

Quality Assurance Auditing Introduction for Air Navigation Services (ANS) – 3 Days

Introduction

Are you familiar with ICAO-driven Quality Systems? Please make no mistake it is different in terms of responsibility ownership and obligations. Do you know what makes a good auditor? This course is specially designed for persons who wish to involve in auditing Air Navigations Services. If you have never audited before but wish to, then this is the course for you.

The course assumes a basic knowledge of aviation systems and processes however assumes no knowledge of Quality Systems and focuses on introducing the delegate to all the concepts associated with basic compliance auditing

Compliance Management Auditing raises an understanding of the various roles of a quality system within the organization, in particular, to focus on effective identification of the need to perform root cause analysis of the discrepancies and to take positive action.

Who is the course for?

It is for anyone with an interest to get deeper into ANS auditing within an ICAO context.

Basically, the course will be of interest to new entrants in ANS Quality Auditing, through to Accountable Executives and Post Holders who need a deeper understanding of Individual and Organisational Obligations.

Consider that regulatory requirements related to Quality Auditing is the starting point – The real advantage is understanding in detail how we can make the QA audit program work for the organization in a meaningful way.

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

- a) Understand the various techniques for effective auditing across the business
- b) Learn how to identify compliance-type audit findings
- c) 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)
- d) Understand the management of quality standards and how they may be developed within the organization
- e) Understand how the ICAO Management System functions
- f) Learn the does and don'ts of Aviation Audit Best Practices – what works best – Why & How?

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Date	On Demand
Category	Personal Development
Venue	On Demand
Level	Basic
Price	On Demand

Detailed Content / Topics - The following Subjects will be addressed

Day 1

- General Introduction
- Terms
- ICAO Regulatory Frame Work Review related to ANS
- Compliance Monitoring Principles and Practice
- The Difference Between Compliance, Performance & Safety Auditing
- Aviation Auditing –How to Effectively Determine Compliance
- Audit Preparation and Planning
- QMS & SMS Relationship Challenges and Misconceptions
- Introduction to ICAO Compliant Aviation Auditing –Best Behaviour
- Maintaining Documentation and Records within the QMS

Day 2

- Developing your Interview Skills –Best Practice
- Interview Practice (all delegates)
- Dealing with Specific Challenges within your Quality System
- Auditor Competency and Development Issues
- Understanding the Roles and Responsibilities of ANS Business Managers
- Understanding the Psychology of an Aviation Auditee
- Dealing with Situations Arising During the Audit / Communication
- Understanding Hazard Identification and Risk Management

Day 3

- Practical understanding of the role of Root Causes related to Quality Auditing
- Interpretation and Auditing of Aviation Standards within our Organisation System
- Audit Checklists Management, Development, and Validation –Use of Checklists during the Audit
- Developing a checklist –workshop activity
- Managing Meetings to Open and Close the Audit
- Effective Report Writing
- Corrective Action (CA) and Preventative Action (PA)
- Exam
- Debrief and Close

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Target Groups

This course is designed to accommodate all persons who have an interest in becoming Quality Auditors within an ANS environment.

Pre-requisites

A background or understanding of Aviation Audit is an advantage but not essential.

Learning Objectives

- To consider the fundamentals of a fully compliant ICAO Aviation Quality Assurance System.
- To understand the purpose and process of delivering effective audits within an ANS environment.
- 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 internal auditor.

What do People Say about Sofema Aviation Services Training?

- "I found satisfying answers to all my questions."*
- "The instructor demonstrated a very deep knowledge of the subject."*
- "The length of the course fits my needs and expectations."*
- "The content was really effective, I gained a lot of new knowledge."*
- "The practical examples were perfectly delivered."*

Duration

3 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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