SMS, QMS and SecMS Surveys - Commonalities & Best Practices

The Integrating of MATS Safety, Quality & Security Management Systems

A small walk through

What do we mean by an integrated management system?

- Integrated means combined; putting all the internal management practices into one system but not as separate components.

- For these systems to be an integral part of the company's management system there have to be linkages so that the boundaries between processes are seamless.

- An integrated management system is a management system which integrates all components of a business into one coherent system so as to enable the achievement of its purpose and mission (*BSI*)

Why this?

- Suits small organisations
- Better use of available human resources
- Core requirements of a management system are identical
- Use of one policy covering the three systems
- One Management systems manual
- Avoid unnecessary duplication

The way we manage

- Safety, Quality and Security are Integrated
- Mandatory procedures of the existing management systems are shared
- System relevant (Specific) procedures are in place
- Section already experienced in maintaining management systems
- Culture of operating within a management system framework established within MATS

Regulatory Requirements for a Management System:

- Quality:
  - EC Reg. 1035/2011
  - ISO 9001/2008
  - National Legislations
  - MATS procedures

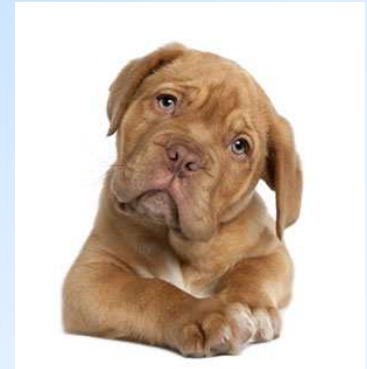- Safety:
  - EC Reg. 1035/2011
  - ESARR 3
  - National Legislations
  - MATS procedures

Security:
EC Reg. 1035/2011 & National Legislations
MATS Procedures

"The safety, quality and security management systems may be designed and operated as an integrated management system"
EC 1035/2011 p32

What about the scope?

The scope can easily be enlarged to cover the three functions……….do we see any conflicts?

Conflicts are sometimes mentioned and different opinions exist however our own experience is that we did not have any.

And Objectives?

- **Safety** = The overall safety objective is to ensure that all safety issues within the provision of an ATM service have been addressed in a satisfactory manner, and to a satisfactory conclusion. (*ESARR 3 and EU1035/2011*)

- **Security** = The security of their facilities and personnel so as to prevent unlawful interference with the provision of air navigation services and operational data. (*EU1035/2011*)

- **Quality** = Top management shall ensure that quality objectives, including those needed to meet requirements for product and /or service, are established at relevant functions and levels within the organization. The quality objectives shall be measurable and consistent with the quality policy. (*ISO 9001-2008*)

can we identify conflicts?

Some of the problems:

