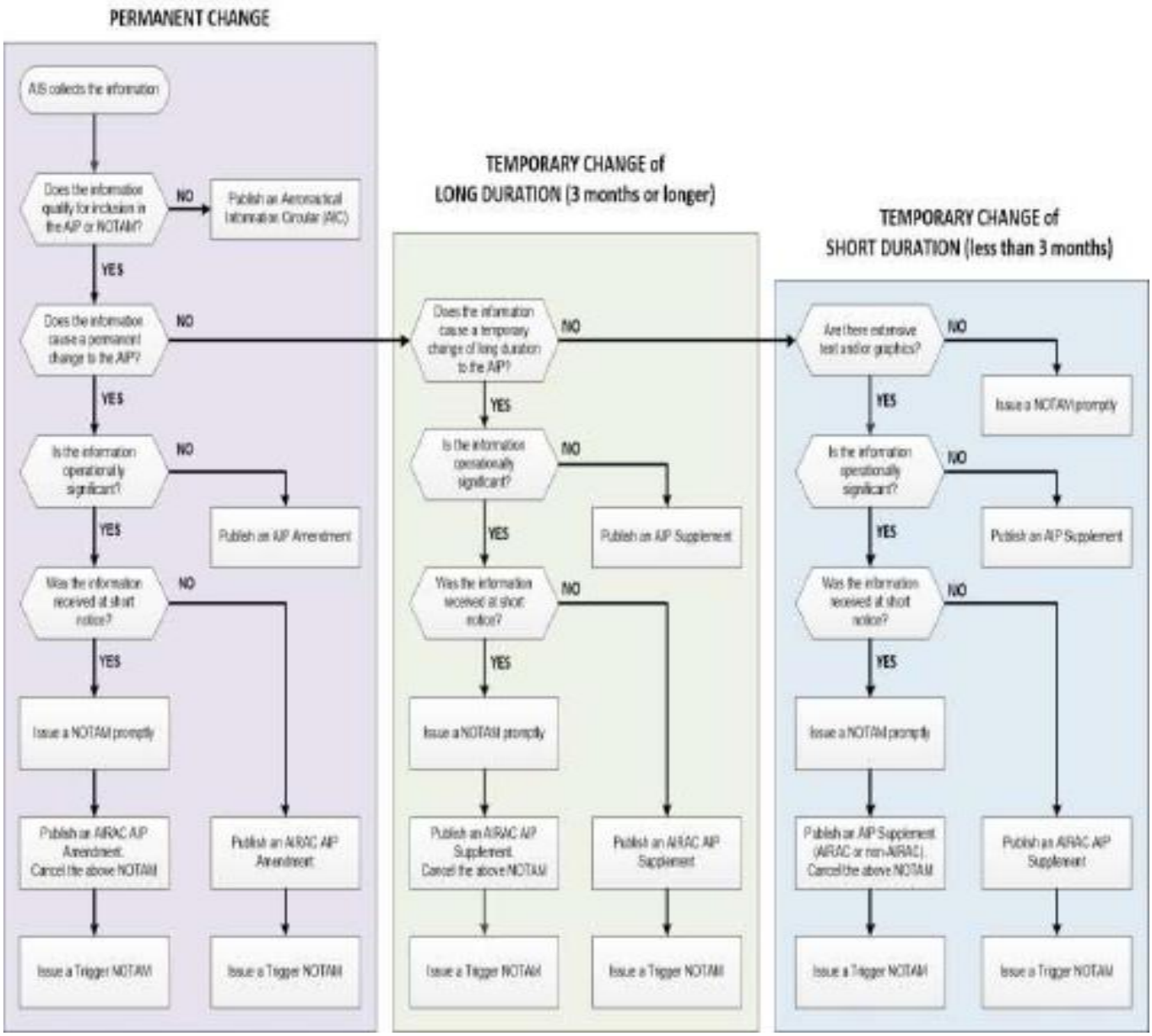


Figure 2

6.6 The Data Quality Process

1. The aeronautical information data process extends from the original data sources (e.g. surveyors, procedure designers) through AIS and publication to the end-users of the data in aeronautical applications. That data process is not simple: it is a series of complex functions within a sequential flow, particularly from data origination through to the publication of the AIP and other media derived from the AIP for end-use.

2. An aeronautical data management standard will be implemented in order to:

   a) Ensure compliance of the data quality reported to national administrations, as specified in this document;

   b) Ensure that the data management processes are carried out such that the integrity of the data is not jeopardized at any point in the process;

   c) Design the data collection and handling processes such that due regard is paid to the risk of error;

   d) Operate multi-layer data integrity management tools that enable the detection of discrepancies against known and tested logic and the appropriate rules;

   e) Ensure that data management tools are developed and managed in a controlled manner to ensure the integrity of the overall process;

   f) Provide for the development of appropriate metadata to ensure that complete audit trails are available at all times.

In order for the required quality of service/data to be provided, a QMS is required for all organizations operating within the total aeronautical data chain. **Figure 3** shows the overall data process chain from origination to end-use.

