



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

**ORDER
NUMBER
JO 1300.21**

Effective Date:
2/27/15

SUBJ: Safety and Technical Training Quality Management System

- 1. Purpose of this Order.** This order covers the maintenance and improvement of the Federal Aviation Administration Air Traffic Organization (ATO) Safety and Technical Training (AJI) Quality Management System (QMS). This order and its references serve as the AJI Quality Manual, as required by the International Organization for Standardization (ISO) 9001:2008, Quality Management System Requirements. It provides AJI employees and contractors with information relative to the organization's QMS to include: the AJI quality policy, ISO 9001:2008 exclusions, outsourced processes, interaction of processes, as well as roles and responsibilities within AJI.
- 2. Audience.** All AJI employees.
- 3. Where Can I Find this Order?** This order can be found on the MyFAA employee website at https://employees.faa.gov/tools_resources/orders_notices/.
- 4. Cancellation.** This order cancels the AJI Quality Manual and General Processes, AJI-SYS-GEN-001, Revision 4, dated March 1, 2014, as well as any references to the former System Operations Safety Management quality manual.
- 5. Background.**

 - a.** The ISO is a non-governmental, global entity comprised of national standards representatives from public and private sectors worldwide that develop many different kinds of standards, including those for QMS. The ISO 9001:2008 standard promotes the use of quality management principles: leadership; customer focus; involvement of people; process and system approaches; factual approach to decision making; continual improvement; and mutually beneficial supplier relationships. The Plan-Do-Check-Act methodology is used to develop, implement, and improve the QMS, which leads to organizational effectiveness.
 - b.** AJI has employees in geographically dispersed locations working in support of, or directly related to, air traffic safety. 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). The products and services delivered from this work support the fulfillment of tasks, initiatives, and goals that are directly and indirectly related to the AJI annual business plan as well as the FAA Administrator's strategic initiatives.
- 6. AJI Quality Policy.** AJI is committed to executing the safety mission of the ATO, ensuring compliance with safety requirements, enhancing our training capabilities, and improving the safety of the NAS.

Through QMS, we will continually improve the tools that enable our employees to do their jobs safely and effectively; thereby providing our customers with consistent products, services, and training that will meet or exceed their expectations and our quality objectives.

7. Interaction of Processes (ISO 9001:2008 Paragraph 4.2.2.c). Refer to AJI-SYS-GEN-001, AJI General Processes, located on the AJI QMS webpage.

8. Scope (ISO 9001:2008 Paragraph 4.2.2.a). This order, as well as AJI-SYS-GEN-001 General Processes document, is applicable to all AJI employees and contractors. This includes services associated with the implementation, guidance, and oversight of safety management activities within the NAS.

9. Exclusions (ISO 9001:2008 Paragraph 4.2.2.a). AJI excludes the following requirements from its quality management system. These requirements are not necessary to meet stakeholder requirements; therefore, the organization does not perform the following processes:

a. Design and Development (ISO 9001:2008 Clause 7.3). AJI is not responsible for the design of product.

b. Control of Production and Service (ISO 9001:2008 Clause 7.5.1). AJI does not use measuring and monitoring equipment nor does it implement measuring and monitoring equipment.

c. Validation of Processes for Production and Service Provision (ISO 9001:2008 Clause 7.5.2). AJI does not perform any "special" processes where the resulting output cannot be verified by subsequent monitoring and measuring and special processes are not needed to meet our stakeholder requirements.

d. Customer Property (ISO 9001:2008 Clause 7.5.4). AJI does not control stakeholder property.

e. Control of Monitoring and Measuring Equipment (ISO 9001:2008 Clause 7.6). AJI does not use special equipment to conduct measuring or monitoring activities.

10. Outsourced Processes

a. Control of Outsourced Processes (ISO 9001:2008 Clause 4.1). Control of every AJI outsourced process is achieved through one or more of the following methods:

1) Ensuring the acquisition process is used to select qualified service providers.

2) Reviewing the performance of outsourced processes at Analysis of Data and Management Review meetings. When AJI personnel identify a problem with the output of an outsourced process, the appropriate AJI personnel work with the service provider to resolve the issue and ensure that the requirements are met. In addition, outside organizations, orders, and regulations are used to provide guidance to AJI on how to perform their part of the process.

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

1) **Infrastructure (ISO 9001:2008 Clause 6.3).** Organizations outside AJI perform processes that ensure a proper infrastructure exists. Examples include logistics, telecommunications,

security, legal, information technology, and other government services, as required. These organizations outside AJI provide guidance on how their infrastructure processes are to be completed.

2) Purchasing (ISO 9001:2008 Clause 7.4). AJI procures products and services within federally funded rules through the FAA Acquisition System. Organizations external to AJI, such as Acquisition and Contracting, provide guidance on how purchasing processes are to be completed. They also perform some service activities such as issuing purchase orders and contracting actions. Guidance includes areas such as making a purchase (7.4.2) and the control of suppliers (7.4.1). AJI Directorates may have internal processes for certain commodities that describe the various steps for which AJI has responsibility when initially making a purchase, evaluating a supplier, and confirming delivery of product and services for payment.

3) Competency, Awareness, and Training (ISO 9001:2008 Clause 6.2.2). Organizations external to AJI maintain evidence of personnel competency as reflected in personnel records including the 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/resources competencies are determined by AJI and are documented in contracting documents.

11. Roles and Responsibilities. The roles and responsibilities for the QMS are further defined in AJI-SYS-GEN-001, General Processes, located on the AJI QMS website.

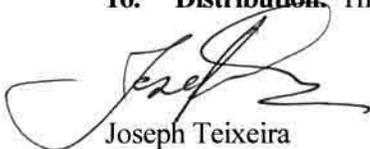
12. Definitions. The Glossary of QMS terms can be located in AJI-SYS-GEN-001, General Processes, located on the AJI QMS website.

13. Related Publications (ISO 9001:2008 Paragraph 4.2.2.b). In accordance with ISO 9001:2008 requirements, AJI drafts, approves, and implements a number of processes that support the maintenance and improvement of the AJI QMS. AJI Directorates also draft, approve, and implement their own processes that support the maintenance and improvement of the AJI QMS. AJI employees can access the latest versions of these documents either on the AJI QMS website or on the applicable AJI Knowledge Sharing Network.

14. Authority to Change this Order. The Vice President for Safety and Technical Training (AJI-0) has the approval authority to change this order. The Quality Management Representative (AJI-0) manages the change process to this order.

15. Requests to Change this Order. To recommend a change to this order, send a copy of FAA Form 1320-19, Directives Feedback Information (see Order 1320.1, FAA Directives Management), to the AJI Directives Management Officer.

16. Distribution. This order should be distributed within AJI and its Directorates.



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