



U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
AVS Policy

**ORDER
VS 1300.2**

Effective Date: July 5, 2006

SUBJ: AVIATION SAFETY (AVS) QUALITY MANAGEMENT SYSTEM

1. **PURPOSE.** This order requires the development, implementation, and maintenance of an AVS-wide, consolidated Quality Management System (QMS).
2. **DISTRIBUTION.** This order is distributed to the branch level within the Aviation Safety Services and Offices with distribution to all Aviation Safety field offices. An information copy will be provided to all FAA Associate and Assistant Administrators.
3. **BACKGROUND.** The FAA Aviation Safety Organization (AVS) has people in geographically dispersed locations working in support of or directly related to Aviation Safety oversight. Such tasks include regulations, standards, and guidance development for operations, manufacturing, and aviation medicine; research activities; certification activities; inspections and surveillance activities; investigations and enforcement activities; and civil aircraft and airman registration. The products and services delivered from this work support the fulfillment of tasks, initiatives, and goals directly and indirectly related to the AVS annual business plans and the FAA's strategic objectives. The pace of change in the industry, driven by technology and economics, has challenged the AVS Management Team (AVSMT) and organization to become proactive in meeting the FAA safety and service goals. Concurrently, many of the subordinate organizations embarked on approved pilot programs to become, and did achieve, ISO 9000 Certification. The AVS QMS was introduced in January 2004 by the AVSMT as one effort to begin an organized approach to cultural change and change management. The broad initiative was called the AVS "Journey to Excellence." In recognition of the broad industry standards, credentials, and universal acceptance of the International Organization for Standardization's (ISO) 9000 family of standards, the AVSMT elected to implement a quality management system formally certified under the requirements of ISO 9001:2000.
4. **WHO SHOULD READ THIS ORDER.** Those with authority and responsibility in the AVS QMS at any level, including service and office organizations, should read and use this order. However, *all* AVS personnel, including contractors and designees must be informed of the AVS Quality Policy and the quality role they have in the work environment.
5. **DEFINITIONS.** Appendix 1 defines the terms used in this order.
6. **AVS QUALITY MANAGEMENT POLICY.** AVS is committed to providing the world's safest aerospace system. AVS achieves this goal by meeting the requirements of the AVS quality management system, responding to our customers, valuing the contributions of each employee, and continuously improving our processes. The QMS shall meet the requirements stated in ISO 9001:2000.
7. **EXPECTATIONS.** The implementation and maintenance of the AVS QMS will be an evolutionary process responsive to technological and industry changes. By introducing tools for making effective changes to our technical and business processes, AVS QMS provides a low-risk program management environment. By complying with ISO 9001:2000, AVS will be recognized as a certified ISO 9000 organization, and the accreditation will be visible nationally and internationally. This accreditation will support the safety oversight of aviation activities within the civil and government

sectors. By participating, workers at all levels (i.e., federal employees, designees, contractors) are empowered to propose changes to our safety management processes.

a. INFORMATION MANAGEMENT. The AVS organization, at all levels, will use the Quality Management System Automation Information Technology Support (QMITS) suite of functional software modules to automate the workflow procedures and communication of the QMS. This common information system is essential in managing the AVS QMS and realizing the quality objectives. Web-based Intranet sites will also be employed for information sharing.

b. AVS SERVICE AND OFFICE QMS IMPLEMENTATION. Each service and office is responsible for identifying resources, for implementing and maintaining the quality management system at the respective level, and for quality management of the respective business or technical processes in accordance with published standards. Each service and office is expected to participate in the evolution by expanding the scope of the QMS to include business or technical processes not currently formalized under the QMS.

c. CERTIFICATION AND INTERNAL AUDITS. AVS and the service and office organizations will be managed and registered under one ISO 9000 Certificate. Program compliance and effectiveness will be monitored through an on-going internal audit program, the Registration Audit process, and the associated periodic surveillance audits.