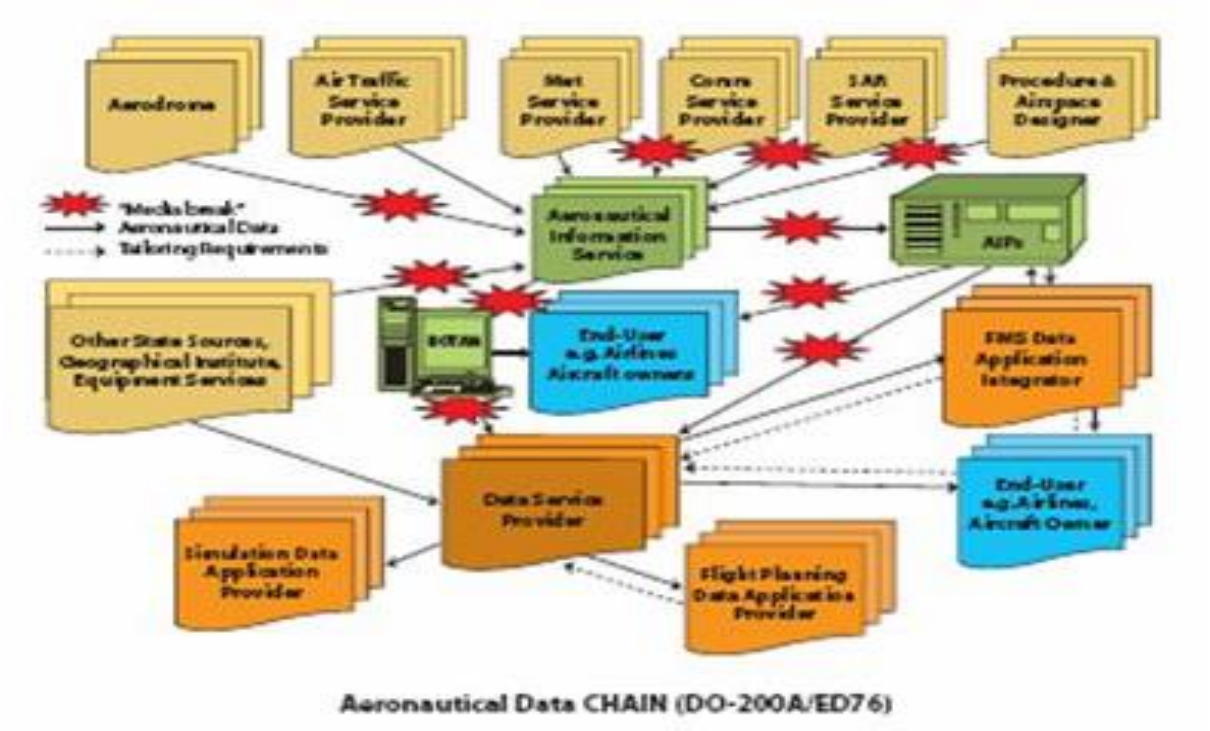


Figure 3

This manual, however, only applies to those elements of the process shown in **Figure 4** , from origination through to publication.. Data Supply chain will be based on QMS and be supported by Service Level Agreements (SLA's).

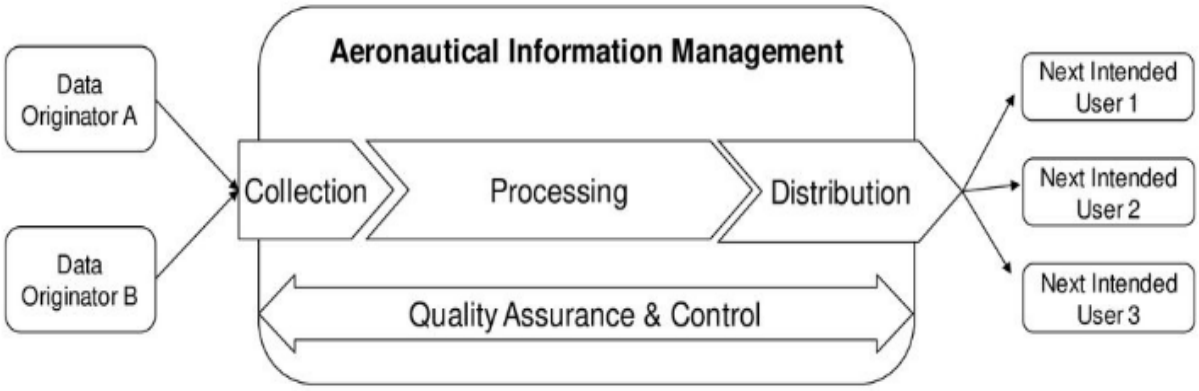


Figure 4

7. Organization

7.1 Organization arrangement – AIM Department

7.2 AIM Department will appoint the AIM QMS Manager in charge of reporting performance of the QMS and opportunities for improvement in AIM department. Responsibility and authority for all quality processes and functions described in this manual and associated aspects of the AIS are held by the AIM QMS Manager (Job description, responsibilities and qualification of QMS Manager – Appendix -1).

7.3 AIM QMS Manager has responsibility and authority for;

a) ensuring that processes for the quality management system are established and maintained,

b) reporting to senior management on the performance of the quality management system, including improvements, and

c) promoting awareness of customer requirements throughout the organization.

7.4 Context of Organization

7.4.1 Understanding Context

Aeronautical Information Management office has emphasized quality service as one of the most important factors in order to ensure high level of customer satisfaction. Nevertheless, AIM has its own internal strengths and weaknesses, and is positively or negatively affectedby external factors hereunder grouped in Opportunities and Threats. Opportunities and threats are determined by gradual monitoring of all AIM processes.

Internal	Issue	IMPACTS on QMS
STRENGTHS	AIM Department is under CAAN, and the top management is responsible to fund the all AIM activity.	Quality objectives will be achieved efficiently.
WEAKNESS	Shortage of staff.	QMS requirements force the management to fulfill the required manpower.
	Lack of refresher course. QMS will assist to implement training program.	QMS will assist to implement training program.
	AIS service are not Automated	QMS will assist to implement Automation
OPPERTUNITIES	Social working environment	Compliance with QMS requirements
THREAT	Retention of Manpower	QMS will assist to put in place the preventive measures.

SWOT Analysis

7.4.2 Planning

Actions to be taken to address Risks and Opportunities. AIM department will develop a mitigation plan which is documented against each process as indicated in 7.4.1 above.

7.4.2.1 Process Vs Risk VS Mitigation

PROCESSES	RISKS	MITIGATIONS
NOTAM	- Lack of automated NOTAM processing system - Data received untimely - Inadequate trainings	- Acquiring Automated System (D-AIM) - Continuous awareness on providing timely data. Training of personnel, refresher courses and workshops
AIP, AMENDMENT, AIP SUPPLEMENT and AIC	- Data received untimely - Lack of automated AIP processing system - Inadequate trainings	- Continuous awareness on providing timely data. - Acquiring Automated system (D-AIM) - Training of personnel, refresher courses and workshops

AIM department will update risks above when they are no longer valid or will add new risks, whenever they are identified.

8. AIS Quality System – Documented Procedures

8.1 AIS Responsibilities

Aeronautical Information Management Department will ensure that aeronautical data and aeronautical information necessary for the safety, regularity and efficiency of air navigation are made available in a form suitable for the operational requirements of the ATM community, including:

a) those involved in flight operations, including flight crews, flight planning

b) the air traffic services unit responsible for flight information service and the services responsible for pre-flight information.

