



Private Bag 12003 Windhoek Namibia | (Tel) +264 83 235 2100 | (Web) <http://www.ncaa.com.na>

AIR NAVIGATION SERVICES

QUALITY POLICY

The Air Navigation Service delivers products and services in Namibia that comply with international standards and recommended practices, national regulations and technical standards. As such, we are committed to satisfy applicable requirements to achieve the mission of providing a safe, efficient and affordable air navigation service that meets the reasonable needs of our stakeholders.

To demonstrate this commitment, a quality management system has been implemented to assure:

- the Air Navigation Service is staffed with competent personnel to provide an excellent, timely service;
- the correct systems are used and infrastructure provided and maintained;
- the Air Navigation Service achieves and maintains its certification through relevant certification of its air traffic services, aeronautical information management services, and communication, navigation and surveillance services;
- regular stakeholder engagement;
- financial sustainability; and
- the use of principles that promote the reduction of carbon footprint.

We commit to maintain and improve the quality management system through monitoring its process, periodic audits and management reviews.

Peter C Marais

Head Air Navigation Services