



AERONAUTICAL INFORMATION MANAGEMENT QUALITY POLICY



In line with the UCAA Quality Policy stated in the UCAA Quality Manual and communicated throughout the organization, the Aeronautical Information Management Department is committed to:

- 1. Product and Service provision:** Delivering quality assured aeronautical information products and services, aeronautical charting services, aeronautical communication services, and flight planning services to the next intended users.
- 2. Compliance:** Ensuring strict adherence to regulatory requirements, international standards, and customer specifications in the management of aeronautical information.
- 3. Continuous Improvement:** Fostering a culture of continuous improvement in stakeholder management through a Quality Management System (QMS) that is based on the ISO 9001 :2015 standard.
- 4. Customer Satisfaction:** Understanding and meeting the needs and expectations of our customers and maintaining open communication channels to address concerns promptly.
- 5. Competence and Training:** Fostering a culture of competence and professionalism among staff through comprehensive training programs, continuous skills development, and providing resources necessary to perform their duties effectively.
- 6. Risk Management:** Minimizing risks to flight safety arising from aeronautical data as far as reasonably practicable.
- 7. Ethical Conduct:** Upholding the highest standards of integrity, honesty, and ethical behavior in all our interactions with stakeholders.

Signed by:  Date:..... 29/08/2025

Richard Ruhesi
Director Air Navigation Services

Signed by:  Date:..... 29/08/2025

Fred K. Bamwesigye
Director General