- Already Established Management Systems
- Internal Empires
- Silo Mentalities
- Competition between Systems
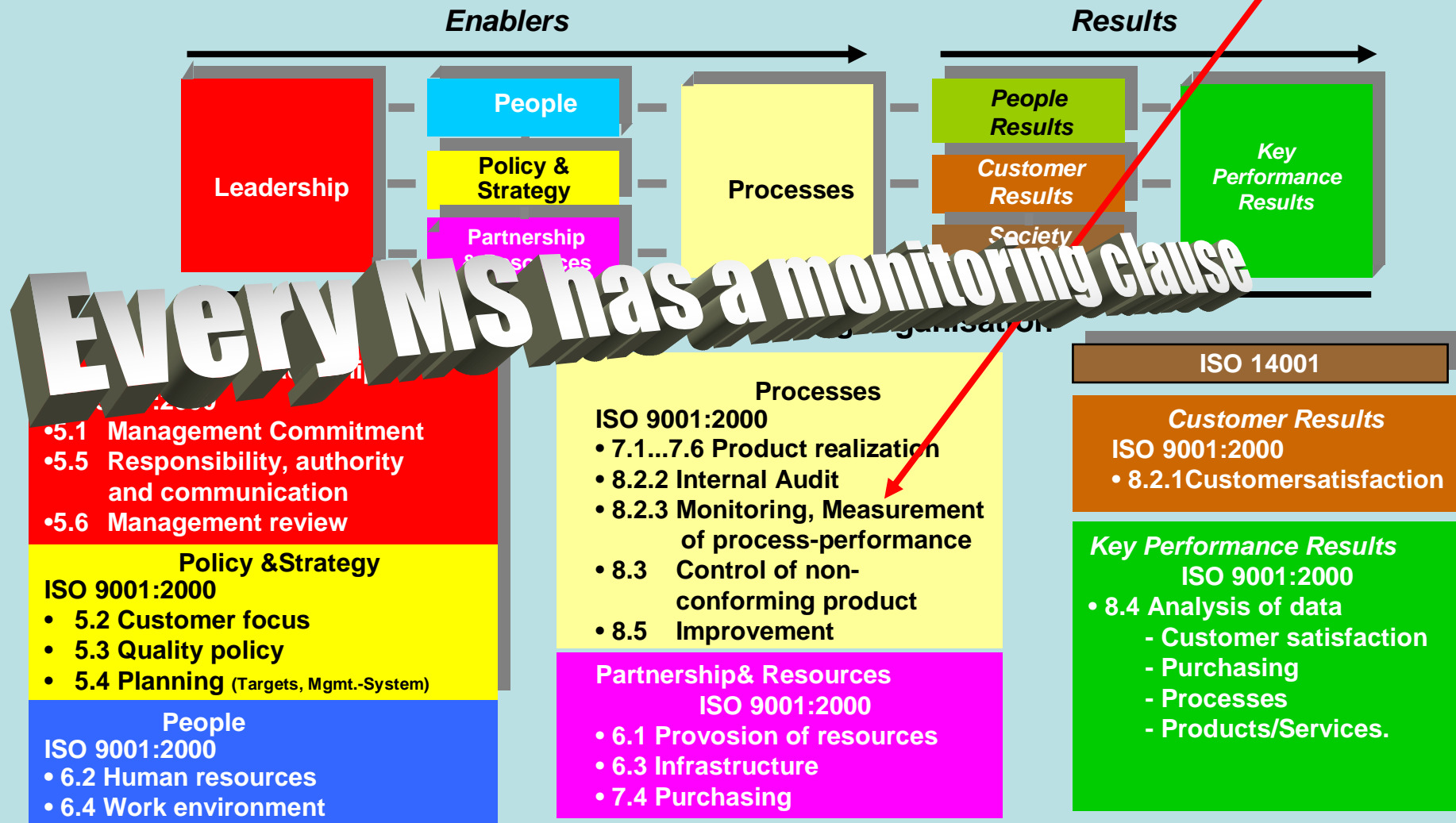- Resistance to Change

Surveys are:

- An ideal tool for monitoring of performance

- Provide **_assurance_** that system is functioning as expected

- Can be of great assistance in identifying of problematic areas

- The process can function quite easily in all management systems because all MS requires **_monitoring_**

Safety Responsibility

Safety Management

Safety Management Implementation

Priority of Safety

Safety Objective of Air Navigation Services

EATMP Safety Policy Statements

EATM SAFETY POLICY

From Principles to Practice

EATMP Safety Principles

Safety Achievement
- Competency
- Risk Management Process
- Safety Occurrences
- Safety Objectives and Requirements
- System Safety Assessment Process and Documentation
- External Services

Safety Assurance
- Safety Surveys
- Safety Monitoring
- Safety Records

Safety Promotion
- Lesson Dissemination
- Safety Improvement

- A Clear Commitment from Management
- Safety Management System Implementation
- Measurement, Analysis and Improvement

ISO 9001:2000

Enablers

Results

| Leadership | People | | Processes | People Results | Key Performance Results |

- Policy & Strategy
- Partnership & Resources
- Customer Results
- Society

Every MS has a monitoring clause

Leadership
ISO 9001:2000
- 5.1 Management Commitment
- 5.5 Responsibility, authority and communication
- 5.6 Management review

Policy &Strategy
ISO 9001:2000
- 5.2 Customer focus
- 5.3 Quality policy
- 5.4 Planning (Targets, Mgmt.-System)

People
ISO 9001:2000
- 6.2 Human resources
- 6.4 Work environment

Processes
ISO 9001:2000
- 7.1...7.6 Product realization
- 8.2.2 Internal Audit
- 8.2.3 Monitoring, Measurement of process-performance
- 8.3 Control of non-conforming product
- 8.5 Improvement

Partnership& Resources
ISO 9001:2000
- 6.1 Provosion of resources
- 6.3 Infrastructure
- 7.4 Purchasing

ISO 14001

Customer Results
ISO 9001:2000
- 8.2.1Customersatisfaction

Key Performance Results
ISO 9001:2000
- 8.4 Analysis of data
  - Customer satisfaction
  - Purchasing
  - Processes
  - Products/Services.

