

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?

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Introduction

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 ?

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.

Please note – this is NOT an “entry-level course” it is focused on the objective of continuous development of Quality Assurance Auditing Techniques, attendees must be able to demonstrate previous experience in the aviation quality assurance environment.

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.

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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. Principles of EASA Management Systems in support of Regulatory Compliance
5. Requirements Related to an Operations (Reg 965), Quality System
6. Requirements related to an EASA Part 145, Quality System
7. Requirements related to an EASA Part M, Quality System
8. Airworthiness Principles

Day 2

9. QMS & SMS Relationship Challenges and Misconceptions
10. Compliance Monitoring Principles and Practice
11. Compliance Auditing Process Review
12. Maintaining Objectivity –Sample Size / Value of Finding Raised / Operator’s Authority on Area of Audit
13. Review of Best Practice Audit Techniques – How to obtain the information you are looking for?
14. Considering a Baseline Expectation Regarding EASA Compliant Audit Process Management
15. Advanced Quality Auditing Techniques
16. Delivering Performance Audits
17. How do we Identify and Measure our Internal Quality Standards?
18. The Impact of Safety Culture on Performance Audits

Day 3

19. Quality and Safety Auditor Competence - Consider the Competences of a Lead Auditor
20. Accountable Manager and Post Holder Responsibilities and Relationships
21. Developing your Interview Skills – Best Practice
22. Effective Audit Communication
23. Quality Auditing of Safety Management Systems
24. Effective Audit Communication
25. Measuring the Effectiveness of the Organisation’s QC Management
26. Dealing with Specific Challenges within your Quality System
27. The Role of EASA QA in Developing Aviation QC Procedures
28. Compliance Management Manuals, and Procedures
29. Understanding the Psychology of an Aviation Auditee

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Day 4

30. Understanding the Nature of Risk
31. Practical Understanding of The Role of Root Cause
32. Identification of Root Cause
33. Root Cause – Understanding the Different Role Between Quality & Safety
34. Using Root Cause Analysis to Drive an Effective Quality System
35. Managing Root Cause Processes including Analysis
36. Collection of Evidences –How Much is Too Much?
37. Additional Practical Techniques for Determining Root Cause
38. Investigation and Analysis Risk and Exposure
39. Performing and Managing Investigations
40. Human Factors Considerations Related to Root Cause

Day 5

41. Creating an Audit Schedule
42. Auditing for Process Effectiveness
43. How do we identify and measure our Internal Quality Standards?
44. Audit Checklists Management, Development and Validation – Use of Checklists during the Audit
45. What Takes Place during a Quality Review?
46. Auditing Change Management across the Business
47. Effective Report Writing
48. Creating Corrective Actions
49. Accidents and Incidents the link to Safety and Human Factors
50. Dealing with Situations Arising During the Audit / Communication
51. Managing Meetings to Open and Close the Audit
52. Measuring the Effectiveness of the Quality Assurance System
53. Management Evaluation –How to ensure effectiveness considering the role of the Quality Assurance Function
54. Exam

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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.

Certificate Wording

Introduction to Airworthiness Principles & EASA Regulatory Background & Framework, Auditing QMS & SMS, Regulation 965/2012 – EASA Part 145 & Part M Regulation 1321/2013, Accountable Manager and Post Holder Responsibilities and Relationships, Effective Compliance Auditing, QA Competency, Types and Relationship of Audits, Measuring the Effectiveness of the Compliance System audit performance, Management Evaluation. Considering Root Cause and the need to present effective audit findings.

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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 – Start at 09.00 and finish at 17.00, with appropriate refreshment breaks.

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



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