8. ROLES AND RESPONSIBILITIES.

a. ASSOCIATE ADMINISTRATOR FOR AVIATION SAFETY (AVS-1), on behalf of the Administrator, delegates the authority and responsibility for creating and maintaining quality and safety oversight processes to the AVS service/office directors and managers and the process steward(s) or owner(s). AVS-1 owns the QMS, has approval authority on the order and leads the AVS management team (AVSMT) to analyze data and information, prioritize actions, and allocate resources.

b. DIRECTOR, OFFICE OF QUALITY, INTEGRATION AND EXECUTIVE SERVICES (AQS-1) serves as the AVS QMS Management Representative and provides executive oversight of the management of the QMS. The oversight includes planning and developing the QMS, as well as identifying resources for maintenance of the system at the AVS level. The oversight will include AVS-level standards to include the following:

- (1) Labor Distribution Reporting Codes for QMS activities;
- (2) Configuration Management of QMITS;
- (3) AVS-wide QMS and QMITS Training;
- (4) Bargaining Unit Coordination; and
- (5) Web-based QMS Information Content.

c. MANAGER, QUALITY, INTEGRATION AND PROCESS DIVISION (AQS-100) is responsible for the following:

- (1) Implementing and maintaining the QMS at the AVS level,
- (2) Conducting process evaluations and preparations for AVSMT management reviews;
- (3) Analysis of AVS QMS metrics and data to determine process compliance, effectiveness and efficiency;
- (4) Maintaining this order,
- (5) Assessing the benefits as Services and Offices apply the QMS in fulfilling the AVS strategic plan and business objectives, and

- (6) Designating an AVS QMS Program Manager (PM), who will:
 - (a) Assist the AVS Services, Offices, and staff identify processes they can standardize, integrate, and include in the QMS;
 - (b) Provide internal QMS communications, knowledge, and information sharing;
 - (c) Provide leadership to the QMITS design, development, and operations; and
 - (d) Manage the on-going internal and external audit program.

d. AVS SERVICE AND OFFICE DIRECTORS are responsible for the following:

- (1) Ensuring that their organizations operate and manage the respective business or technical processes in compliance with the AVS QMS;
- (2) Ensuring that owners or stewards, as individuals or teams, are designated for all documented QMS processes in their organization; and
- (3) Designating representatives of their organizations to collaboratively participate on boards and teams to govern the growth and maintenance of the QMS.

9. AUTHORITY TO CHANGE THIS ORDER. The authority to change this order rests with the Associate Administrator for Aviation Safety. Director for Quality, Integration and Executive Services (AQS-1) manages the change process to this order.

10. SUGGESTIONS FOR IMPROVEMENT. If you find deficiencies, need clarification, or want to suggest improvements on this order, send a copy of Federal Aviation Administration (FAA) Form 1320-19, Directive Feedback Information (written or electronically), to the Office of Director for Quality, Integration and Executive Services, AQS-1, Attention: Comments to Order VS 1300.xx. If you urgently need an interpretation, contact AQS-1 at 202-267-9612. Always use Form 1320-19 to follow up each conversation.

11. RECORDS MANAGEMENT. For guidance on keeping or disposing of records, refer to FAA Order 0000.1; FAA Standard Subject Classification System; 1350.14, Records Management; and 1350, Records, Organization, Transfer, and Destruction Standards. Or, see your office Records Management Officer or Directives Management Officer for guidance regarding retention or disposition of records.



Nicholas A. Sabatini
Associate Administrator
for Aviation Safety, AVS-1
Federal Aviation Administration

Appendix 1 - DEFINITIONS

Customers. Individuals or organizations, internal or external to the FAA, which receive services or products. See Stakeholders.

International Organization for Standardization (ISO). Located in Geneva, Switzerland, the organization that develops and promotes international standards such as the ISO 9001:2000 requirements. This organization uses the “ISO” prefix in its logo.

ISO. A prefix term from the Greek language meaning “equal.” It is applied to technical terms such as isotherm that means a locus of points of equal temperature or isobar, a locus of points of equal atmospheric pressure. In the ISO the term has been used to denote business or technical standards, such as ISO 9000, that conveys equality among those firms who operate to the standard.

QMITS. An acronym made from the words Quality Management System Automation Information Technology Support. These terms represent a computer-based software application that automates mandatory ISO 9001:2000 functions such as corrective action or preventive action requests, document control, document archive, analysis of data, meetings, escalation, and delegation.

Stakeholders. Those affected by a policy or its products; that is, they have a stake in the policy, service, or product. Customers are one example.

Steward. A party (may be a team) responsible for managing the on-going documentation and records of a core quality system or technical business process.