Similarities

SMS

Procedures

Safety Assessments

Competence Assurance

Training *Plans and Records*

Occurrence Reporting

Preventive Maintenance

Corrective Maintenance

Document Control

Control of Records

Surveys and Audits

Improvement

QMS

Procedures SOP's

Control and Monitoring

Competence Assurance

Training

Control of non-conforming products

Preventive Actions

Corrective Actions

Document Control

Control of Records

Audits

Improvement

Surveys and Audits

- *Audits output*: Opportunities for Improvement (Non Conformances) and /or Observations

- *Survey output*: What Went Well / What Can We Improve (Recommendations, Observations)

- Audits are normally conducted against a standard/document/procedure or an agreed criteria

- Surveys are normally conducted to verify or/and monitor situations/trends/practices/ objectives/achievement
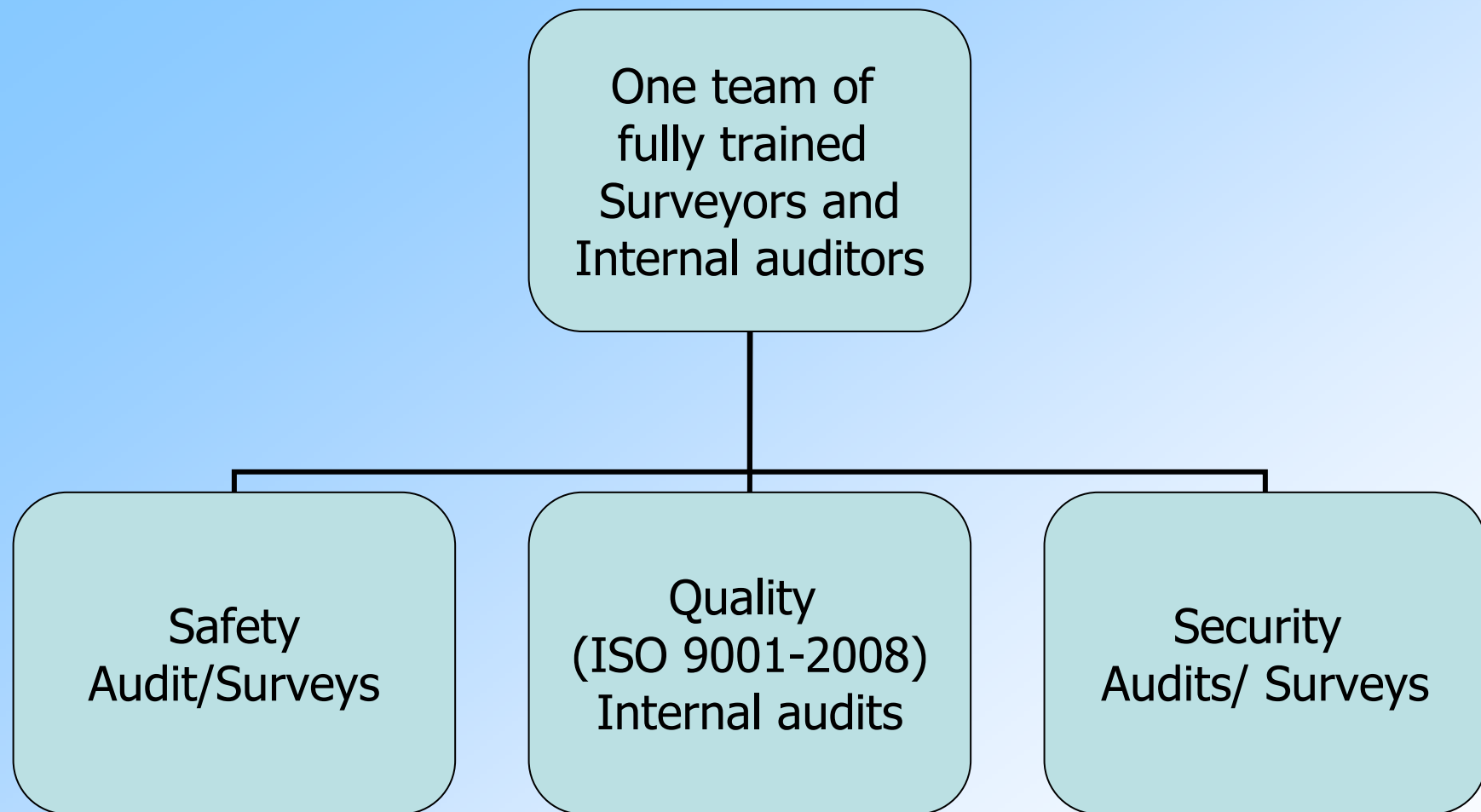
An Audit or Survey activity can easily cover more than one function

