

BULGARIAN AIR TRAFFIC SERVICES AUTHORITY

QUALITY POLICY

The senior management defines its quality policy as a striving towards a continuous improvement of the provided Air Traffic Management / Air Navigation Services (ATM/ANS), according to the requirements of the international and national regulatory base, to achieve the best levels of performance in the industry.

The senior management provides human and material resources for the efficient and effective provision of ATM/ANS services through appropriate business planning within the Single European Sky, thereby achieving a balanced meeting of the requirements and satisfaction of the needs and expectations of our customers, the relevant stakeholders and society as a whole, while maintaining the paramount role of the aviation safety.

We have adopted basic principles for internal and external communications, based on the understanding that they are aimed at continuous improvement and exchange of experience, instead of fault-finding.

We strive to maintain full compliance with the regulatory requirements applicable to our activity and with other requirements that the management of the enterprise has determined.

We systematically apply the process approach and risk management for quality management and continuous improvement, enabling us to sustainably develop as a competitive enterprise in the aviation industry, both independently and within a functional airspace block (DANUBE FAB).

QUALITY GOALS

- Achieving and maintaining a key role of BULATSA and functional airspace block DANUBE FAB while providing ATM/ANS in South-East Europe;
- Improvement of the performance indicators in the provision of ATM/ANS in the domains of aviation safety, environment, capacity and cost efficiency;
- Maintaining or increasing the market share in the provision of air traffic services in the region, by maintaining constant feedback and measuring customer and stakeholder satisfaction, in order to identify their needs and maximize their satisfaction;
- Active participation in the SESAR programme implementation activities and the introduction of technological equipment that meets the highest European and world standards, taking into account a cost-benefit analysis;
- Motivating the employees through a socially responsible policy and providing conditions for maintaining the necessary competence, based on training, skills and experience;
- Cooperation with related organizations to defend the interests, good presentation of the enterprise before national and European institutions.

The quality policy is reviewed periodically, at least annually, to ensure that it and the quality goals are up-to-date, adequate and appropriate.

The Director General of BULATSA, in his capacity as a responsible manager within the meaning of Implementing Regulation (EU) 2017/373, assumes responsibility for communicating and implementing the quality policy at all management and operational levels, as well as to provide resources to achieve the quality goals, and to continuously improve the certified Quality Management System, in accordance with the ISO 9001 standard and ATM/ANS.OR.B.005 of the above-mentioned regulation.