



HAPPY INTERNATIONAL

# *Air Traffic Controller's Day 2022*

Dear Fellow Air Traffic Controllers

Every year on October 20th, the "International Day of the Air Traffic Controller" is a special occasion for us ATCs. This year, however, is particularly significant because we have now celebrated 100 years of air traffic service. Unfortunately, for the past two years, our industry has been affected by Covid-19, and left the entire industry paralysed. Instead of watching planes flying through the skies, we witnessed them grounded on the tarmac; it was difficult, but we all pulled through it together.

Early this month, Malaysia retained its seat as Council State under Part III of the International Civil Aviation Organisation Council for the 2022-2025 term during the 41st session of the triennial assembly in Montreal, Canada. This achievement makes the 100th year celebration extra special. Our journey is far from over but I have complete faith in all of us that in the coming years, we will continue to make our country proud.

Moving forward, I'm proud to announce that on 1st October 2022, we've established a Quality Management System (QMS) to complement our Safety Management System (SMS). This comprehensive approach towards quality and standards will be a beacon in guiding us towards becoming a centre of excellence within the region. As a step to promote awareness to the quality of service we provide, we have launched an ANS E-library: an electronic repository for ATC's to access updated documents in one place which is available here

<https://anselibrary.caam.gov.my/>.

Dear ATCs, on this auspicious day, I hope we continue to strive for continuous improvement in the quality of our services. "Quality is never a coincidence; it is always the result of high intention, sincere effort, intelligent direction and skilful execution; it represents the wise choice of many alternatives." I sincerely believe these qualities are embedded in the spirit of all Air Traffic Controllers. Always stand tall and be proud of being an ATC. Once again, I would like to wish you all a "Happy 100th Air Traffic Controllers Day".

Zainul Abidin Bin Maslan  
Deputy Chief Executive Officer – Operations  
Civil Aviation Authority of Malaysia  
20 October 2022