



AIS QUALITY MANAGEMENT SYSTEM (QMS)

SECTION 1 - GENERAL

1. PURPOSE

This Advisory Circular (AC) is to provide guidance on the establishment and implementation of a Quality Management System for the provision of aeronautical information services to Air Navigation. The quality system established shall comprise procedures, processes and resources necessary to provide for the quality management of the aeronautical information to be supplied to the users.

2. STATUS OF THE ADVISORY CIRCULAR

This AC is an original issuance.

3. BACKGROUND

The Ghana Civil Aviation (ANS) Directives, Part 15 - Aeronautical Information Service specifies the requirements for the establishment of a properly organized quality system to ensure a continued high quality of data and products provided by the aeronautical meteorological services.

4. APPLICABILITY

This AC is applicable to Aeronautical Information Service Providers in Ghana.

5. RELATED DIRECTIVIES

This AC is related to GCAD Part 15 – Aeronautical Information Service (AIS)

6. RELATED READING MATERIAL

- A. ICAO Annex 15



- B. ICAO Doc 8126 (Aeronautical Information Service)
- C. ICAO Doc 9839 – Manual on the Quality Management System for Aeronautical Information Service

7. ACRONYMS

AC	-	Advisory Circular
ANS	-	Air Navigation Service
ATS	-	Air Traffic Services
ANSP	-	Air Navigation Service Provider
GCAA	-	Ghana Civil Aviation Authority
GCAD	-	Ghana Civil Aviation Directives
DG	-	Director General
ATM	-	Air Traffic Management
PANS	-	Procedure for Air Navigation Services
QMS	-	Quality Management System

SECTION B - GUIDANCE AND PROCEDURES

8. GENERAL

- A. The QMS established in accordance with this advisory circular should be in conformity with the International Organization for Standardization (ISO 9001 series) of quality assurance standards and shall be certified by an approved organization.
- B. The ISO) 9001 series of quality assurance standards provide a basic framework for the development of a quality assurance program.

9. DEVELOPMENT OF THE QUALITY SYSTEM

In developing the Aeronautical Information Service quality management system, the AIS shall take into consideration the following:

- A. The quality system provides the users with assurance that the meteorological information supplied complies with the stated requirements as per the GCAD (ANS) Part 15



- B. The quality system includes verification and validation procedures to ensure that upon receipt of aeronautical data and aeronautical information, quality requirements are met.
- 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.

10. COMPONENT OF QUALITY SYSTEM

- A. The main components of a Quality System shall include:
 - i. A Quality Policy;
 - ii. A Quality Manual that outlines the quality system;
 - iii. Procedures for all quality assurance activities within that system;
 - iv. Work instructions / operational procedures;
 - v. Description of resources provided for the effective implementation of the quality system; and
 - vi. Forms and Records.
- B. The Quality Manual developed under 10 (A) (ii) above shall include the following typical elements:-
 - i. **Title and scope** – the manual should make reference to the specific quality management system standard (i.e. ISO 9000) on which the quality management system is based.
 - ii. **Table of contents**
 - iii. **Review, approval and revision** – evidence of the review, approval and revision status and date of the quality manual should be clearly stated.
 - iv. **Quality Policy and Objectives** – can be separated documented but referenced in the manual or be included in the quality manual.
 - v. **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.
- vi. **References** – a list of documents referred to but not included in the manual
- vii. **Quality management system description** – a description of the processes and their interactions, documented procedures or references to them are to be included; and
- viii. **Appendices** – any supportive information such as flow charts of processes and organizational charts.

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