

# Management systems in the context of ATM/ANS

Course Manager: Matteo Sottile

DAY/TIME	09:00	10:00	10:00	11:00	11:00	12:00	13:00	14:00	14:00	15:00	15:00	16:00	16:00	17:00
<b>Day 1</b>	Course introduction		<b>Module 1</b> Principles and purpose of management systems				<b>Exercise 1</b> Management system design		<b>Module 2</b> Process management		<b>Exercise 2</b> Process mapping			
<b>Day 2</b>	<b>Module 3</b> Risk management		<b>Exercise 3</b> Identify risks		<b>Module 4</b> Performance management		<b>Exercise 4</b> Define performance indicators		<b>Module 5</b> Introduction to the ISO 9001 standard		<b>Module 6</b> Compliance management		<b>Module 7</b> Components in management systems	
<b>Day 3</b>	<b>Module 9</b> SES regulatory requirements				<b>Module 10</b> Oversight of service providers		<b>Module 8</b> Building a management system – a case study		<b>Exercise 5</b> Planning the implementation of a management system					