Aeronautical Information Management Department will receive, collate or assemble, edit, format, publish/store and distribute aeronautical data and aeronautical information concerning the entire territory of Nepal. Aeronautical data and aeronautical information will be provided as Aeronautical Information Products.

The responsibilities of the AIS for ensuring the accuracy of information relates to ensuring conformance with applicable standards and that information provided is "reasonable" when compared with other available information. The responsibility for the accuracy, completeness and timeliness of original data and information rests with the originator. Those responsible for ensuring accuracy and conformity within AIS are shown in the section "Production of the AIS Product".

8.2 Collection of Information

AIM Department will receive aeronautical data and information for publication in the AIP and NOTAM from, but not limited to the following organizations that provide services in support of the air navigation system:

a. aerodrome operators;
b. telecommunication service organizations;
c. Air Traffic Service organizations;

d. air navigation service organizations;

e. meteorological organizations;

f. other AIS organizations;

g. Customs, Immigrations, Conservation and Health Authorities;

h. defense organizations;

i. other government departments and ministries; and

j. other States.

Information for inclusion in the AIP or NOTAM is sent direct to the AIM Department. This material is authenticated as described in "Authorization of Original Material".

8.3 Editorial Responsibilities

AIM Department has the following editorial responsibilities:

a) ensuring that the data and information collected is published in the appropriate format, in accordance with the applicable standards and distributed according to the operational significance of the information;

b) ensuring that the information received is accurately promulgated;

c) ensuring that aerodromes published in the AIP are shown on the applicable aeronautical charts;

d) ensuring the preparation, accuracy and distribution of all aeronautical charts;

e) monitoring the data and information to ensure that it is reviewed by the originating organization on a regular basis; and

f) ensuring the timely provision of aeronautical information to the aeronautical information services of other states. This should normally be by the provision of the AIP and NOTAM, except where other arrangements are documented (by letter ofagreement).

8.4 Original Material Identification and Traceability

For the traceability and identification of the source of the data origination AIS Data Recording File will be maintained as shown in format below.

i) Original Material

Original and source material for publication and associated drawings, drafts and proofs as follows:

Record	Location	Responsibility	Remarks
Proposed Amendment E.g. : AIP Amendment or AIP Supplement	AIP Amendment No. or AIP Supplement No. recorded in record file	Duty officer (AIM officer/AIM Manager)	Data originator information

ii) Authorization of Original Information

Original data and information received will be checked for proper authorization of data originator for example if received on Company Letterhead paper etc. Received on department /Company letterhead paper with the of originator information including following details:

a. Organization name:
b. Contact details:
c. The name and signature of person for the authorization of amendments on behalf of organization;

Note: originator will be requested to review at annually (During Regular AIP Amendment).

8.5 AIP Production Schedule

AIP Nepal, AIP Amendment, AIP supplement is produced in accordance with the Schedule of AIRAC Cycle which is published in a regular schedule(once in a year). An Example of AIRAC Publication Schedule is shown in **Appendix 4.**

8.6 Scheduling and Coordination of Amendments

AIM Department convenes regular meeting once in a year at the time of regular AIP Amendment with the following Data originators of amendment to the AIP.

a. Aerodrome Engineering Department
b. Electromechanical Department
c. CNS Planning & Development Department
d. Com. and Nav. Aid Department
e. Domestic Airport Facilitation Department
f. Aviation Security Department
g. Tribhuvan International Airport
h. Meteorological Forecasting Division (DHM)
i. Other Data originator

8.7 AIM Department will organize the meeting with Data Originator for the timely availability of data to be published as AIS Products, review of the published data in AIS Products, scheduling of new publications.

At these meetings, originators will be invited to submit the following details onproposed amendments including:

a) Effective date of amendment;
b) Scope of amendment;
c) Affected AIP documents;
d) Charting requirements; and
e) Consequential impact on other information.

The purpose of these meetings is to schedule and coordinate requests for amendments to the AIP. Agendas and minutes will be kept by AIM Department for all meetings.

8.8 Format and Standards

Standards as specified in the following ICAO Annexes and Documents are applied by AIS:

a) Annex 15;
b) Civil Aviation Requirements for AIS (CARs) 15
c) DOC 8126;
d) DOC 10066;
e) Aeronautical Information Service Operation Manual
f) Manual of standard Aeronautical Information Service
g) Annex 4;
h) Civil Aviation Requirements Aeronautical charts (CARs) 4
i) DOC 8697;

8.9 Coordination of AIP Amendments, NOTAM and Other Bulletins

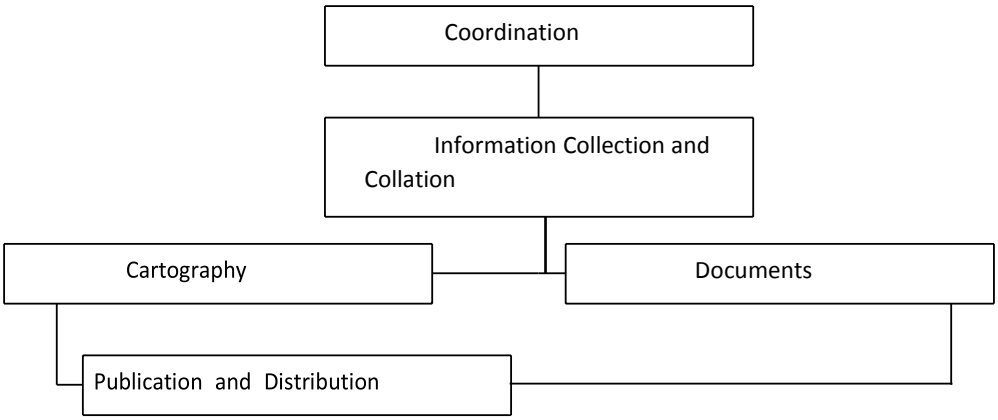
NOTAM originated by international NOTAM office of other state are reviewed daily by intl. NOTAM Office. Those relating to published AIP information are checked to determine whether the information promulgated will be of a permanent or long-term nature and if so, whether an amendment to the AIP has been initiated by the originator.

If no permanent amendment has been initiated by the originator, the NOTAM office will contact the originator and advise of the action required.

Responsibility for initiation of a formal change to the AIS Product is the responsibility of the NOTAM originator, or other designated person when required.

