



MENAS BAHRAIN QUALITY MANAGEMENT POLICY AIDS TO NAVIGATION SERVICE DELIVERY

QP-Rev 15 - June. 2025

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RECORD OF AMENDMENTS

Revisions to this Manual will be issued as appropriate.

Section(s) Amended	Date
Record of Amendments Sheet and Point 10 amended.	March 2012
Point 10	March 2013
Point 10, Footnote 5	March 2014
<ul style="list-style-type: none">▪ Para 2▪ Section 3 title▪ Line 6 section 3▪ Section 4 line 2▪ Footnote 6▪ New Footnote 8	Sept 2014
Point 10	March 2015
Point 10	Nov 2016
Point 10	Oct 2017
Point 5, 10	July 2018
Points, 3, 4, 10	Sept 2019
Point 10	Oct 2020
Points, 3, 4, 5, 6, & 7	Oct 2021
Point, 12	Nov 2022
Points, 1 & 12	Oct 2023
Points, 1 & 12	Nov 2024
Points, 10,11,14,15,16	June 2025



Introduction

1. Middle East Navigation Aids Service (MENAS) has been providing an aids to navigation (AtoN) service in the Arabian Gulf and its approaches for over 74 years. MENAS, following the spirit of Chapter V Regulation 13 of The International Convention for the Safety of Life at Sea (SOLAS) has historically provided *“such aids to navigation as the volume of traffic and the degree of risk requires”* in specific areas and has taken into account *‘the international recommendations and guidelines when establishing such aids’*¹. MENAS ensures that *‘information relating to aids to navigation’* is *‘made available to all concerned’*².
2. MENAS recognises that under SOLAS Chapter V the Coastal States in the Arabian Gulf, who are all Contracting Governments to SOLAS, retain the responsibility to provide AtoN³ services. However with the exception of Oman; none of the other Gulf Cooperation Council States have formally provided **Level of Service (LOS)** statements concerning the **extent** of their AtoN service provision⁴. In the absence of such statements, MENAS, as a reasonable and prudent operator of internationally recognised, albeit voluntary AtoN, periodically reviews its Level of Service statements relating to the **type** and **quality** of MENAS AtoN in the Arabian Gulf and its approaches. These are published annually in MENAS Web Site which is compiled in accordance with Guidelines & Recommendations published by IALA⁵.

Level of Service Statements for Type and Quality

3. Maritime developments in the Arabian Gulf and its approaches are increasing. Major ports are expanding and new ports are planned. In order to determine the appropriate mix of AtoN required to match maritime usage patterns within the MENAS’ area of operation, MENAS consults regional stakeholders before conducting a risk analysis in each sea area using its resources with IALA IRAWP MK II & SIRA risk tools to study the hazards in the designated area. The study will measure whether the placement and specification AtoN assets (as recorded on charts) are considered at the regional level and optimizes shipping safety, (Refer to AtoN Risk assessment sheets). The number, mix and future recommendations for AtoN within each area comprise the **MENAS Level of Service Statement for Type**.
4. MENAS Risk assessment focus in the following items to ensure AtoN system maintains the region’s reputation for safety, reduce the risk of commercial shipping, improve the safety of Navigation.
 - Plotting traffic density in the area in according to the vessels type & size
 - Measuring the probability of risks
 - Calculating the availability of AtoNs/systems
 - Optimizing the quantity of AtoN required for the area
 - Categorization of AtoNs upon each AtoNs navigational significance (Cat 1, Cat 2 & Cat 3)

¹ Taken to be the Recommendations and Guidelines issued by the International Association of Marine Aids to Navigation and Lighthouse Authorities (IALA)

² Quotations taken from SOLAS V Regulation 13

³ AtoN are considered to be all visual, acoustic, electronic or radio-electric devices external to a vessel that are designed to improve navigation safety, facilitate traffic and preserve the environment.

⁴ As defined in IALA Guidelines

⁵ IALA Guideline 2023 – Risk Management

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5. MENAS classifies its AtoN into the categories recommended by IALA. Availability statistics for a 1000 day period are updated biannually for all stations⁶. Where availability standards are not met, management plans to rectify the shortfall are instigated using the ISO 9001:2015 Non Conformance Report procedure.
6. Operational Orders and Standard Operating Procedures (SOPs) have been formulated and disseminated to MENAS staff as part of the ISO 9001: 2015 QMS. Compliance with SOPs should ensure that all maintenance and other AtoN operations are conducted to a common standard
7. A feedback procedure has also been established which ensured that SOPs are kept updated with technical developments and experience on the ground. Statistical analysis of remote sensing data and adherence to ISO 9001: 2015 based SOPs form the basis of MENAS' **Level of Service Statements for Quality**. Operational Performance Statements (OPS) are listed for individual or related AtoN as appropriate.

Dissemination of AtoN Information

8. In order to ensure that information relating to AtoN is 'made available to all concerned', MENAS maintains a policy of full consultation with Ministries and official organisations having a maritime responsibility or interest; Port Authorities; shipping companies and their agents; private marine developments such as marinas; and naval military attachés. These form the stakeholder group for each area or zone of MENAS operations. ⁷
9. MENAS is the Acting sub-area coordinator for NAVAREA Region IX. Navtex Warnings are generated to keep mariners fully informed of any defective or amended AtoN. MENAS monitors client feedback via its website. MENAS maintains a close and positive relationship with the National Hydrographic Offices of Bahrain and the UK.

Quality Management System – Criteria and Processes

10. MENAS has developed and implemented a quality management system (QMS), which uses ISO 9001:2015 as a framework that allows our organization to document and improve our practices to better satisfy the needs and expectations of our customers, stakeholders, and other interested parties.
11. MENAS is committed to providing its customers with high-quality, reliable services that meet their expectations and requirements. These services meet the following:
 - Delight customers by exceeding their expectations.
 - Ensure compliance with required international standards.
 - Ensure a culture of continuous improvement and quality assurance for every service.
 - Correct defects in a timely and objective manner.
 - Learn from mistakes and avoid repeating them.
 - Adhere to customer terms and agreed performance.
 - Build trust with customers.

⁶ IALA Recomm O-130

⁷ IALA Guideline 1079 – User Consultancy by Aids to Navigation Authorities. Details of stakeholder feedback are shown in the 'Client Feedback Report' which is reviewed after each meeting.

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12. Also, MENAS committed to keep mariners safe by providing a fully efficient Aids to Navigation network that compliant with IALA standards and covering key areas in the Arabian Gulf and its approaches.
13. MENAS evaluate its services by ensuring that the Operation PLAN is tested through a Quality Management System (QMS) that measures whether its customer base, principally the mariner, receives the service that it expects.
14. Each QMS process has an identifiable input and output and is measured statistically against a series of targets to ensure that the output is not only achieved but improved. The process can only be considered complete when customer satisfaction exceeds customer expectations.
15. MENAS also consider and manage the risks and opportunities relating to our stakeholders and our organization's external and internal contexts through the evaluations of the risks and opportunities (via SWOT analysis).
16. The risks and opportunities are regularly managed to ensure that our services compliance with required international standards, adhere to customer terms and agreed performance and achieves continual improvement.

This paper should be reviewed annually. Next review date Q3/ 2026.

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