

# SOFEMA

Aviation services



Aviation Regulatory Experts



TRAINING COURSE DETAILS

## EASA Aviation Compliance Management Auditing and Root Cause Analysis Within an Airline Ops Environment -3 Days

### INTRODUCTION

Compliance Management Auditing raises an understanding of the various roles of a quality system within the organisation, in particular to focus on effective identification of the need to perform root cause analysis of the discrepancies, and to take positive action.

The training will place clear priority on best practice management of a strong quality assurance "compliance" system.

Together with the various techniques for effective auditing across the business including the identification of systemic failures as opposed to simple compliance type audit findings.

The training is designed to stimulate involvement and provides for powerful motivation, to re-enforce a comprehensive understanding of the requirements and integration of the Quality Management System QMS and the Safety Management System SMS including an understanding of the different types of audit applicable for each area and how they might be used in an effective compliance auditing environment.

An essential element to ensure maximum benefit from this training is to focus on the issues, how they relate in our work place, and what we need to do to address them, how to identify areas which need special attention and how to focus our efforts on making sure our training delivers in all relevant areas.

Consideration will be given to developing high quality reports, meeting professional standards and clearly communicating the need to oblige the business area owner to deliver corrective actions. This course is intended to be highly practical and to help the delegate focus on the 5 elements which exist within the audit finding.

#### Date

On Demand

#### Venue

#### Category

Personal Development

#### Price

On Demand

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## EASA Aviation Compliance Management Auditing and Root Cause Analysis Within an Airline Ops Environment- 3 Days

### What is the Benefit of this Training - What will I learn?

- a) To be able to explain the key elements required to ensure the organisations compliance audit System processes are able to identify Root Cause to both ensure compliance and to deliver maximum effectiveness.
- b) To be able to explain the requirements for both the QA and SMS systems including an understanding of the different types of audit applicable for each area together with how the QMS and SMS integrates within the overall Management System Process.
- d) To consider in depth Compliance Management Auditing and to raise an understanding of the difference related to root cause within the Quality System (QMS) & Safety System (SMS)
- e) Ability to focus on effective identification of root cause analysis and promotion of positive action.
- f) To be able to place a clear priority on best practice management within a strong quality assurance "compliance-based" system.
- g) Understand techniques to focus on the organisational issues during the audit including the relationship within the work place and responsibility to address issues.
- h) Understanding how an effective Quality Assurance system can support the effectiveness of the organisation

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### Who is the Course for?

This course is specifically focused on the needs of stakeholders to the aviation Initial and continuing airworthiness activities across the entire regulatory spectrum.

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## Who is the Course for?

Typically Suitable for Competent Authorities Staff, Aircraft Maintenance Organisation (AMO) Key Staff. Design Organisation (DOA) and Production Organisation (POA) Key staff including Quality and Certification (CVE). Continuing Airworthiness Management Organisations (CAMO) including Continuing Airworthiness Managers, Reliability, Engineering, Maintenance Planning and Technical Records.

## Why Should I choose SAS for the training?

Sofema Aviation Services a Regulatory training and consulting company with 45 years commercial aviation experience and 10 years operational experience. Since we started we have provided certificates to approx 15,000 delegates we have grown for 2 primary reasons!

The first is that we are professional and we listen to our customers. Please visit our [download area](#) as an example of how we engage with our customer.

The second is not only the fact that our prices are far more cost effective than our competitors it is that our discount program leaves all the others way behind – please do not take our word for it check it out!  
[SAS Discount Program](#)

## What makes SAS EASA Aviation Compliance Management, Auditing and Root Cause Analysis - 3 Days Different?

Because our courses are written by people who have lived through the regulations, from the introduction in the early 1990's of EASA Part 145 and the Introduction of JAR OPS 1 in 1998 (later to be come EASA EU OPS) together with the introduction of EASA Part M in 2003. The material author spent more than 25 years carrying out audits within a commercial aviation environment.

At Sofema Aviation Services our focus is on accepting that compliance with EASA Regulations is in fact minimum compliance. Interpreting the regulations in a way which enables the development and optimization of our business is where we should see opportunity to drive efficiency and cost saving.

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## Detailed Content / Topics - The following Subjects will be addressed

### Day 1

- Introduction
- Abbreviations and Terms
- The Difference between Quality & Safety Auditing
- Management System Principles – AM & Post Holder Responsibilities and Relationships
- The Role of the Compliance Manager
- Creating an Effective & Compliant Quality System
- EASA Regulatory Background & Framework
- Requirements of Compliance Monitoring Systems in ORO.GEN 200
- The Role of the Quality Auditor – What are the challenges we face?
- Compliance Monitoring Principles and Practice

### Day 2

- Developing an Audit Plan – Objectives, Criteria, Capacity Planning, Delivery
- Delivering an Operations Audit 1 - Auditing the Operators Internal SMS Reporting System
- Compliance Management Manuals and Procedures
- Audit Checklists Management, Development and Validation
- Introduction to EASA Compliant Aviation Auditing
- Considering Auditor Competencies
- Quality Review & Delivery of Effective Audits
- Practical understanding of the role of Root Cause

### Day 3

- Delivering an Operations Audit 2 – Cabin Crew System Audit
- Identification of Root Cause
- Managing Root Cause Processes including Analysis
- Additional Practical Techniques for Determining Root Cause
- Delivery of an Effective EASA Compliance Audit
- Dealing with Situations Arising During the Audit / Communication
- Corrective Action (CA) / Preventative Action (PA)
- Management Evaluation – How to Ensure Effectiveness

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## Target groups

This course is designed to accommodate all compliance managers, maintenance managers and compliance auditors whether they are based in a Part Ops environment or Part 147, Part 145 and Part M organisation.

It is also highly relevant for members of the quality Assurance Audit department, all business area stakeholders and owners. In addition it is beneficial for anyone who is receiving internal audits.

## Pre-requisites

A background or understanding of Aviation audit.

## Learning Objectives

To re-enforce a comprehensive understanding of the requirements for both the QA & SMS systems including an understanding of the different types of audit applicable for each area.

To consider the fundamentals of a fully compliant Aviation Quality System together with the Key elements required to organize the Quality Compliance processes to ensure compliance and to deliver maximum effectiveness.

The intention of this training is not to tick the regulatory box but to identify the significant issues which need to be addressed.

To provide a review of the various steps contained within the audit process and to use effectively the five elements of an audit finding.

To provide for Practical activities to explore the various techniques used in root cause analysis and to consider methodologies to connect root cause to the associated organization element.

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## Duration

3 days – Each day will commence at 09.00 and finish at 17.00, with appropriate refreshment breaks.

Sofema Aviation Services offers a flexible approach to developing all in-company training courses which are specific to the client's needs.

If you would like additional information concerning how course content may be configured to be more appropriate for your organisation please email [office@sassofia.com](mailto:office@sassofia.com)

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