9 Production of the AIS Product:

Typical Workflow



9.1 Collection and Collation of Aeronautical Information:

During the coordination phase, all requests for amendment are reviewed as follows to determine:

Step	Action	Responsibility
1	Requested effective date	Information Division
2	AIP Documents affected	
3	Cartographic and publishing resources required	Publication Division
4	Conformance of submitted material with required standard	Information Division
5	Amendment request are correctly authorized and all necessary coordination has been completed.	
6	The Amendment is complete.	
7	The requested amendment corresponds to the other known information for instance a request to increaser the runway length should be compared to the currently published runway information	
8	All consequential amendment action required is understood and identified	

9.2 Records

The following table describes the records keeping of this process:

Record	Location	Responsibility	Minimum retention Period
Hard copy of allamendments	Publication Division	AIS Officer	Archive (or as determined by State legislation
Signed off final proof	Information Division	AIS Officer	Archive (or as determined by State legislation
Historical record of amendments made	Information Division	AIS Officer	Indefinitely on file.
Dispatch details	Publication Division	AIS Officer	Until the amendment isprinted.

9.3 Printing and Distribution

Final and reviewed copy of the AIS product AIP (AIP Amendment , AIP Supplement, Charts) will be given to print , the print product will be proof read and distributed to the data users according to the Distribution list .

9.4 Inspection and check

Step	Action	Responsibility
1	Complete the proof read Chart form by listing all affected pages connected with the particular amendment issue	Information division
2	Proof read the hard copy together with least 1 representative from AIM Department (information Division)	Information Division
3	Correct any anomalies at the conclusion of the proof read	Information division
4	Print a final proof and stamp this ready for approval Note :Rubber stamps will be built by AIM Department (Information division)	Publication Division
5	Approve for publication	AIM Department
6	Update the Collation Schedule with all the information required by the publisher	Publication Division
7	Dispatch for publication to arrive by the print dated defined in planning schedule	Publication Division
8	Printed copy will be first proof checked prior to distribution	Publication Division
9	Distribution	Publication Division
10	Amend the master copied of the AIS product on receipt	Publication Division

9.5 Checklist for Products

(Refer Appendix – 2)

9.6 Error analysis:

The following guidelines are used to determine the categorization of errors:

i) Critical

Any instance where the published information directly compromises the safety of air navigation:

a) where the published information could compromise aircraft clearance from terrain, e.g. incorrect instrument approach minima;
b) where there is an error in navigational or route information, *e.g.* Incorrect track; and
c) any error in the depiction or publication of airspace information, *e.g.* incorrect vertical limits;

ii) Major

Any instance where the published information intended for communications or air navigation purposes is missing, ambiguous or difficult to interpret, *e.g.* incorrect ATS frequency.

iii) Minor

a) Any instance of typographical, grammatical, printing or formatting deficiencies which do not directly cause operational difficulties, but do not meet expected standards such as:
b) any "typographical" error, where the information published is correct in context and content but could contain spelling or grammatical errors; and
c) errors where there are no operational impacts;

Note: NOTAM and Supplement is issued to correct errors detected in AIP. (Error tracking form - Appendix 3)

9.7 Prevention Action

Step	Action	Responsibility
1	Collate information relating to non-conformities error tracking forms and customer complaints/suggestion	Information Division
2	Determine cause of non-conformity	Information Division
3	Determine what action is necessary to prevent non conformities re-occurring	Information Division
4	Determine and implement corrective action	Information Division
5	Record and file results of action taken	Information Division

9.8 Change Procedures

Staff will be encouraged to suggest changes that will improve the quality system. To facilitate this process, suggestion will be made in form described in **appendix 6.** Each suggestion will be recorded with an individual number, details entered of the action taken and advice to the originator.

Step	Action	Responsibility
1	Register the suggestion	QMS Manager
2	Determine course of action to be taken	QMS Manager
3	Advice provided to the originator	QMS Manager
4	Record filed	QMS Manager

10. Security and Records

Records are required for data and information provided to AIM Department. The following table describes the record management procedures for the AIM Department. The purpose of these is to enable traceability of all published information, including the origin, date of receipt and check procedures.

Description of Record	Location the record is held	Responsibility of filing	Retention Period
AIP Amendment /Supplement Record	AIM Department	AIP Officer	Till the next edition of AIP Published

11. Contract Review

All contracts between AIM Department and suppliers, clients or consumers will be reviewed before final contract signature and on a regular basis after signature

A review clause will be written into all contracts to allow for this provision.The aim of the review is to ensure that:

a. the contract requirements are clear and unambiguous;

b. every requirement that is different from that tendered is resolved;

c. the supplier has the capability to meet the requirements of the contract;

d. written minutes of all contract review meetings should be recorded with resolution of ;

e. all points actioned at the meeting being clearly indicated; and

f. agreement that the review has taken place and is acceptable should be, by contract signature and/or the exchange of letters.

AIM Department is responsible of the reviewing contracts.

12 Purchasing

12.1 General

The publication division is responsible for ensuring that all purchase products to the specified requirements.

12.2 Assessment of Sub- Contractors

All Sub-contractors who could provide products or service that can directly affect product quality are evaluated and approved by the Director, AIM Department.

Approval of Sub-contractor is based on, but not limited to evaluation of the following criteria:

a. previous Sub-contractor history; and
b. Sub-contractor certification to approved Quality Standards.

The type and extent of the evaluation depends on the nature of the goods or services to be provided and the degree of previous experience with Sub-contractor.

All agreement with Sub-Contractor will allow for the audit of Sub-contractor management system by AIM Department.

Sub-contractor history should be established by maintaining a history of quality performance.

Sub-contractors who regularly fail to achieve required quality performancecriteria should not be used the AIM Department.

12.3 Purchasing Authority

Product or services	**Authority for Purchase**
Consultancy service for Maps and chart development	Director AIM Department
Consultancy service for printing AIS Products	Director AIM Department

All orders will be specified or included the following where appropriate:

a. The title of the products or services;
b. Relevant associated drawings;
c. Means of identification
d. Inspection
e. Approval requirements; and
f. Quality Standard to be applied.

Where the services or products are ordered under the terms of a service contract, only those specification not detailed in the service contract need to be included in the order. Where the services or products are ordered under the terms of a service contract, the service contract will specify the purchasing documents to be used. A Sub – Contractor supplied purchasing document could be used.

Copies of purchasing documentation will be retained.

