Transport Canada Transports Canada

Civil Aviation Service Line

(Performance Measurement)

	Qualifying Aeronautical Products, Individuals and Organizations	Oversight of the Aviation System	Education, Promotion and Evaluation	Leadership and Management	Safety Policy, Rulemaking and Agreements
Activity Areas					
Key Outputs	- Authorizations - Approval Letters - Civil Aviation Documents (CAD) - Denials of Request	- Confirmation of Compliance - Non-compliance Notices - Punitive Action - Suspension of CAD - Information on hazards and risks	- Promotional Materials - Seminars and Workshops - Campaigns - Guidance (Advice) - Safety Intelligence (Analysis) - Research Reports	- Integrated Management Practices (Policy, Planning, Procedures, Measurement) - Ministerials (Briefings, QP Notes, Executive Correspondence) - Resource Management Services (HR, $, IM/IT) - Competency Development	- Safety Policy - Regulations, Standards and Guidance Material - Consultation - Notice of Proposed Amendments (NPAs) - Exemptions - Bi-lateral and other Agreements - Risk Assessments and Cost/Benefits Analysis - Directives
Immediate Outcomes	Reasonable expectation that individuals, organizations and/or products can operate safely	Determination of the level of compliance and confirmation that hazards and risks are systematically managed	Increased understanding of hazards and risks as well as techniques for proactively managing them	Effective organization that embraces continuous improvement	Regulatory framework and agreements focused on performance and risk management
Intermediate Outcomes	Compliance with regulatory requirements	Commitment from the aviation community to sustain a strong safety culture	Trust and confidence of stakeholders in the Civil Aviation Program	Alignment of expectations for Civil Aviation and Stakeholders	
Ultimate Outcomes	**Continued improvement on the high level of aviation safety in Canada**		**High level of public confidence in our Civil Aviation Program**		

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