


AIM Management Review Meeting Report

Management Review 02/²⁰¹⁸ – 30.01.2019

Invitation list

		Attended	Excused	E-mail
		✓		

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Report

1. Safety Recommendations follow up

a. Overview Safety Recommendations for AIM

xxx).

Completion:

Progress made on action since last MRM

Action 100% completed (Closed or Endorsed)

Action was already mentioned as completed since previous report - waiting for approval

No progress possible due to external factors

ID	Title & description	Status & due date

MRM findings and recommendations (evaluation / proposed actions / measures / follow-up)

2. Audits follow up

a. General

b. Internal audits

See §d.(1) below for details on the follow up of the open actions.

c. External Audits**I. Lloyds audits****II. Supervisory authority audit****d. Audit actions (corrective / preventive)**

Completion: 0% No plan drafted
 25% Plan drafted
 50% Implementation of plan started
 75% Plan fully implemented (waiting for approval)
 100% Efficiency of implementation evaluated

Progress made on action since last MRM

Action 75% (waiting for approval) or 100% completed

Action was already mentioned as completed since previous report - waiting for approval

No progress possible due to external factors

(1) Internal audits/ taskings

ID	Description	Status	C
NIL			

(2) External audits

ID	Description	Status	C

(3) Supervisory authority audits

ID	Description	Status	C

MRM findings and recommendations (evaluation / proposed actions / measures / follow-up)

3. Safety, Quality and Change management

a. Safety management

b. Safety Reporting of Occurrences (SRO)

c. Safety Implementation

I. Safety Promotion and Lessons Learned Dissemination

II. Safety Survey

MRM findings and recommendations (evaluation / proposed actions / measures / follow-up)

NIL

d. Quality management

I. Documentation update

Impact on the documentation from changed regulations

ICAO:

XXX

EASA:

xxx.

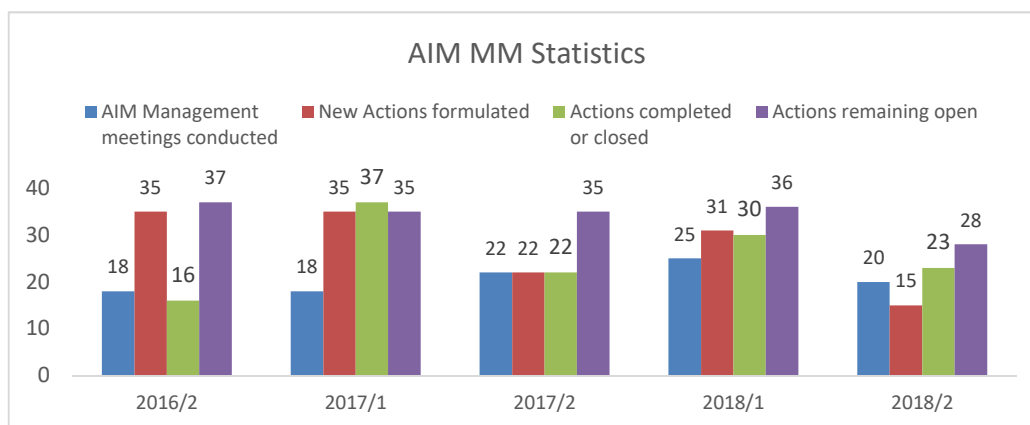
II. Other quality subjects

Due to the abolishment of the eAIP on disc we needed to update the KPI description for the AIP Office. At the same time we took the opportunity to make some corrections to the other KPI descriptions. The Office manuals will be updated to include the (latest) KPI descriptions.

III. Management follow up

Weekly AIM Management Meetings

- Overview of activities:



- A report of every meeting is available in xxx...
- The Excel sheet with the list of AIM Action items is available for all AIM personnel on ... drive.
- All staff have the possibility to put items on the agenda of the weekly AIM Management Meetings. A dedicated form exists in

MRM findings and recommendations (evaluation / proposed actions / measures / follow-up)

e. Change management

I. Change nr 1

Status : comments / ...

MRM findings and recommendations (evaluation / proposed actions / measures / follow-up)

Changes are well managed.

The CONOPS for the integration of the NOF and subsequently the ARO must be translated in a detailed implementation plan.