13. Internal Audit - Internal Quality Audits

13.1 Audit policy

i. Internal quality auditing operation process is planned and conducted by Quality Division of AIM Department at least once a year to determine if QMS conforms to requirements for the QMS and the requirements of ISO 9001series.

ii. Internal auditors will be selected by Director AIM, basing on their QMS qualifications.

iii. This is done to determine whether the QMS is effectively being implemented and maintained. The internal auditors will need the following to carry out audit process

13.2 Scope of Quality Audits

a. Audits of the AIS will cover the quality system being used, process and products.

b. The audit scope covers all the processes defined in the quality manual and may also include the support systems on which the quality of the process depends; and

Note: The audit scope will be defined and communicated to the auditee prior to the commencement of the audit.

13.3 Responsibility

AIM Department (Quality Manager) will be responsible for ensuring that quality audits of the AIS are carried out in accordance with the procedure shown below.

A. Procedure

Define Auditor's Responsibilities. The responsibilities of internal auditors are as follows:

i. Planning and carrying out the audit plans:
ii. Complying with acceptable audit standards;
iii. Communicating the observations; and
iv. Following up on Audit Observations.

B. Define Audit Organization

The audit team will comprise of a Lead Auditor and other Auditors as determined by AIM Director.

C. Audit Frequency

The Audit frequency of twelve months is decided based on:

i. Risk assessment;
ii. Statutory requirements; and
iii. Quality certification requirements.

D. Audit Plan

There will be an audit plan that will define the following:

Scope and objectives of audit;

a. The composition of the audit team-Lead Auditor and members;
b. Identification of the reference documents that will be used;
c. The time, place and coverage period of the audit;
d. The coverage of the Audit in terms of locations, departments; and
e. The name of the clients to whom the audit report will be distributed.

E. Audit process

The following steps will constitute the audit process. The Lead Auditor isresponsible for ensuring all the steps take place:

a) advice to the AIS Manager of the proposed audit, including the audit program;

b) development of audit checklist;

c) entry meeting;

d) verbal debrief to AIS Manager and other staff (where appropriate) on audit findings;

e) completion of the audit proper;

f) compilation of the audit report and any corrective actions;

g) obtaining the AIS Manager's signature as having accepted report, agreeing to corrective actions and establishment of appropriate close-out dates;

h) dispatch of reports and corrective actions to the appropriate senior personnel.

F. Audit Records

One copy of the audit report, including comments and information from follow up meetings will be filed for 5 years.

13.4 Management Review

- **General**

a. Quality Manager is responsible for conducting regular review of QMS to ensure its continuingsuitability and effectiveness.

b. She/he reports reviews to the Management representative Director AIM who participates in CAAN management meetings and ensures that management reviews are successfully conducted.

- **Management Review Inputs**

The following are discussed in each review meeting for monitoring current performance and identifying improvement opportunities:

a. audit reports and results thereof;

b. results of customer/user feedback;

c. result of process performance and product non-conformities including customer Complaints;

d. status of corrective and preventive actions;

e. planned changes including regulatory requirements that could affect the QMS;

f. recommendations for improvements; and

g. Status of follow-up actions from previous management review meetings.

14. Training and Competency

14.1 Overview- Training

The competency required for each position will be detailed in the relevant Position Descriptions. From these competencies, and initial and regular assessments of performance, training requirements for individual staff are identified. The AIS Competency checklist for staff is detailed in **appendix 7**

14.1.1 Newly Appointed Staff

The training requirements for newly appointed staff are identified in consultation with the staff member and implemented as a Training Plan. The Training Plan will identify all relevant items for which training is required, a time-frame for the completion of each item (either due date or period) and when appropriate, any required achievement level. As training items are completed, completion is recorded on the Training Plan.

14.1.2 Current Staff

Details of training programs for on-going training to keep current with practices applicable to the position and to ensure all incumbents are trained tothe specifications, are developed and maintained by the Manager AIS in consultation with individual staff members.

This is carried out as part of the annual Performance Assessment with any identified training requirements recorded in the Personal Development Plan. Details of the completion of training for all staff (newly appointed and current) is made in the staff members file.

14.2 Competency

14.2.1 Newly Appointed Staff

a. New appointees to any position are required to demonstrate experience and competency appropriate to the position being filled. Initially, this will be determined through the recruiting process. A training plan for all newly appointed staff will be shown at Training plan and program of AIM Department.

b. The performance of newly appointed staff members will be reviewed within 3 months of appointment. This requirement will normally be met by reviewing the results of day-to-day work and the completion of Training Plan items.

c. If at the completion of all Training Plan items, or the completion of the first 3 months of employment (whichever is the latter), the staff member has demonstrated an appropriate level of competency, and they will be considered to be current staff and from that time, be required to meet the competency requirements for current staff.

14.2.2 Current Staff

a. To remain competent, staff are required to carry out their specified responsibilities at least once every three months. Because of the on-going and regular nature of their work, staff will normally satisfy this requirement through their day-to-day work.

b. Where a current staff member is absent for a period exceeding 3 months, their performance will be reviewed during the month of recommencement of work, or until such time as they have demonstrated an appropriate level of competency. The performance attributes to be reviewed will depend upon theposition held, the length of their absence and the nature of work currently in progress. These should be determined by mutual agreement with the staff member concerned.

14.3 Competency Records

Details of competency reviews are held on individual staff member's files.

a. Sub-Contractor Competency

i. Where processes relating to the production are subcontracted, the Sub- contractor should have demonstrable competence appropriate to the work being undertaken. This is usually measured through historical performance.

ii. Sub-contractors should be required to demonstrate adequate and ongoing competency in the services provided. This should be assessed by the results of the services or products provided by the Sub-contractor concerned and by regular audits of the Sub-contractor

14.4 Performance Assessments

Annual Performance Assessments will be completed for all staff. Performance reviews should include:

a) the establishment of performance objectives for the next period (One year);

b) a review of the staff members performance against objectivesfor the review period; and

c) Identification and agreement of any training required.

15. IMPROVEMENT

AIM department has selected risks and opportunities in its operation process system that can affect intended results of its quality management system. AIM Department is committed to implement all necessary actions to meet customer requirements and enhance customer satisfaction. These include:

a. Improving products and services to meet requirements as well as to address future needs and expectations;

b. Correcting, preventing or reducing undesired effects;
c. Improving the performance and effectiveness of the quality management system
d. Issuing Data Users Feedback and other forms to insure that the services of AIM Department are improved.

