Ethiopian Civil Aviation Authority is committed to ensure the most safe, secure, reliable, efficient and environmental friendly air transport service sector that meets customers' as well as statutory and regulatory requirements by implementing and maintaining a management system in accordance with the requirements of ISO 9001:2015 quality management system.

ECAA is committed to perform its activities in accordance with the International Standards and Recommended Practices stated in all the Annexes to the Convention on the International Civil Aviation Organization.

The top Management, Directors, and Staff are responsible for Quality Control through the Quality Management System seeking improvement by constant review, with its internal and external customers. ECAA is dedicated to achieving customer satisfaction by the use of quality procedures which will be implemented to meet or exceed the requirements of ISO 9001/2015.

ECAA is committed to ensure the provisions of resources are effective and efficient so that outputs of its processes are right first time every time.

The organization aims to continually improve the service it provides to meet its customer requirements and to provide quality service that it can justifiably be proud of.

Wosenyeleh Hunegnaw (Col)
Director General