



U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
Air Traffic Organization Policy

**ORDER
JO 1300.21A**

Effective Date:
August 21, 2017

SUBJ: Safety and Technical Training Quality Management System

1. Purpose of This Order. This order covers the maintenance and improvement of the Air Traffic Organization (ATO) Safety and Technical Training (AJI) Quality Management System (QMS). This order and the [AJI General QMS Process Manual](#) address International Organization for Standardization (ISO) 9001:2015, *Quality Management Systems – Requirements*. This order provides AJI employees and contractors with information relative to the organization's QMS, including the context of the organization, interested parties, AJI quality policy and objectives, scope of the AJI QMS, outsourced processes, interaction of QMS processes, and AJI roles and responsibilities relative to the QMS.

2. Audience. All AJI employees and contractors.

3. Where Can I Find This Order? This order can be found on the Federal Aviation Administration (FAA) employee website at https://employees.faa.gov/tools_resources/orders_notices/

4. Cancellation. This order cancels FAA Order JO 1300.21, *Safety and Technical Training Quality Management System*, dated February 27, 2015.

5. Explanation of Changes. This order reflects changes to the newly revised version of the ISO Quality Management Systems standard, ISO: 9001:2015. The standard was rewritten to follow a new clause structure. Other changes to the standard are as follows:

- Emphasis on leadership involvement
- Focus on risk-based thinking
- Emphasis on objectives measurement and change
- Communication and awareness, including transfer of organizational knowledge
- Greater flexibility in how organizations fulfill certain requirements
- Definition of the context of the organization and the needs of its interested parties

For more detailed information about the changes in the ISO 9001:2015 standard, see your Directorate Quality Representative or the AJI Quality Management Representative.

6. Background.

a. ISO Standard. ISO is an independent, non-governmental organization made up of members from the national standards bodies of 162 countries. ISO develops many kinds of standards, including those for quality management systems. The ISO 9001 standard promotes the

use of the following seven quality management principles: customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision making, and relationship management. The Plan-Do-Check-Act methodology is used to develop, implement, and improve the QMS, resulting in organizational effectiveness.

b. Context of AJI. AJI has employees in geographically dispersed locations working in support of, or directly related to, air traffic safety or technical training. Proactive safety management is implemented by encouraging input from frontline employees; deploying technology to gather data and enhance education; improving analysis to assess performance; and embracing correction through education, training, and implementation to mitigate risks in the National Airspace System (NAS). Resultant products and services support the fulfillment of tasks, initiatives, and goals that are directly and indirectly related to the AJI annual business plan and FAA Administrator's strategic initiatives. More information regarding the context of the organization and interested parties is available in the AJI General QMS Process Manual located on the [AJI QMS website](#).

7. Scope. This order, as well as the AJI General QMS Process Manual, is applicable to all AJI employees and contractors. This order provides information on services associated with the implementation, guidance, and oversight of safety management activities within the NAS as administered by AJI-0, AJI-1, AJI-2210, and AJI-3.

8. AJI Quality Policy. AJI is committed to making aviation safer for everyone, everywhere, every day by meeting or exceeding stakeholders' expectations through continuous improvement of products, services, and training.

Through QMS, AJI continually improves the tools that enable employees and contractors to do their jobs safely and effectively, thereby providing customers with consistent products, services, and training that will meet or exceed their expectations and AJI's quality objectives.

9. AJI Quality Objectives. AJI is integral in ensuring the safety and success of the ATO by managing risks, assuring quality standards, instilling an open culture of disclosure, educating employees, and promoting continuous improvement. The following quality objectives have been identified to support these efforts:

- Deliver the highest quality products and services.
- Standardize and document core processes.
- Ensure QMS awareness, commitment, and adherence.
- Maintain and continually improve the QMS.

10. ISO 9001:2015 Requirements. Some ISO 9001:2015 requirements are not currently applicable to the scope of the AJI QMS. Such requirements are not necessary to meet stakeholder requirements; therefore, the organization does not perform the following:

a. Non-Applicable Processes

- Control of production and service provision (ISO 9001:2015, Clause 8.5.1f). AJI does not perform processes requiring validation where the resulting output cannot be verified by subsequent monitoring and measurement.
- Monitoring and measuring resources (ISO 9001:2015, Clause 7.1.5.2). AJI does not use special equipment to conduct measuring or monitoring activities.

b. Outsourced Processes

Control of every AJI outsourced process is achieved through at least one of the following methods:

- 1) Ensuring that the acquisition process is used to select qualified service providers; and
- 2) Reviewing the performance of outsourced processes at Analysis of Data and Management Review Meetings.

The following processes, or otherwise significant parts of them, are outsourced to organizations external to AJI:

1) Infrastructure (ISO 9001:2015, Clause 7.1.3) and Environment (ISO 9001:2015, Clause 7.1.4). Organizations outside AJI perform processes that ensure a proper infrastructure exists. Examples include logistics, telecommunications, security, legal services, information technology, and other government services, as required. These organizations outside AJI provide guidance on how their infrastructure processes are to be completed.

2) Competence (ISO 9001:2015 Clause 7.2). Organizations external to AJI maintain evidence of personnel competency as reflected in personnel records, including records of appropriate education, skills, and experience. These processes are primarily outsourced to the FAA Human Resources organization; in addition, some training records for AJI employees are maintained in the Electronic Learning Management System (eLMS) database. Support contract personnel/resource competencies are determined by AJI and documented in contracting documents.

3) Internal Audits (ISO 9001:2015 Clause 9.2) Organizations may use external resources to perform all or part of the internal audit process.

11. Requests to Change This Order. To recommend a change to this order, submit comments to the AJI Directives Management Officer using FAA Form 1320-19, Directives Feedback Information. (See FAA Order 1320.1, *FAA Directives Management*.)



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