15.1 Nonconformity and corrective action

a. In case non-conformity has occurred due to non-compliance of regulatory requirements, including complaints from customer feedback forms, data from data originators and/or AIM products and services provided by the department, this is the procedure to be followed;
   i. Record non-conformities
   ii. Determine the causes of non-conformities
   iii. Determine actions required to prevent re-occurrences of non-conformities
   iv. Advise the originator
   v. Implement corrective action
   vi. File records created after corrective action taken.

b. The AIM department makes sure that corrective actions taken are appropriate to the effects of the nonconformities encountered. **Appendix-6** to this manual is the Corrective Action Form for nonconformities, used in this process.

c. Root cause analysis of the product non-conformities, customer feedback, customer queries and non-conformities related to any other QMS process is identified and solutions provided in order to prevent their re-occurrence.

15.2 Continual Improvement

AIM department shall continually improve the suitability, adequacy and effectiveness of the QMS. Improvement initiatives are based on the results of analysis, audit reports, evaluation and the outputs from management review to determine if there are needs or opportunities that are addressed as part of continual improvement.

Continual improvement includes the objective evidence from the following:

a. Audit findings;
b. Audit conclusions;
c. Resolution of user queries;
d. Analysis of data; and
e. Management review.

16 OPERATION

16.1 Operational Planning and Control

AIM Department will develop relevant plans and controls of its processes to meet the requirements for the provision of its services and implementation of quality actions as per our plan. Some of the procedures and related activities of AIM Department's daily operations are documented in AIS operations Manual (AISOM).

16.2 Requirements for products and services

A. Customer communication

AIM department will put in place different ways to communicate to customers, interested parties and other end users through:

i. Recordable telephone
ii. Workshops
iii. E-mails and Website links
iv. Customer satisfaction forms
v. Post Flight Report form
vi. Verbal conversation

B. Any complain raised by customer through Data Users feedback Form, Post Flight Report form or by any means above shall be received and analyzed for its merits and action will be taken by duty officer in response to the raised complaint or forwarded to relevant department. Constructive criticisms are encouraged in the service as a matter of policy.

C. Preservation of documents

AIM Department will maintains both hard and electronic documents. All documents are kept in secure places.

D. Control of changes

For effective operational control of the products, the following will be in place:

i. Effective dates for the publications;
ii. Prearranged production program;
iii. Predetermined internationally agreed formats;
iv. Quality Manual that includes quality procedures and procedures specific to AIM;
v. Work Instructions;
vi. Circulars and guidelines; and
vii. Products are released to the next process after satisfactory checks.

E. Release of Products and services

All products and services provided by AIM department undergo different stages of verification and approval before release to the customer to ensure they meet standards and requirements.

F. Control of Nonconforming Outputs

Procedure for the control on Non-Conforming products and services

a. The product non-conformities could occur in any of the stages of product realization as on scrutiny by AIM Department or even detected by customer at pre- or post-audit delivery stage;

b. Thus, all non-conforming products are identified and controlled to prevent their unintendeduse or delivery;

c. Upon realization of a non-conformity, these are procedures to be followed:
   i. Identify non- conformity, inform the Director AIM, correct the detected non-conformities, reprocess the product or services to ensure its conformity to the requirements, make records
   ii. An officer on duty is responsible to take decision on the action in respect of non- conformity. Unless the decision to be taken by the duty officer is beyond her/his capacity then seek advice from Director AIM.

17 PERFORMANCE EVALUATION

17.1 Monitoring, Measurement, Analysis and Evaluation

A. General

Monitoring, measurement, analysis, evaluation and improvement in processes will be plannedto be done once a year, through internal audits, for the following purposes:

i. To demonstrate conformity to the product.
ii. To ensure conformity of QMS (Refer Internal Audit and Management ReviewProcess); and
iii. To continually improve the effectiveness of QMS (refer Data Analysis & ManagementReview Process).

Information from this process are appropriately documented as evidence of the results.

B. Customer Satisfaction

The performance of quality management system, whether AIM Department has fulfilled customer requirement, will be monitored through the following:

i. Monitoring customer perception through user opinion, customer query/feedback on delivered product and service quality communicated verbally or written etc.;
ii. Dealing with feedback & queries through emails, data user feedback form refer**Appendix 5** of this manual and
iii. Improving existing procedures as an ongoing process.

C. Analysis and Evaluation

a. Data is collected to assess performance of plans, projects, objectives and quality system interms of time, quality and benchmarks.
b. Data is analyzed to determine the areas of occurrence, trends, effectiveness of processes/procedures and customer satisfaction where improvements can be made.

c. Data is collected from the following sources:
   i. Inspection finding is by self and third party;
   ii. Result of audit findings; and
   iii. Number of non-conformity reported by data user after delivery. (nonconformity form need to be added)

Appendix – 1

AIM Department will appoint the AIM QMS Manager in charge of reporting performance of the QMS and opportunities for improvement in AIM department, with following Job Description.

Job Title, Description, Responsibilities and Qualifications of QMS Manager

a. Responsibility - Report to Director AIM

b. Job Description

i. Preparation and amendment of AIM's Operations and Quality Manuals;
ii. Withdraw of obsolete copies of AIM quality and operations manuals from their receivers;
iii. Confirm if the products conform to the AIM quality requirements before put inuse;
iv. Ensure that the results of audit are reported to the relevant management through the Director AIM
v. Conduct regular review of QMS to ensure its continuing suitability and effectiveness;
vi. Ensure that management reviews of the quality management system are conducted
vii. Perform any other duty as assigned by the Director AIM.
(Refer Appendix – 1, Example of Position Description)

c. Qualifications

ii. Bachelor's Degree in any discipline and three years of experience in AIS operations.
iii. Certificate in Aeronautical Information Services from an ICAO recognized training institution
iv. Certificate in ISO 9001:2008, Quality Management systems — Requirements

Appendix – 2

CHECKLIST FOR PRODUCTS

CAAN LOGO	Civil Aviation Authority of Nepal AERONAUTICAL INFORMATION MANAGEMENT(AIM)	Revision 0
Document Number AIM-QMS000	Title : Checklist for products	Page 1 of ...