One team of
fully trained
Surveyors and
Internal auditors

Safet
Audit/Su

urity
Surveys

An Audit or Survey activity can easily cover
more than one function

maltaairtraffic
services
Limited

Mandatory Procedures of a Management system

- Control of documents
- Control of records
- Internal audit (surveys)
- Control of nonconforming product
- Corrective action
- Preventive action
- Change Management Process
- Risk Assessment Process
- Policies

The principle is simple, based on common sense
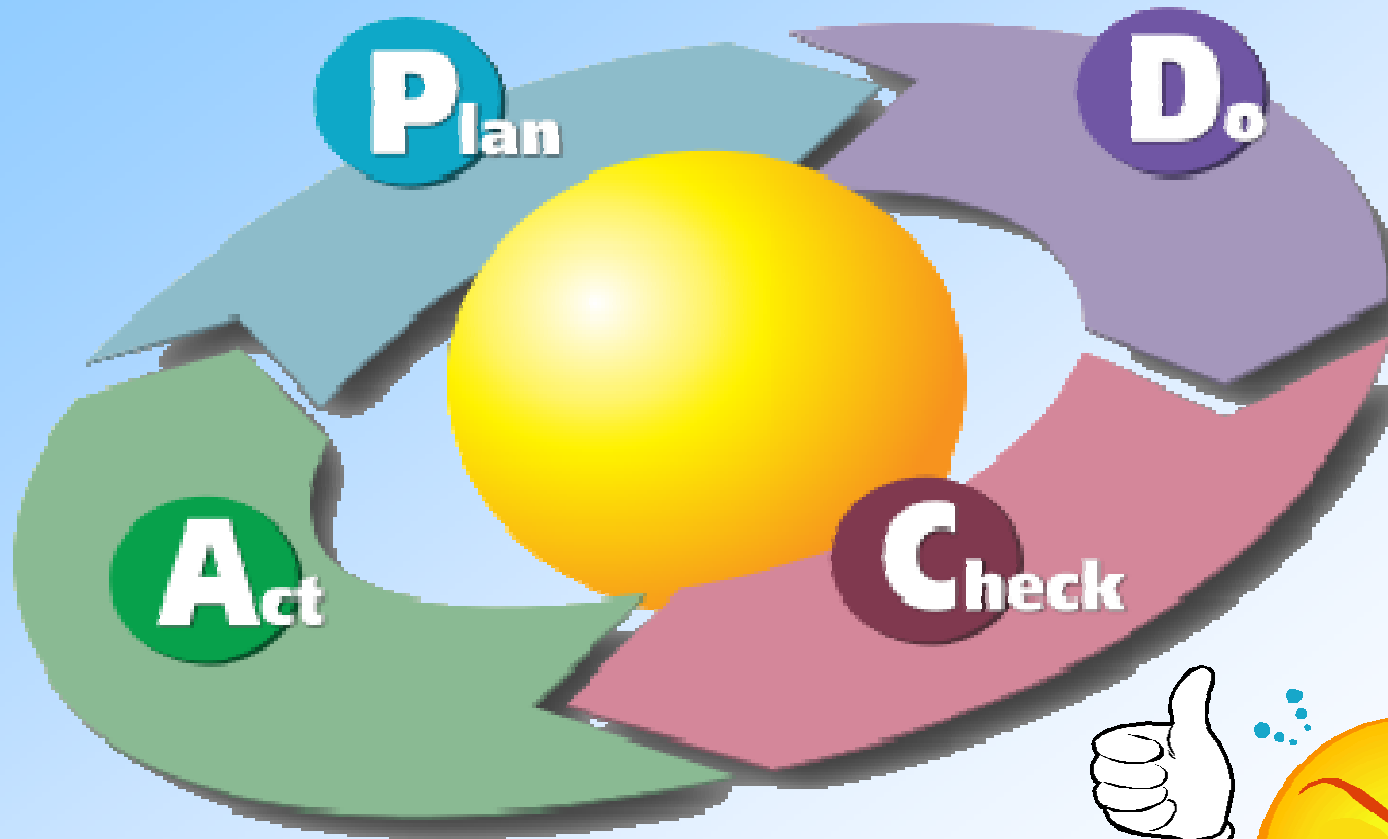
Conclusion

A management system does not in itself decide the technical or commercial specification of a product or service, but establishes disciplines that assist in the consistent attainment of the requirements for the safety, quality and security of the service provided. Consequently this will assist the service provider in meeting its business and regulatory objectives as an ANSP.

Thank you

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services
Limited

Any Questions