The implementation of the new skeyes software applications requires sufficient attention in the AIM Management Meetings to ensure the AIM applications remain available and daily operations are not hindered unnecessarily.

The second OCA-test will be the termination of the OCA-implementation programme after which it will be part of the normal operations.

Attention must go to the integration of the military SPACC officer and especially the co-location of the NOF by the end of this year will have to be well managed.

The implementation of new regulatory requirements is ongoing business that requires sufficient resources (ref. §7).

4. Risk management and Business Continuity

a. Risk identification and measures

Note: Risks identified by an auditor and that became the subject of an audit finding are not explicitly treated in this section.

I. Excessive delay in software development for AIM Services

NO change since last report

Risk identification:

xxx.

Mitigation measures (to be implemented):

xxx

II. Overview Risk management & Opportunities (see attachment)

The attachment gives an overview in a glance of the identified risks and opportunities and how they are followed up. It has been updated to reflect the latest state of affairs.

(The document is a useful tool to give a comprehensive explanation on the matter to management and auditors).

MRM findings and recommendations (evaluation / proposed actions / measures / follow-up)

NIL

b. Business continuity

I. Quality of outsourced processes

xxx

II. Other

No new risks for the continuity of our business were identified.

III. Follow up of implementation of formal arrangements

xxx

MRM findings and recommendations (evaluation / proposed actions / measures / follow-up)

NIL

c. Opportunities***1. Overview Risk management & Opportunities (see attachment)***

The attachment gives an overview in a glance of the identified risks and opportunities and how they are followed up. It has been updated to reflect the latest state of affairs.

(The document is a useful tool to give a comprehensive explanation on the matter to management and auditors).

MRM findings and recommendations (evaluation / proposed actions / measures / follow-up)

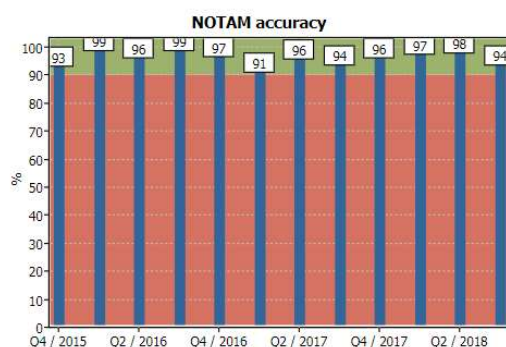
NIL

5. Process performance evaluation - KPI evolution

Key Performance Indicators (KPI) result from measurement of quality objectives and give an indication of the performance of the service through the application of the dedicated processes.

a. Dynamic data (ARO/NOF)

I. Accuracy



The KPIs for the NOTAM accuracy reflect the results of **sample tests** performed by EAD. As the results are always delivered with some 'slack' the graph is only up to date until Q3/2018.

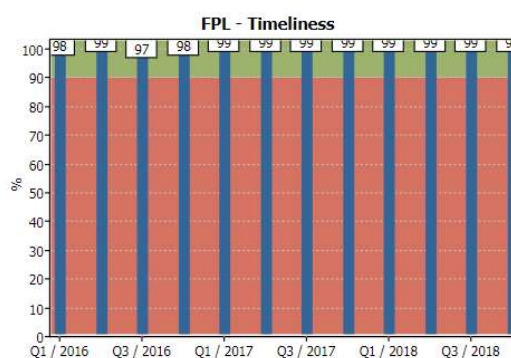
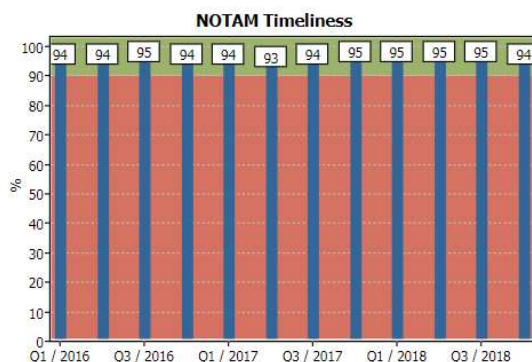
For Q2/2018: 0 errors category A; 0 errors category B and 4 for category C.

For Q3/2018: 3 errors category A; 1 errors category B and 7 for category C.

On top of the quarterly checks by EAD an additional check on **all** NOTAM in the series A is made to ensure that information from (new) instructions and lessons learned communicated during refresher briefings is well implemented.

