

EASA Compliant Aviation Quality Assurance NAA Senior 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.

Who is the course for?

This course is aimed at all CAR 145 stakeholders whether focused on Operator issues Aircraft Maintenance Organization), Regulatory Staff, Post Holders and persons requiring to implement CAR 145 within their organization.

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Level	
Price	On Demand

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

- a) To be able to explain the key elements required to ensure the organization's compliance audit System processes identify the 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 workplace and responsibility to address issues.

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?

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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

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.

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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."

Duration

2 Days – To commence 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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