SMS Best Practice/Good Practice Submission			
State whether this is a Best or Good Practice:		**Good Practice**	
ANSP	UAE GCAA - Sheik Zayed Air Navigation Centre	Date of submission	17 June 2025
Contact Details	[redacted]		
SoE Study Area	SMS Documentation		
BP/GP title	Automating the Safety Management System through ASIM		
In use since	01 June 2017		
ANSPs using this practice (for BP specifically)			
Key Words	Safety Data Integration, SMS Automation, ASIM, Integrated Safety Management		

General Description

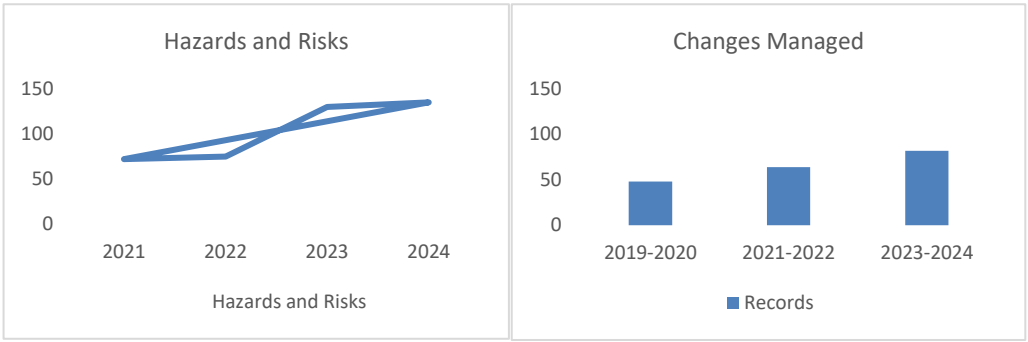
ASIM (ANS Safety Integrated Management) is the internal system developed by GCAA to fully support the SMS at the Sheikh Zayed Air Navigation Centre. What started as a tool to digitalize basic safety processes has evolved into a technical and operational management platform that integrates all elements relevant to aviation safety at our ANSP: hazard identification & risk management, mandatory and voluntary reports, management of change, audits, job cards, corrective actions, safety performance indicators, among others.

ASIM serves much more than as a simple repository or database. It has become a daily working tool for multiple users, with role-based access, enabling real-time visibility, task automation, and full traceability of every safety-related action. Its modular and customizable design has allowed it to adapt each process to the operational reality of our different business units.

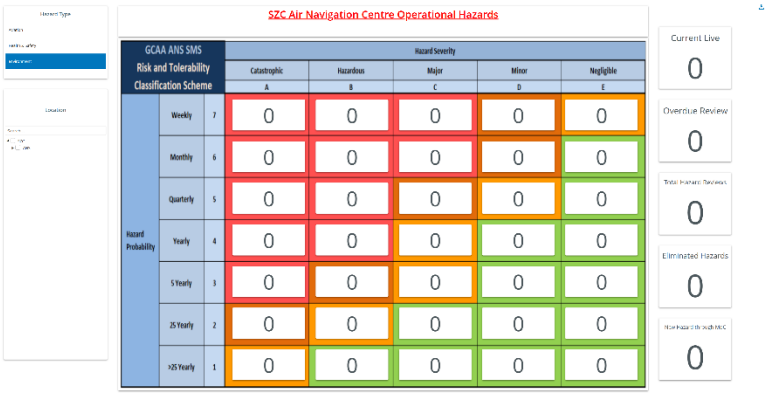
Justification

ASIM meets the criteria defined by CANSO to be considered a Good Practice:

