Remarks of CANSO Director Middle East Affairs, Hanan Qabartai, to the Iran CAPA Aviation Summit 2016

It is a real privilege to be here in Iran for the third time, and to speak at this significant event in front of the Iranian Government and representatives from the whole aviation stakeholder chain, who have come together with a real determination to provide workable solutions to meet the current and future challenges for aviation in Iran.

As Dr. Abbas introduced me, we are CANSO, the Civil Air Navigation Services Organisation. We are located in five regions similar to ICAO, and working on three main programmes (Safety, Operations, and Policy).

What are the priorities for Iran in modernising air navigation systems, in terms of Communication, Navigation and PBN, Surveillance, ATM and AIS/AIM systems?

First priority is safety which can be enhanced by establishing the required safety management systems (SMS).

Your air traffic management (ATM) capabilities should be enhanced by improving and expediting the implementation of performance-based navigation (PBN) for your flight information region (FIR) and at aerodromes.

Expediting the transition from aeronautical information services (AIS) to aeronautical information management (AIM) by making sure the AIM Roadmap is fully followed, mainly that part related to AIS automation and other components, which will be the base later to build a well-trusted system wide information management (SWIM) environment, and on a later stage towards Information Management, which lies within the Block-0 requirement of ICAO’s Aviation System Block Upgrades (ASBU).

New surveillance equipment needs to be installed in consultation with your airspace users, aerodrome operators, and taking into consideration what is available in your neighbouring States.

As human resources is the most important asset of any organisation, ensure better and well-structured training based on performance appraisal and evaluation tests.

What is the role of the Iranian Government and International Civil Aviation Organization in facilitating the modernisation process of air navigation systems?

Luckily, the Iranian Government does actually understand that aviation is a strategic asset, and crucial to the global economy by supporting tourism, and a key part of economic
development strategies. They have invested as much as they can in the airspace, surveillance systems, air traffic services (ATS) routes, the air navigation service provider (ANSP), and airlines.

In spite of all the obstacles and daily difficulties that the Iranian ANSP faces in its daily operations, a lot has been achieved in the past 10 years in all aviation fields. This could not have been achieved without the wise administration and the willingness and determination of such educated personnel.

From what I heard yesterday and this morning, I have noticed that two issues have not been tackled.

First, the flexible use of airspace. Around half of Iran’s airspace is reserved for military use. There are more than 250 prohibited/restricted/danger/caution areas, which is a huge number, and more than the average in other States. This is one of the main obstacles in implementing the concept of flexible use of airspace (FUA). This results in fragmentation, forcing planes to fly less efficient routes. I do believe that the government should make greater efforts to allow more flexible use of military airspace as a win-win for both military and civilian users.

The second issue is to enable ANSPs to focus on the delivery of efficient, cost-effective and customer-oriented air navigation services, which has worked remarkably well with NATS in the UK as an excellent example.

It is true that nothing prevented the ANSP of Iran to be one of the pioneers in the Middle East region other than the sanctions.

**What should be done by the airspace users in the process of planning and implementing a modernised air navigation system in Iran?**

I think it is the ANSP’s role to establish and maintain a well-structured customer relationship management system with airspace users, by ensuring early consultation to coordinate and synchronise technology better between aircraft, airports and ANSPs, and then by maintaining this consultant as a regular process.

The Iranian ANSP should not invest in something in the short term, before making sure that the user will be able to comply with it.

Airspace users should be open and look for opportunities to meet and discuss their future plans with the ANSP, to harmonise the future equipage plans of airplanes with the investment plans of ANSPs.

**By looking into the future, what do you think are the urgent needs for the Iranian aviation sector in general and for the ANSP in particular where CANSO can contribute and have a main role?**

Safety is the aviation industry’s number one priority. CANSO has a strong track record in helping ANSPs improve safety through implementing safety management systems in the organisation, which must be supported through the involvement of decision makers. We can
increase confidence in risk controls through structured safety assurance processes; establish an effective interface for knowledge sharing; and ensure a safety promotion framework that will support the safety culture.

Enhance ATM capabilities by improving and expediting the implementation of performance-based navigation (PBN). The Iranian ANSP is invited to make use of the CANSO publication, *Performance Based Navigation: Best Practice Guide for ANSPs*; participate in the related activities within CANSO’s workgroups; and support the establishment of regional programmes such as the Middle East Flight Procedure Programme. This programme will address the qualifying of professional procedure designers in the region and foster the implementation of flight procedures, developed with the appropriate quality systems, especially PBN and vertically guided instrument approach procedures.

New surveillance equipment needs to be installed, after evaluating what you have, and what you need on the short to medium term. This can be facilitated by CANSO during its global and regional events, such as World ATM Congress, 8 to 10 March, which combines a large-scale exhibition, world-class conference, and premier networking opportunities with the chance to learn about the latest air traffic management trends and developments. This will ensure that you are provided with multiple choices in one place, access to free education, and more networking opportunities to connect the entire ATM community.

Strengthen the already established separation between the regulator and ANSP by making use of the best practice available through the CANSO intranet platform, and its related guidance material such as the *CANSO Framework for ANSP Management Systems*, the *Guide to Separation of Service Provision and Regulation*, and by participating in *The CANSO ANSP Fitness Check*, which will help you to assess your performance improvement journey by identifying the present situation and then determining where you want to be in 3-5 years.

Establish and maintain a well-structured customer relationship management system between the ANSP and airspace users. This can be achieved by joining the Middle East ANSP, Airspace User and Stakeholder Engagement (MEAUSE) initiative, and making use of the related guidance materials that are tailored to the needs of the Middle East; participating in the customer relationship management (CRM) workshops, to learn about customer segmentation and consultation.

Support the implementation of global requirements, such as the ICAO Aviation System Block Upgrades (ASBU), which are the strategic framework for future air navigation technology and procedure improvements. ASBU implementation is a key element of CANSO’s strategic plan for air traffic management, Vision 2020, and we continuously assist with implementation for those ANSPs that need it. We are fully involved in educating States and ANSPs on the ASBUs and organise ASBU seminars that help States assess their level of implementation and recommend their way forward. We have also produced an ASBU Implementation Guide, and offer five-day ASBU implementation training courses around the world.

Improve your billing and revenue management processes and systems. Many ANSPs have problems caused by inflexible policies and subsequent pricing models, incomplete data instead of real-time data, data entry errors caused by large-scale manual processing, invoice delays and the resulting impact on cash flow, invoice disputes and the resolution process,
and payment delays. These problems can be resolved through CANSO’s billing and revenue management system, Flightyield, resulting in lower costs and increased efficiency. It is the only fully outsourced invoicing, collection and revenue management service purpose-built for ANSPs.

**Final word**

I would like to thank the Iranian Government for making this event a success. I would like to thank CAPA for considering CANSO as one of the main speakers.

We do look forward to see Iran again a Member of CANSO. We hope that with the coming changes Iran would be able to make full use of CANSO’s products and services: and membership would make a significant contribution to improving safety, efficiency and performance.

CANSO looks forward to working with you and serving you well in what we are sure will be exciting years ahead.

Thank you