

# 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.

## What is the benefit of the 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.

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**Date**

**Category**

Personal Development

Venue

Level

Price

## Why Should I choose SAS for the 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 25,000 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!](#)

## 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.

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

- Introduction
- Abbreviations and Terms
- Processes for Validation EASA Root Cause Analysis
- Interpretation and Auditing of Aviation Standards within our Organisation System
- Group Activity to discuss Roles and Responsibility related to Root Cause Analysis
- How to Ensure Effective Competence related to RCA
- Root Cause – Understanding the Different Role Between Quality & Safety
- Root Cause Basics –What is Root Cause and what are Contributory Factors
- Practical Understanding of the Role of Root Cause
- Is Human Error in Aviation an Acceptable Outcome as a Root Cause
- Requirements and Methods for the Correct Identification of Root Cause
- Team Activity – Exercises to identify Root Cause
- Advanced Root Cause Analytical Procedures –Techniques to determine RC
- Proposing a Corrective Action Plan to Ensure Effective Mitigation of the Identified Exposure
- Developing Preventative Strategies and the role of Performance Auditing
- Performing and Managing Investigations
- Team Activity – Exercises to identify Root Cause
- Discussion Debrief & Close

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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.

## 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.

## What do People Say about Sofema Aviation Services Training?

- "The instructor used the right words to explain the material."
- "The discussions among the group were very beneficial."
- "The instructor showed very resourceful background and experience."
- "All sections of the course were related to my field."
- "Adequate answers were given to specific questions."

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## Duration

2 Days – To 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)

To register for this training, please email [office@sassofia.com](mailto:office@sassofia.com) or Call +359 28210806



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