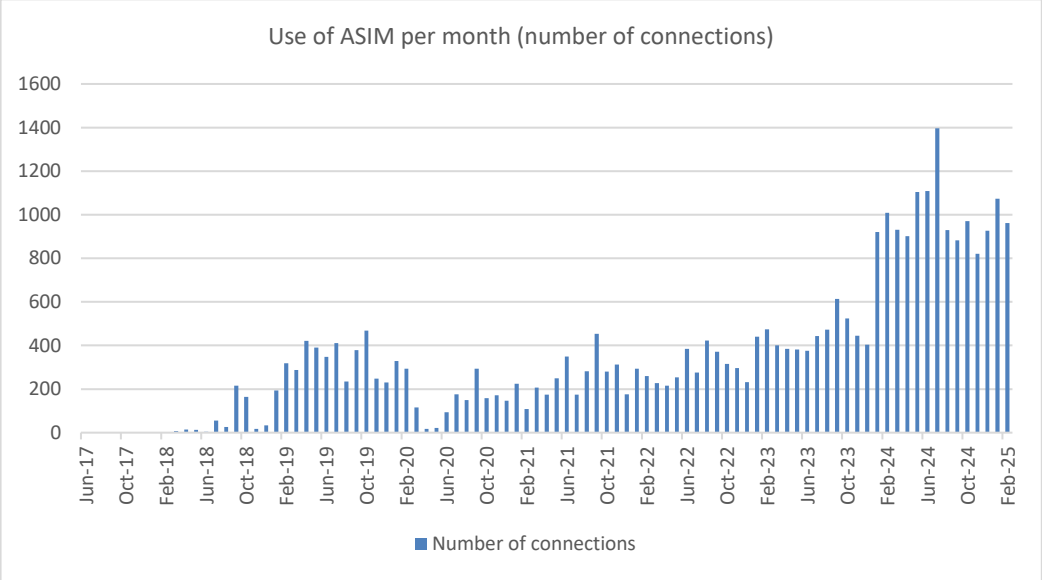
- It shows clear performance improvement: since implementation, identified risks increased by 87%, and changes managed under MoC grew by over 500%.



- It introduced innovation and efficiency by replacing fragmented and manual procedures with automated workflows covering all SMS functions.
- It is replicable: while the design is tailored, the principles and structure of ASIM are applicable in other ANSP settings.
- It positively impacted the safety culture: increased participation, greater transparency, and total traceability.
- ASIM provides full visibility into all operational and live risks and hazards identified across the organization. Users can easily filter data by department, hazard type, and other relevant criteria.



- ASIM ensures timely alerts are sent to stakeholders via email, including reminders for risk reviews and Management of Change (MoC) communications, keeping everyone informed and engaged.
- The organization invested in the development of interactive dashboards to support effective safety oversight. Currently, over 20 dashboards are actively used to track and monitor key performance indicators (KPIs) across various safety functions.
- Today, ASIM has over 1,000 monthly connections and accumulates close to 40,000 hours of user engagement.



Resources Involved

The development of ASIM formally began in 2017 with a review of existing manual processes. However, since the beginning of 2019, its deployment has followed a structured approach in stages, incorporating new modules and continuous improvements over time.

- Initially, a multidisciplinary team was formed, including experts in safety, quality, IT, and operations.
- Implementation took several years, managed with in-house resources and under an evolutionary logic, without relying on commercial off-the-shelf solutions.

Motivation for Development

The decision to automate the SMS stemmed from several combined reasons:

- The limitations of manual systems, especially for linking risks across departments.
- Audit observations regarding traceability, change management, and feedback loops.
- The need to integrate quality and safety into a single operational environment.
- A strategic vision of safety maturity that goes beyond mere compliance.
- Ultimately, to contribute to improving effectiveness while reducing workload by simplifying processes and workflows, in line with UAE Zero Bureaucracy initiative.

Tangible Results

The impact of ASIM on safety management has been clear:

- Real improvement in risk identification and management.
- Strengthened risk ownership by operational stakeholders.
- Reduced response time to events and safety recommendations.
- Increased voluntary participation through open channels such as the "Let's Improve" module.
- Achieved complete traceability from report submission to action implementation.

Today, ASIM enables integrated, automated, and strategically aligned safety management within our ANSP and, especially, in line with State-level initiatives such as Zero Bureaucracy. Its evolution continues with new functionalities like integrated SPIs and SPTs, and overall process enhancements on a regular basis. ASIM is, without a doubt, a key tool to support our data-driven safety culture based on collaboration and continuous improvement.

By submitting this document, your organisation is willing for the proposed Best or Good Practice to be shared with other ANSPs.