Work Instruction for Records Control

1. Every procedure has a "requirement" as an input variable, which reflects stakeholder needs and expectations. In order to meet these needs, processes are created and described in documents.
2. The documents (procedures or work instructions) contain records that reflect compliance with requirements and effective and efficient operation of the quality management system.

3. **CONTROL OF RECORDS**

a. **Identification**: The following records are established:

i. **Records that show compliance with requirements**

1. Flight documentation Folder
2. Equipment calibration certificates
3. Training Record

ii. **Records that show efficacy**

1. Quarterly Individual Performance Report
2. Report on non-conforming products or services
3. Customer satisfaction assessment surveys

iii. **Records that reflect continuous improvement**

1. Corrective or preventive action
2. QMS management review meeting Minutes

iv. **Identification of records**

1. CD Control of documents
2. RC Control of records
3. IA Internal audit
4. CNP Control of non-conforming products
5. CPA Corrective or preventive action

4. **Storage**:
   Each record generated by a section of AMSK such as meteorological equipment and instruments maintenance records, and logistic services shall be kept in a given location and safeguarded by the process owner.

5. **Protection**:
   Each AMSK record must be preserved in physical or digital media (cabinets, drawers, shelves, or other IT media) to prevent deterioration, damage, or loss of information. In the case of records kept in a computer, they must have backup copies.

6. **Retrieval**: AMSK records must be stored in such a way as to provide easy access to users in their day-to-day operations and during quality audits. Each head of section is responsible for authorizing the personnel that will have access to them.

7. **Retention:**
   AMSK records shall comply with specific retention periods, in keeping with existing regulations and as established in each section in line with KMD regulation.

8. **Disposal of records**
   All records will be kept for the retention period in a physical or electronic file in each section. After every three months, the section head that is responsible for safeguarding the records will check their files and advise the QM about the date in which custody expires. The latter will dispose of said records and propose their recycling, destruction, or transfer to the general archive of the AMSK.

WORK INSTRUCTION FOR NONCONFORMITY PRODUCTS

Work Instruction for product non conformity

A. Internal identification of non-conforming service/product in AMSK processes

Non-conformities identified in AMSK sections by personnel shall be communicated to the supervisor for their recording in the service sheets and for the adoption of immediate corrective action.

B. Identification of non-conforming service/product by the customer

Non-conformities identified by customers are communicated to the supervisors and recorded based on the following criterion:

i If communicated verbally, by telephone, or by e-mail, it will be recorded in the corresponding service sheet during each operational shift.

ii If communicated by mail, it will be sent to the corresponding higher instances and recorded in the service sheets.

C. Upon completing the activities mentioned in items A and B, the supervisor completes the non-conformity reporting form according to the AMSK internal audit procedure, lists the non-conformities, and starts taking corrective action to eliminate the causes, according to the AMSK corrective and preventive action procedure.

D. After closing the non-conformity record, the supervisor will communicate the problems recorded and the action taken to the OIC, who will issue a report to the QM.

WORK INSTRUCTION FOR CORRECTIVE AND PRIVENTIVE ACTION

1. Work Instruction for Corrective Action

Those responsible for implementing, reporting, investigating, following up, and monitoring corrective action must identify the root causes of non-conformities, and shall adopt all the necessary measures to avoid their recurrence, taking into account:

- **a.** That the identification and implementation of corrective measures must be done for the short and long term;
- **b.** The assessment shall consider the impact on customer satisfaction, service capacity, efficacy, efficiency, and interruption of AMKS service activities, as well as trends in the occurrences reported in the service sheets;
- **c.** The corrective action implementation program will include:
  - i. An analysis of the root cause(s) of the problem,
  - ii. The corrective action to be taken;
  - iii. Those responsible for the actions; and
  - iv. The action plan.

2. Work Instruction for Preventive Action

Those who implement, report on, investigate, follow up, and monitor preventive action must consider:

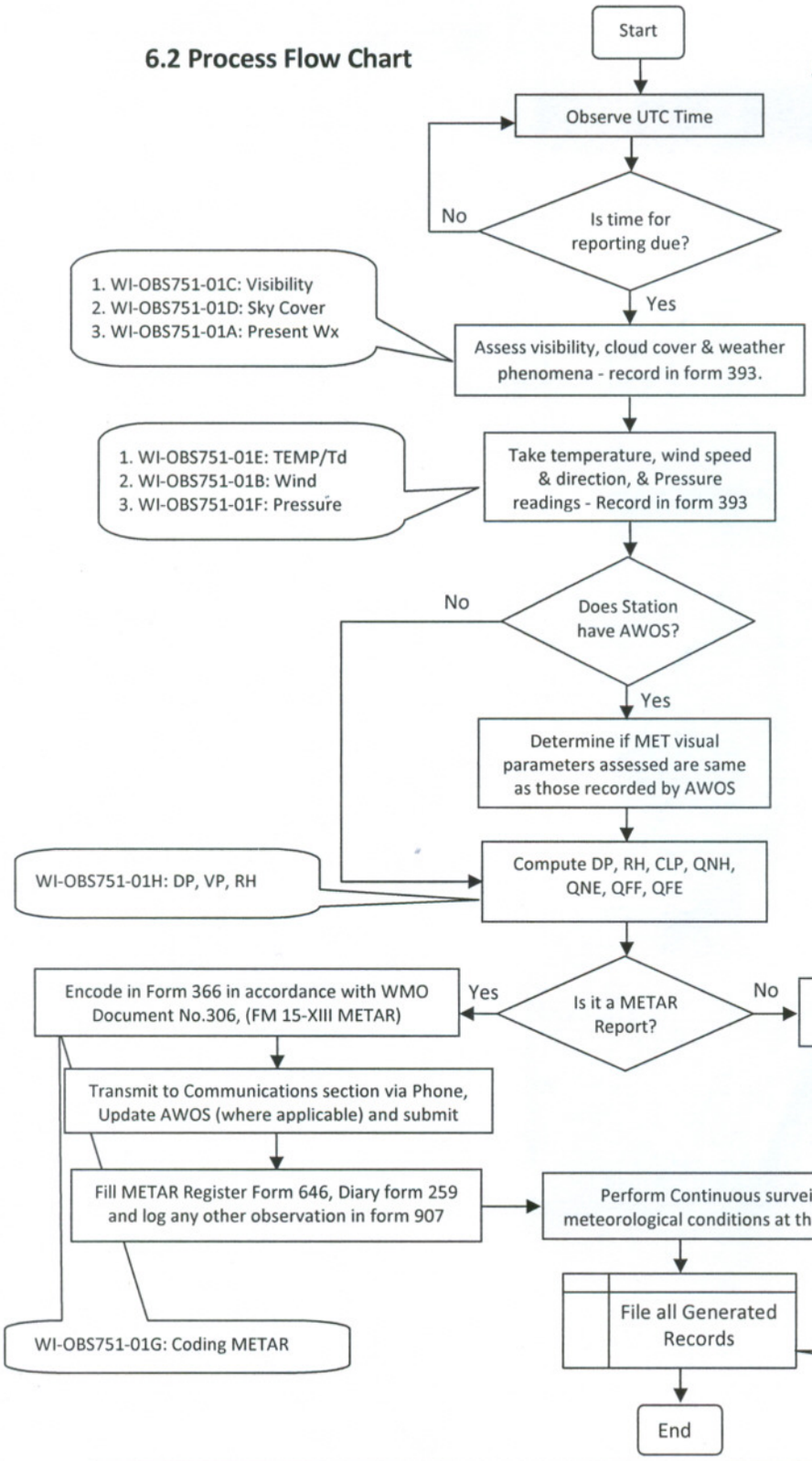
- **i** The appropriate sources of information, trends in the occurrences reported in the service sheet, trends in safety incidents, audit reports, risk assessments. The aforementioned information analysis shall be done at least once a year; and
- **ii** The establishment of a control system to ensure its effectiveness.

3. **Follow-up**

Those who implement, report, investigate, follow up, and monitor corrective and preventive action must assess the impact of the action taken.

4. **Documentation**

6.2 Process Flow Chart



Note:

1. All aeronautical weather observation shall be made in line with operationally desirable accuracy of measurements and observation as set in attachment A of ANNEX 3
2. Elements of Local Routine weather observation (METAR) shall be observed and reported after every 30 minutes as per ANNEX 3, [4.3] page 4-2 and as in ANNEX 3, [4.6] page 4-4,
3. Observed elements shall be recorded in form 393 and encoded in form 366 in the format indicated in WMO-No. 306: Manual on Code (FM 15–XIII METAR).
4. METAR shall be issued in accordance with the template shown in Table A3-2 of ANNEX 3, page APP 3-22 and disseminated in the METAR code form prescribed by WMO publication No.306, Manual on codes, (FM 15–XIII METAR)
5. All records generated in this procedure shall be kept at the observatory office and retrieved for climatological summary at the end of each month.
6. Climatological summary shall be transmitted to Meteorological headquarter climat section together with Forms 646 and 444 by the 5th day of each month.
7. Other records contained in forms 393 and 366 shall be retained at the station archive for a period of three (3) months then shredded or recycled.