No.	Product	Produced by	Checked by	Authorized for publication by

This is control document:
Issue date:

Appendix – 3

Error Tracking Form (ETF)

No.000/01

This form is to be completed for each NOTAM or AIP SUPPLIMENT issued to correct errors in AIP.

Description of error :	
Affected documents(S):	
Notified by:	
Cause & analysis :	
Corrective action taken:	
Comments:	

Notes for completion:

The quality officer will:

a) Confirm the error; raise, number and register an error tracking form;
b) Analyse the safety aspects associated with the error and determine if NOTAM or other action is appropriate;
c) Initiate a NOTAM/AIP SUPP correction action, and process through NOTAM officer/NOF; *(attach a copy of the NOTAM request to this tracking form)*
d) Analyse the cause of the error;
e) Discuss the error with the officer responsible for the document;
f) Determine remedial action;
g) Brief Manager, AIS as necessary;
h) Initiate required change action required;
i) Amend or establish procedures as required to strengthenprocesses;
j) Sign-off this form as completed;
k) File the completed form.

The Quality Manager will assist the Quality officer to determine appropriate action, analyze the cause of the error and propose changes to procedures. Tasks involved may include:

a) Establishing the audit trail for the data;
b) Analyzing the safety aspects associated with the error and determine if NOTAM or other action is appropriate;
c) Investigating the cause of the error; and
d) Proposing changes to Standard Operating Procedures.

Appendix – 4

AIRAC Predetermined dates (28 days cycle)

AERONAUTICAL INFORMATION CIRCULAR

Phone: +977 1 4257667, 4262518
Fax: +977 1 4257668
AFS: VNKTYOYX
Email: caanais@caanepal.gov.np
Website: caanepal.gov.np

NEPAL

AERONAUTICAL INFORMATION MANAGEMENT DEPARTMENT

CIVIL AVIATION AUTHORITY OF NEPAL
BABARMAHAL, KATHMANDU, NEPAL

AIC
4/21

1 November 2021

AIRAC Predetermined Dates for publication of AIRAC AIP Supplements/Amendments to AIP Nepal for the year 2022.

1. The pre-determined dates of the Regulated system by which information should reach the AIM Department, CAAN Head Office for publication of Aeronautical Information applicable for the year 2022 are hereby notified.

2. Such publication shall be issued as AIP Supplement/AIP Amendment and identified by the acronym "AIRAC".

Cycle Number	Latest Date for information to reach AIM Dept. for Normal changes	Publication Date for Normal changes *(42 days in prior)*	Effective Date
01/22	9 DEC 2021	16 DEC 2021	27 JAN 2022
02/22	06 JAN 2022	13 JAN 2022	24 FEB 2022
03/22	03 FEB 2022	10 FEB 2022	24 MAR 2022
04/22	03 MAR 2022	10 MAR 2022	21 APR 2022
05/22	31 MAR 2022	07 APR 2022	19 MAY 2022
06/22	28 APR 2022	05 MAY 2022	16 JUN 2022
07/22	26 MAY 2022	02 JUN 2022	14 JUL 2022
08/22	23 JUN 2022	30 JUN 2022	11 AUG 2022
09/22	21 JUL 2022	28 JUL 2022	08 SEP 2022
10/22	18 AUG 2022	25 AUG 2022	06 OCT 2022
11/22	15 SEP 2022	22 SEP 2022	03 NOV 2022
12/22	13 OCT 2022	20 OCT 2022	01 DEC 2022
13/22	10 NOV 2022	17 NOV 2022	29 DEC 2022

01 of 01

Appendix – 5

Data user feedback form

	CIVIL AVIATION AUTHORITY OF NEPAL **Users Feedback Form**
	Aeronautical Information Management (AIM) Department

Please tick the appropriate box to indicate your degree of satisfaction.

1. Printed Publications						
		Excellent	***Good***	***Acceptable***	***Poor***	***Worst***
1.1	What is your overall evaluation of the quality of printed publications?	☐	☐	☐	☐	☐
1.2	What is your overall evaluation of the AIP arrangement?	☐	☐	☐	☐	☐
1.3	What is your evaluation with the physical view and quality of AIS Products	☐	☐	☐	☐	☐
1.4	What is your overall evaluation of integrity and accuracy of Aeronautical information provided in AIS publications?	☐	☐	☐	☐	☐
1.5	What is your overall evaluation of the quality of chart?	☐	☐	☐	☐	☐
1.6	Do you receive AIRAC changes 28 days prior to their effective date?	☐	☐	☐	☐	☐
2. NOTAM						
		Excellent	***Good***	***Acceptable***	***Poor***	***Worst***
2.1	What is your overall evaluation of NOTAM as to their availability?	☐	☐	☐	☐	☐
2.2	What is your overall evaluation as to their accuracy?	☐	☐	☐	☐	☐
3. CAA Website:						
		Excellent	***Good***	***Acceptable***	***Poor***	***Worst***
3.1	Are you satisfied with the services provided by CAA website i.e. AIP, AIP Amendment, AIP Supplement, AIC, List of Valid NOTAM and PIB ?	☐	☐	☐	☐	☐

4. Commends
Reported by Name : Office Date

Thank you for your kind cooperation.

Aeronautical Information Management (AIM) Department, CAAN,
Babarmahal, Kathmandu, Nepal,
TEL: 977- 4257667, 4262518
Email: caanais@caanepal.gov.np
Website : caanepal.gov.np

Appendix – 6

Corrective Action Form

CAAN logo		Civil Aviation Authority of Nepal AERONAUTICAL INFORMATION MANAGEMENT DEPARTMENT	Revision 0		
Document Number AIM-QMS----------		Title : Corrective Action Form for nonconformities	Page 1 of ...		
No.	Date	Nonconformity detected	Document title	Action taken	Done by

This is a controlled document: |
Issued on:

Appendix – 7

AIS COMPETENCY CHECKLIST

S.N.	ICAO COMPETENCY	DESCRIPTION	OBSERVABLE BEHAVIOUR (OB)	Fully Satisfied	Satisfied	Partially Satisfied	Dis Satisfied
1	Aeronautical data and aeronautical information awareness	Comprehends aeronautical data and aeronautical information requirements, monitors the aeronautical data and aeronautical information process(es) and detects anomalies and potential threats that can degrade the flow and the quality of data and information and affect its use.	1. Maintains awareness of the aeronautical data and aeronautical information requirements based on the intended use of aeronautical data and aeronautical information. 2. Validates and verifies upon receipt of the aeronautical data that it is compliant with quality requirements (accuracy, resolution, completeness, format, and timeliness). 3. Monitors the quality of aeronautical data and aeronautical information throughout the aeronautical data process from origination to distribution, to internal and external stakeholders (integrity, timeliness, traceability). 4. Uses the available tools to gather, monitor and comprehend aeronautical data and aeronautical information in its different stages (collection, storage, processing, distribution) 5. Manages the aeronautical data and aeronautical information based on user requirements.				

