

# Civil Aviation Authority & Competent Authority Quality Auditing Techniques – 3 Days

## Introduction

Effective oversight of Organisational Compliance requires a strong and competent regulatory authority with the ability to carry out in-depth audits to ensure full engagement with the regulatory obligations of the organisation.

CAA and Regulatory Authority Quality Auditing Techniques deliver an understanding of the various techniques 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 3 days related to the auditing of Quality Auditing Techniques. The training places clear priority on effective oversight of 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.

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

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.

## Who is the course for?

The Competent Authority Quality Auditing Techniques – 3 Days training is designed for aviation professionals who are involved in the quality auditing of civil aviation operations. This may include employees of the CAA or other regulatory bodies, as well as professionals working in aviation organizations, such as airlines, airports, and maintenance facilities.

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

The training program covers the fundamentals of quality auditing, including the principles and methods of conducting audits, identifying non-conformities, and creating corrective action plans. This helps attendees develop a deeper understanding of the auditing process and enables them to conduct more effective audits. It provides the attendees with the knowledge and skills to identify safety and security risks during the auditing process, helps them understand regulatory requirements related to quality auditing and enables them to comply with these requirements. By learning effective auditing techniques, attendees can identify areas of improvement in aviation operations, which can lead to increased efficiency.

## Detailed Content / Topics – The following Subjects will be addressed

### Day 1

1. General Introduction
2. Abbreviations and Terms
3. Compliance Monitoring Principles and Practice for Regulatory Authorities
4. QMS & SMS relationship challenges and misconceptions
5. How to Effectively Determine Compliance during Regulatory Audits
6. Quality and Safety Auditor Competence Consider the Competences of a Lead Auditor
7. Developing a Basic Auditing Approach – Review
8. Developing your Interview Skills – Best Practice
9. Compliance Management Manuals, and Procedures
10. Effective Regulatory Audits of Organisations Quality System, Quality Manager and Nominated Persons

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## Detailed Content / Topics - The following Subjects will be addressed

### Day 2

1. Requirements related to an Operations (Reg 965), Quality System
2. Requirements related to an EASA Part 145, Quality System
3. Requirements related to an EASA Part M, Quality System
4. How do we Identify and Measure Internal Quality Standards?
5. Advanced Quality Audit Techniques
6. Understanding the Nature of Risk
7. Understanding Hazard Identification and Risk Management
8. Practical understanding of the role of Root Cause
9. Managing Root Cause Processes including Analysis
10. Performing and Managing Investigations with Practical Examples

### Day 3

1. Audit Checklists Management, Development and Validation – Use of Checklists during the Audit
2. What Takes Place during a Quality Review?
3. Auditing Change Management across the Business
4. Auditing Aviation Maintenance Technical Procedures
5. Audit Communication Techniques
6. Managing Meetings to Open and Close the Audit
7. Measuring the Effectiveness of the Quality Assurance System
8. Improving Audit Performance
9. Auditing the Management Evaluation Process
10. Debrief & Close

## Target groups

This course is designed to enhance the skills and competence of Regulatory Authority auditors to enable maximum oversight to be provided in all areas of the Industry

It is also highly relevant for members of the Quality Assurance Audit department, all business area stake holders and owners.

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## Pre-requisites

A background or understanding of Aviation Audit.

## Learning Objectives

To re-enforce a comprehensive understanding of the requirements for Organisation Compliance and Techniques for Audit.

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.

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 Aviation Regulatory Auditor

## 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

3 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](mailto:team@sassofia.com) or Call +359 28210806

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