



“APPROVED”

Director of

“Azeraeronavigation”

Air Traffic Department

“Azerbaijan Airlines” CSJC

Farkhan Guliyev



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## OUR MISSION, VISION, AND PRIORITY

**Our mission:** to maintain an appropriate level of flight safety in the airspace of Azerbaijan, while implementing highly technological and efficient solutions and the latest international standards to ensure the highest level of customer satisfaction and sustainable development

**Our vision:** to intend towards improving image of AZANS: to become the most advanced and most respected ANSP in the eyes of the international aviation community, in the eyes of our users and our employees

**Our priority:** Safe and efficient air traffic in the airspace of Azerbaijan.

## “AZERAERONAVIGATION” AIR TRAFFIC DEPARTMENT QUALITY POLICY

- We strive to achieve a highly efficient operation of Azerbaijani airspace, making it attractive to users (airlines) through optimized routes, high-quality service, and efficient planning
- Flight safety and quality of service are our priorities in providing ATM services to the users
- We are committed to achieving sustainable development goals (international and national) within the capabilities of the aviation and air navigation industry
- In particular, we are committed to reducing the negative impact of aviation on the environment, while actively collaborating with our national and international partners and airspace users
- We recognize digital transformation as the best way to improve the quality and efficiency of aviation services and to reduce the impact of aviation on the environment
- We implement the most advanced innovative technologies of the air navigation industry, thereby timely improving the material and technical base of air traffic services and promoting sustainable and efficient solutions;
- Recognizing the human factor as the most important in ensuring flight safety and the quality of air navigation service, we strive to constantly improve the level of personnel competence and create such a working environment where each employee feels like a part of a team;

- In the emerging new realities we see priorities of the work with personnel in saving health safety of our employees and enhancing their motivation;
- We also want to establish a corporate culture where each member of the team makes a conscious personal contribution to flight safety, quality, and environmental protection;
- We are committed to providing users with accurate, timely, and consistent meteorological and aeronautical information, focusing on the digitalization of services and the introduction of innovative solutions;
- We are committed to achieving a high level of implementation of national and international aviation standards, ensuring a high degree of compliance through Quality and Safety Management Systems tools;
- In general, we focus on a performance-based approach, in particular on the analysis of key performance indicators (KPI) of business processes, while striving for their continuous improvement;
- We strive to achieve a high level of efficiency in all areas of our activity, including effective use of resources and stable consumption;
- We are based on a risk-oriented approach in managing business processes and the organization as a whole;
- We consider the Quality Management System the most effective corporate management tool and strive for continuous improvement and enhancement of its effectiveness.

**This Quality Policy is the basis for setting our organization's long-term and short-term goals and objectives.**

**This Quality Policy is fully consistent with the AZANS Safety Policy and AZANS Environmental Policy**

**The Director of "Azeraeronavigation" Air Traffic Department takes responsibility for the implementation of this Policy and bringing it to all members of the AZANS team, as well as for creating conditions and allocating resources for the effective functioning of the QMS and its continuous improvement.**

Head of the Airspace Supervision  
and Efficiency Centre

Agabek Balabekov

Manager of the  
Quality Management System

Yuliya Dronova