			6. Identifies and manages potential threats that can cause the degradation of aeronautical data and aeronautical information flow (e.g., interruption of aeronautical data process) or degradation of the quality of the aeronautical data and aeronautical information. 7. Develops effective contingency plans based on potential threats. 8. Maintains awareness of the latest international standards, recommended practices and procedures in aeronautical information management (AIM).				

S.N.	ICAO COMPETENCY	DESCRIPTION	OBSERVABLE BEHAVIOUR (OB)	Fully Satisfied	Satisfied	Partially Satisfied	Dis Satisfied
2	Coordination	Comprehends and adheres to applicable formal arrangements and, if required, coordinates with originators, personnel in different operational positions, and with other affected stakeholders to meet the agreed requirements.	1. Maintains awareness of the entities accountable for data or information origination and/or from which aeronautical data and aeronautical information is received, as defined in the formal arrangement (aeronautical data and aeronautical information originators). 2. Adheres to the applicable formal arrangement with originators, operational units and other affected stakeholders. 3. Monitors the requirements agreed to in the formal arrangements and initiates appropriate action or improvement to achieve the agreed requirements. 4. Coordinates with aeronautical data originators, personnel in different operational positions, and with other affected stakeholders if anomalies in performance are detected. 5. Uses available tools to monitor and analyse the performance achieved and generate performance reports as required.				
3	Application of procedures	Identifies and applies data procedures in accordance with published operating instructions and applicable regulations and standards.	1. Identifies the source of operating instructions. 2. Follows the operating instructions in a timely manner. 3. Performs the required quality procedures and proposes improvements ifrequired. 4. Correctly operates information systems and associated equipment. 5. Complies with applicable regulations, standards and procedures. 6. Applies relevant procedural knowledge.				

S.N.	ICAO COMPETENCY	DESCRIPTION	OBSERVABLE BEHAVIOUR (OB)	Fully Satisfied	Satisfied	Partially Satisfied	Dis Satisfied
4	Communication	Communicates effectively (in oral and written form) with all stakeholders involved in the aeronautical data process.	1. Accurately interprets and processes the aeronautical data andaeronautical information received. 2. Asks relevant and effective questions to understand the content ofaeronautical data and aeronautical information if it is ambiguous. 3. Uses appropriate vocabulary and expressions for clear communication with stakeholders. 4. Presents appropriate and accurate information in a clear and concise manner in all media (paper, electronic, digital). 5. Ensures the recipient is ready and able to receive the information in verbal briefings. 6. Actively listens and demonstrates understanding when receivingquestions from internal or external stakeholders. 7. Manages non-standard situations by communicating effectively. 8. Notifies internal and external stakeholders of the errors in the data andproducts effectively.				

S.N.	ICAO COMPETENCY	DESCRIPTION	OBSERVABLE BEHAVIOUR (OB)	Fully Satisfied	Satisfied	Partially Satisfied	Dis Satisfied
5	Workload management	Manages available resources efficiently to prioritize and perform all assigned information tasks in a timely manner under allcircumstances.	1. Plans, prioritizes and schedules all assigned information taskseffectively. 2. Manages time efficiently when carrying out assigned informationtasks. 3. Reviews, monitors and cross-checks actions. 4. Verifies that information tasks are completed to the expectedoutcome. 5. Manages and recovers from interruptions, distractions, variations and failures. 6. Offers and accepts assistance, delegates when necessary, and asksfor help when needed. 7. Maintains self-control in all encountered situations. 8. Manages stress in an appropriate manner and adapts to the demandsof a situation as needed.				

S.N.	ICAO COMPETENCY	DESCRIPTION	OBSERVABLE BEHAVIOUR (OB)	Fully Satisfied	Satisfied	Partially Satisfied	Dis Satisfied
6	Team work	Operates effectively as a team member.	1. Carries out assigned actions and duties in such a manner thatsupports a team environment. 2. Encourages team participation and cooperation. 3. Addresses and resolves conflicts and disagreements in a constructivemanner. 4. Shows respect and tolerance towards other people. 5. Uses team member feedback to improve overall team performance. 6. Provides and accepts feedback constructively. 7. Fosters an atmosphere of open communication. 8. Shares experiences with the objective to continuously improve theaeronautical information process.				
7	Information management expertise	Applies and improves technical knowledge and skills related to the collection, processing, management, integration and provision of aeronautical data and aeronautical information.	1. Demonstrates knowledge of information systems and technology to ensure integration of aeronautical data and aeronautical information. 2. Understands and applies aeronautical data and aeronautical information lifecycle management policies, processes and procedures. 3. Chooses the most appropriate and cost-effective infrastructure basedon the operational criticality of the information. 4. Selects the appropriate tools, systems and resources to support the efficient management of aeronautical data and aeronautical information. 5. Develops information requirements for AIM systems 6. Ensures that the data and information are accurately represented in the systems.				

S.N.	ICAO COMPETENCY	DESCRIPTION	OBSERVABLE BEHAVIOUR (OB)	Fully Satisfied	Satisfied	Partially Satisfied	Dis Satisfied
8	Self-management and continuous learning	Demonstrates personal attributes that improve performance and maintains active involvement in self-learning and self-development.	1. Improves own job performance through self-evaluation. 2. Seeks and accepts feedback to improve own job performance. 3. Uses feedback to improve own job performance. 4. Takes responsibility for own job performance by detecting and resolving own errors in the context of the quality management system (QMS). 5. Engages in continuous improvement throughout the process. 6. Improves own job performance from received training. 7. Keeps up to date on specialized technical knowledge and skills. 8. Recognizes trends in own technical area and anticipates changes.				

Checked By

Name :

Designation :

Signature :

Date :

Duty Officer

Name :

Designation :

THE END