



QUALITY POLICY CAMEROON CIVIL AVIATION AUTHORITY

In a highly competitive, mondialised environment, faced with treats and exponentials requirements in the civil aviation sector, **performance and efficiency**, in our mission of administrative and management of civil aviation in Cameroon, are the only way to meet the implicits and explicit needs of users and actors of the sector.

Our vision is to enable an **accelerated growth of the aeronautical industry in Cameroon**, in **maximum security and safety** conditions, to make **CAMEROON CIVIL AVIATION AUTHORITY (CCAA)** a remarkable actor in the world of civil aviation supervision, and hereby promote a sustainable development in the Cameroon aeronautical industry, key sector for an emerging Cameroon.

To control our risk and to improve our good practices, we are committed to continuously meeting the standards of the International Civil Aviation Organisation, national laws and regulations and to put in place a quality management system (QMS), according to the standard 9001 : 2015 version, which the policy is based on the following strategies objectives :

✪ **Ameliorate civil aviation security and safety in Cameroon by maintaining :**

- ◇ A complete legal framework relating to security and safety ;
- ◇ An effective supervision system of security and safety ;
- ◇ The strengthening of staff and the qualification of technical personnel ;
- ◇ The provision of technical indicators ;
- ◇ The provision of critical informations for security and safety through the use of efficient tools ;
- ◇ A system of issued certification and approvals to operators ;
- ◇ Continuous follow- up of operators and aeronautical service providers ;
- ◇ The resolution of security and safety preoccupations.

✪ **Develop air transport and airports exploitation by :**

- ◇ Quantitative and qualitative improvement of air transport in Cameroon ;
- ◇ The densification of air agreements portfolio signed by Cameroon, and monitoring of relationships with the regional and international organisations of civil aviation ;
- ◇ To upgrade our airports to international standards, by the planification and monitoring of productive and efficient investment and the availability of reliable aeronautical infrastructures.

✪ **Improve our levers of governance through :**

- ◇ A culture of company based on high ethics ;
- ◇ The development of a training school for the continuous improvement of the skills of the staff of aviation ;
- ◇ Permanante optimization of our human and financial materials ;
- ◇ The improvement of effectiveness and efficiency of support activities necessary for the implementation of operational missions ;
- ◇ Monitoring, evaluation and the revision of our quality and performance indicators ;
- ◇ Obtaining recognition of the quality of our services by accredited institutions for this purpose.

We attach a point of honor to enforce this policy and we are committed to release the resources needed for its realization.

We assign to the Quality Department, the mission of coordination of all of the actions related to the implementation and improvement of our quality management system.

« FROM THE MASTERY OF OUR OPERATIONS DEPENDING THE SAFETY OF USERS AND THE CONFIDENCE OF OUR



Paule ASSOUMOU KOKI