

SOFEMA

Aviation services



Aviation Regulatory Experts



TRAINING COURSE DETAILS

EASA Compliant Aviation Quality Assurance & Root Cause Assessment NAA Senior & Lead Auditor Workshop & Review Course – 2 Days

INTRODUCTION

Organisations need to deliver an effective quality audit system together with a process to follow up with all issues identified in an effective and practical way.

This obligation essentially requires an effective process to manage Root Cause and this is auditable by the Competent Authorities (CA)

The ability to understand exposure and to analyse root causes are without doubt essential skills for auditors, managers and NAA Inspectors alike.

The purpose of this training is to identify best practice Quality auditing techniques and behaviours to support the delivery of not only effective Auditing but to deliver effective Root Cause Analysis techniques as well

This course is intended to be highly practical and to help the delegate focus on the 5 elements which exist within a finding or issue.

The finding – What is the problem? – Why is it a problem? – What standard has not been met (is it internal or external)? – Why did it happen? – How to consider Root Cause?

The outcomes of such activities play a significant role in supporting the organization to achieve its goals to not just maintain, but to exceed regulatory compliance – What is the consequence – risk or opportunity considered and to consider the corrective action disposition – Who, What & When?

The course considers how the effectiveness of the process is being assessed – Who is measuring the effectiveness of the process & what is the measure employed – Is it successful.

Also considering examples where a shortfall in the process has been identified and how a corrective action was initiated which is shown to be successful.

Date

On Demand

Venue

Category

Personal Development

Price

On Demand

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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 identify Root Cause to both ensure compliance and to deliver maximum effectiveness.
- b) To consider in depth Compliance Management Auditing and to raise an understanding of the difference related to root cause within the Quality System (QMS)
- c) Ability to focus on effective identification of root cause analysis and promotion of positive action.
- d) To be able to place a clear priority on best practice management within a strong quality assurance "compliance-based" system.
- e) Understand techniques to focus on the organisational issues during the audit including the relationship within the work place and responsibility to address issues.

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!

What Makes EASA Compliant Aviation Quality Assurance & Root Cause Assessment NAA Senior & Lead Auditor Workshop & Review Course - 2 Days different?

Because our courses are written by people who have lived through the regulations. The author of the training material has more than 25 years' experience as an auditor across the entire regulatory spectrum.

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

Detailed Content / Topics - The following Subjects will be addressed

Day 1

- General Introduction
- QMS & SMS relationship challenges and misconceptions
- How to Effectively Determine Compliance
- Dealing with Specific Challenges within your Quality System.
- Quality and Safety Auditor Competence Consider the Competences of a Lead Auditor
- Developing your Interview Skills – Best Practice
- Measuring the Effectiveness of the Quality Assurance System & Improving Audit Performance
- Review of Best Practice Audit Techniques – How to obtain the information you are looking for?
- How do we Identify and Measure Internal Quality Standards?

Day 2

- Advanced Quality Audit Techniques
- Further Developing Quality Interview Techniques
- Understanding the Psychology of an Aviation Auditee
- Understanding the Nature of Risk
- Understanding Hazard Identification and Risk Management
- Practical understanding of the role of Root Cause
- Additional Practical Techniques for Determining Root Cause
- Auditing Aviation Maintenance Technical Procedures
- Auditing Competence Management Processes
- Effective Auditing of SMS systems – delivering performance Audits

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Target groups

This training is highly relevant for senior management and members of the quality Assurance Audit department, it is also relevant for all business area stake holders.

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Pre-requisites

A background or understanding of EASA Compliant Aviation audit is necessary to fully engage with the effectiveness of this training.

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 and how to identify discrepancies.

To understand methodology to determine root cause and develop appropriate responses.

To consider the fundamentals of a fully compliant Aviation Quality System together with the key elements required to deliver maximum effectiveness.

How to identify areas which need special attention and how to focus our efforts on making sure we have a comprehensive understanding of multiple root causes.

An essential element then of benefiting 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.

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

Duration

2 Days – Each training day will start at 09.00 and finish at 17.00, with appropriate refreshment breaks.

To register for this training, please email office@sassofia.com or Call +359 28210806

Sofema Aviation Services offers a flexible approach to developing all incompany 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

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