ISO CERTIFICATION OF ICAO TECHNICAL CO-OPERATION BUREAU (TCB)

It was announce by ICAO in March that it had been certified to ISO 9001:2008 standard for quality management systems.

Under the umbrella of the Technical Co-operation Programme, the Procurement Section co-ordinates and implements over one hundred technical assistance projects for Member States every year. These projects aim to promote the safe, secure and sustainable development of civil aviation in line with ICAO’s Standards and Recommended Practices (SARPs).

As these procurements often become technically complex, close monitoring and quality-focused project definition and administration is vital to their successful implementation.

Said Raymond Benjamin, Secretary General of ICAO, “Certification to ISO 9001 reinforces ICAO’s commitment to further improving the quality and effectiveness of its procurement function to the benefit of Member States and the aviation community.” He added, “By establishing a quality process along with clearly defined objectives, we now have measurable targets for continual improvement. This will ensure that both external and internal customers receive the highest level of service.”

This audit was conducted by the British Standard Institute (BSI), an international standard, testing, registration and certification body. Scope of certification covers the procurement of goods and services for ICAO Member States, ICAO Headquarters, Regional Offices, other United Nations Organizations and private entities.

Procurement is the second area within the Organization to receive ISO compliance for its implementation of a quality system. In January of this year, the Organization’s Universal Safety Oversight Audit Programme (USOAP) was recertified to the ISO 9001:2008 standard.