Specific errors are discussed by the 'evaluator' with the individual staff member (in confidence).

II. Timeliness



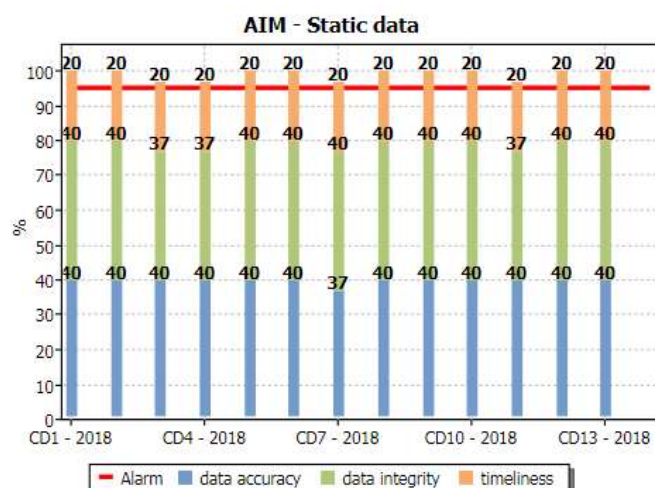
The average time for sending NOTAM into the system after receiving the proposals submitted via the website is 10 minutes for Q2 and 13 minutes for Q3.

The average time for introducing FPL into the system after reception of FPL introduced via the website is 2 minutes for both Q1 and Q2.

MRM findings and recommendations (evaluation / proposed actions / measures / follow-up)**b. Static data (AIP Office)**

The KPI indicated good performance over the last two quarters.

Overview:



CD11 of 2018 shows a dip of 3% for data integrity. This means that data and their value have been changed between the moment the data were received by the AIP Office and the moment they have been published or that data were not published in time.

c. Change to the KPI descriptions

xxx

MRM findings and recommendations (evaluation / proposed actions / measures / follow-up) .

NIL

MRM findings and recommendations (evaluation / proposed actions / measures / follow-up)

6. Improvement activities

a. Software implementation

I. Introduction of new software

New software packages are being introduced in the daily working of AIM:

- XXX

II. AIP OFFICE

The software applications to be used for xxx

MRM findings and recommendations (evaluation / proposed actions / measures / follow-up)

NIL

b. Other items

I. Client/Customer statistics

xxx

II. Miscellaneous

xxx

MRM findings and recommendations (evaluation / proposed actions / measures / follow-up)

Nil

7. Resource management

a. Personnel

xxx

MRM findings and recommendations (evaluation / proposed actions / measures / follow-up)

XXX

b. Training***I. Training programme execution***

Overview of the training provided in the second semester 2018:

- XXX

II. Planned training

Overview of the planned training in the first semester of 2019:

- XXX

MRM findings and recommendations (evaluation / proposed actions / measures / follow-up)

XXX

8. Customer/clients focus**a. Complaints, Positive feedback, Information requests, induced and imposed tasks**

XXX

b. External providers

XXX

c. Suppliers

XXX

d. Other customer / client issues

NIL

MRM findings and recommendations (evaluation / proposed actions / measures / follow-up)

XXX

e. Customer statistics**I. AIP statistics S2/2018****II. FPL Statistics from 01 SEP 2018 – 31 DEC 2018****III. NOTAM Statistics Q4/2018****MRM findings and recommendations (evaluation / proposed actions / measures / follow-up)**

It is advised to set up (twice a year) a performance evaluation meeting with the statistics- and KPI-data as input. The results should be used for improvement and as input for SLA review.

9. Follow-up and review of previous AIM MRM

Note: All new actions resulting from the MRM meeting discussions are incorporated in the AIM Management Meeting Action list to ensure adequate follow up. Such action items are clearly indicated that they are stemming from the MRM meeting. An overview of the concerned action items and their status is given below.

Completion: 0% No plan drafted
 25% Plan drafted
 50% Implementation of plan started
 75% Plan fully implemented (waiting for approval)
 100% Efficiency of implementation evaluated

Progress was made on the action since last MRM

Action 100% completed

Action 'waiting', on hold or closed

ID	Description	By whom	By when	Status		C

New actions to be incorporated in the AIM Management Meeting actions overview						

10. AOB

NIL

11. MRM – Overall Conclusion

○