**WMO QUESTIONAIRE FEEDBACK EVALUATION**

**Consolidated summary (all regions)**

***NB****: This summary concerns the replies to the questionnaires sent out to those Members where information had been missing beforehand, so that it is representative for the “critical part” of the WMO Membership. In the case of RA I, they form a majority of Members, whereas in RA VI only a small number of Members were in that category, thus the data there are quite different from the majority of countries which are already fully ISO and Single European Sky (SES) certified.*

1. The majority of countries who have replied have appointed a quality manager (QM) with the exception of Liberia, Bangladesh, Afghanistan and Turks & Caicos. In most cases, the appointed QM had basic training on QM/ISO 9001. This is particularly so for RA I, where a significant percentage of these QM also received internal auditors training. Worth noting is that still several Quality Managers in RA I, RA II, RA IV and RA VI have not received any QM/ISO 9001 training at all, with the majority in RA II. These are Mauritania, Bangladesh, Pakistan, Afghanistan, India, Jordan, Lebanon and Turks & Caicos. The TT –QMS will be requested to investigate possible courses of action for this urgent problem, be it through the Mentoring/Partnership program (e.g. by inviting such staff in charge of QM to attend an internal auditor course in the “Mentor” country, or by identifying suitable training institutions in the country.

2. The availability of resources to implement QMS, despite the fact that these costs are recoverable from aviation, is still a challenge for many Members in all WMO regions. RA I and RA IV are a point for concern as they have the highest proportion of Members indicating that they have not allocated resources towards QMS implementation. The other area of concern is the level of training received by the quality managers particularly in RA I and RA IV. In these regions, the majority only received basic training in QM/ISO 9001. The situation in RA II is also not encouraging. This region has the highest number of quality managers who have not received any formal training in QM/ISO 9001.

3. Management review meetings have taken place only in a minority of Members in almost all the regions. The picture shows that of all Members who have responded to the questionnaire, about 40% have not had management review meetings. About 10% did not indicate.

4. Calibration and maintenance of instruments appears to also be a major challenge in QMS implementation. A significantly high number (almost 30%) of all Members who responded to the questionnaire indicated that they have difficulties in this regard. Of the 20% who did not respond to this question we may assume that they also have similar issues. The majority of these are in RA I and RA IV. It will be necessary to communicate to the Members with such difficulties that

1. the implementation of a QMS will still be possible with a lack of calibrated instruments, as long as a credible project to resolve this issue, together with a budget, can be presented to the auditors
2. Recent improvements to Regional Instrument Centers (RIC) may not have been realized by all Members, and cooperation with OBS /CBS will be required to ensure that best use of existing facilities can be made

5. Internal audits have taken place in less than 50% of all Members who have responded. About 20% of these did not indicate whether they have conducted internal audits or not. It is likely that no audits have taken place in these cases. Most Members who in their replies indicated they have not conducted internal audits are in RA I and RA IV. It is worth noting that RA I has the highest number respondents of all the regions.

6. The overall picture about whether Members have trained staff as internal auditors is giving rise to concern, as already mentioned (1) above. Given that QMS certification is NOT yet going to become an ICAO Annex 3 Standard, the only way a service provider can demonstrate compliance is to demonstrate continuous improvement by a list of corrective/preventive actions emanating from a credible internal audit. A worrying picture emerges from RA I and RA IV which shows significantly high numbers of Members who indicated that they have not trained their staff as internal auditors. To add to this, the overall picture about the number of lead auditors trained in all the Members who have responded is very low, less than 10%. The results show that no lead auditors are available/trained in the countries polled for this survey in RA I, RA III, RA IV and RA V.

**Disclaimer:** In some cases the answers given to the questionnaire are contradicting each other, especially on the steps that have already been accomplished; it may be assumed that this implies that not much had been done. A typical example of such a contradiction is when a reply claims that a list of corrective actions was in place, while they have not done a single internal audit or gap analysis.

**Summary (per region)**

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| **Question** | **RA I** | **RA II** | **RA III** | **RA IV** | **RA V** | **RA VI** |
| **Allocation of resources for the implement and maintain the QMS.** | A significant number of countries have not allocated resources namely Egypt, Liberia, Rwanda, Mauritania, Mozambique, Zambia and Botswana. | Bangladesh, UAE and Afghanistan indicated that they have not allocated resources. | Only three countries responded. Guyana and Colombia have not allocated resources. | Of the eight that have responded (excluding USA who did not respond), only two have allocated resources -Panama & Cayman Islands. | Only four members responded, Indonesia and Singapore have allocated resources. | Lebanon and Jordan have not allocated resources. |
| **Provision of introductory QM/ISO 9001 training to all staff.** | The majority have provided training to staff, with the exception of Ethiopia, Liberia, Mauritania, Botswana and Swaziland. Senegal and Mozambique did not respond to this question. | The situation in this region is not encouraging. Only three members have provided training to staff, the rest (Bangladesh, Japan, Pakistan, Afghanistan and India) have not! | All three members that have responded provided training to their staff. | This is the region which is also lacking in this regard. Costa Rica, Turks & Caicos, Grenada and ST Kitts have not provided training yet. The USA has not indicated. | Of the seven that have responded, Indonesia indicated that they have not conducted training. | RA VI is a shining example; Belarus, Jordan and Lebanon are the only members who haven’t provided training to staff. |
| **Have Quality Management Review Meetings been conducted to ascertain the current status of the implementation?** | The highest numbers of Members in this region have not conducted quality management review meetings. This number is the highest of all the regions although it must be noted that the highest responses were also from this region. They are Kenya, Liberia, Rwanda, Senegal, The Gambia, Swaziland, Zambia and Botswana. | In this region five Members have not and it is questionable whether Cambodia has really done it. | Of the three, only Guyana has not had management review meetings. | Only Panama, British Virgin Islands and ST. Kitts have had management review meetings. The rest have not had. | Four Members have not done management review meetings. | Encouraging results are coming out of this region. Only Lebanon and Jordan did not and Belarus didn’t indicate. |
| **Have you conducted an internal audit?** | Of the 17 Members, only Tunisia and Zimbabwe have conducted internal audits. | Only UAE, Thailand and Korea have conducted internal audits. The rest, six (6) did not. | Only three members responded. Argentina and Colombia have conducted internal audits with the exception of Guyana. | 8 Members responded and all of them did not conduct internal audits. This is with the assumption that those who did not respond (DNR) have not conducted the internal audits. | Same situation | The situation in this region looks good. Belarus, Jordan and British V. Islands have not conducted internal audits. |