SOFEMA Aviation services

Aviation Regulatory Experts

TRAINING COURSE DETAILS

EASA Compliant Aviation Quality Assurance Senior and Lead Auditor Course – 5 Days

Introduction

Are you familiar with EASA driven Quality Systems? Please make no mistake it is different in terms of responsibility ownership and obligations. Do you know what makes a good EASA auditor?

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.

This course provides an intensive week of Quality Auditing Techniques aimed at persons with some auditing experience who are looking to become Quality Lead Auditors or Compliance Managers. The training places clear priority on best practice management within a strong quality assurance "compliance" based system.

The course also considers the various techniques for effective auditing across the business including the identification of systemic failures as opposed to simple compliance type audit findings.

Develop a detailed understanding of the roles and responsibilities related both to the compliance delivery system (Quality Control – QC) and the independent compliance oversight system (Quality Assurance QA)

Understand where quality standards come from and the role of the organisation to promote and in some cases develop quality standards. How does the EASA Management System function – what are the roles and responsibilities?

Consider the fundamental responsibilities related to EASA OPS – regulation 965/2012 – EASA Part 145 & Part M – regulation 1321/2013. Review the role of EASA Part 21 Design Organisation Approval Holder DOA and Production Organisation Approval Holder. Considering other standards IOSA & ISAGO – where does ICAO fit into the picture?

Understand the psychology and communication techniques to be employed during an audit, as well as Considering Root Cause and the need to present effective audit findings also taking into account effective post audit support and follow up.

Review Audit Best Practices – what works best – why & how ?

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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 with case studies and workshops forming a prominent element of the training.

What is the Benefit of this Training – What will I learn?

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

b) 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 together with how the QMS & SMS integrates within the EASA Management System Process.

c) A detailed practical understanding of the high level and working level regulations.

d) 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.

e) How to identify areas which need special attention and how to focus our efforts on making sure our trainings deliver in all relevant areas.

Why should I choose SAS for this training?

Sofema Aviation Services is a Regulatory Training and Consulting company with 45 years of commercial aviation experience and 10 years operational experience. Since the start we have provided certificates to approx 20,000 delegates and we have grown for 2 primary reasons!

The first is that we are professional and we listen to our customers.

The second reason is a combination of outstanding course fees, together with a world beating discount program which leaves our competitors way behind – please do not take our word for it, check it out!

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What Makes SAS EASA Compliant Aviation Quality Assurance Senior and Lead Auditor Course – 5 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.

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

1. General Introduction
2. Abbreviations and Terms
3. EASA Regulatory Frame Work Review
4. Airworthiness Principles
5. Compliance Monitoring Principles and Practice
6. QMS & SMS relationship challenges and misconceptions
7. The Difference Between Compliance Performance & Safety Auditing
8. Introduction to EASA Compliant Aviation Quality Audit Techniques Considering the Basics
9. How to Effectively Determine Compliance
10. Dealing with Specific Challenges within your Quality System.
11. Quality and Safety Auditor Competence Consider the Competences of a Lead Auditor
12.Developing a Basic Auditing Approach - Review
13. The Role of EASA QA in Developing Aviation QC Procedures
13A. A Process to Managing and Optimise your Quality System
14. Developing your Interview Skills – Best Practice

Day 2

15. Compliance Management Manuals, and Procedures
16. The Role of the Quality Manager and Nominated Persons –Post Holders
17. Requirements related to an Operations (Reg 965), Quality System
18. Requirements related to an EASA Part 145, Quality System
19. Requirements related to an EASA Part M, Quality System
20. The Challenges of Effective Compliance Auditing
21. Measuring the Effectiveness of the Quality Assurance System & Improving Audit Performance
22. Review of Best Practice Audit Techniques – How to obtain the information you are looking for?

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23. How do we Identify and Measure our Internal Quality Standards?
24. Advanced Quality Audit Techniques
25. Delivering Performance Audits

Day 3

26. The Difference between Performance Auditing and Safety Auditing
27. Further Developing Quality Interview Techniques
28. Understanding the Psychology of an Aviation Auditee
29. Practical Workshop Activity
30. The impact of Safety Culture on Performance Audits
31. Understanding the Nature of Risk
32. Understanding Hazard Identification and Risk Management
33. Practical understanding of the role of Root Cause
34. Managing Root Cause Processes including Analysis
35. Performing and Managing Investigations with Practical Examples
36. Case Study Quality Investigation – Use of Boeing MEDA /REDA (as applicable)
37. Additional Practical Techniques for Determining Root Cause

Day 4

38. Creating an Audit Schedule
39. Auditing for Process Effectiveness
40. Interpretation and Auditing of Aviation Standards within our Organisation System
41. Audit Checklists Management, Development and Validation – Use of Checklists during the Audit
42. What Takes Place during a Quality Review?
43. Auditing Change Management across the Business
44. Effective Report Writing
45. Creating Corrective Actions
46. Auditing Workshop Activity

Day 5

47. Auditing Aviation Maintenance Technical Procedures
48. Accidents and Incidents the link to Safety and Human Factors
49. Dealing with Situations Arising During the Audit / Communication
50. Managing Meetings to Open and Close the Audit
51. Measuring the Effectiveness of the Quality Assurance System
52. Auditing –Practical Example Workshop Activity
53. Improving Audit Performance
54. Management Evaluation –How to ensure effectiveness considering the role of the Quality Assurance Function.
55. Debrief & Close

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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 stake holders 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 prepare the delegate to undertake the role of Lead auditor and or Quality Manager

What do People Say about Sofema Aviation Services Training?

"The content of the course will be very useful for my future practices."
"All my expectations are met."
"The course really contributed to expanding my knowledge in that area."
"The instructor really added up to me understanding the topic."
"The presentation made the material so much more comprehensible."

Duration

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

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