

# QUALITY ASSURANCE

## AUDITOR TRAINING



### QualaTech Aero Consulting Ltd.

**An international aviation consultancy group, providing services in:**

Safety Management Systems (SMS), Management, Training, Change Management, Fatigue Management, Hazard Ident. & Risk Assessment, Safety Case, Harbour and Water Airport/ Aerodrome Procedures, Emergency Response Procedures, Airports, Flight Operations, Compliance & Safety, Audits, Aircraft Maintenance Organisations (AMO), Human Factors, Manufacturing, Quality Assurance (implementation, design and audit), Training (QMS, SMS, ERP, CM, HF, Haz. & Risk. Assessment).

The services offered by QualaTech-Aero Consulting Ltd. are focused on the aviation industry. However, the principles of Human Factors, Safety, and Quality, apply equally to any industry by reducing human error leading to personal injury and loss.

*Safety Management is Business Management!*

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QA training is not only mandatory for principle QA Managers, but it is also essential if the Quality Assurance Program is to be completely effective. A rigorous approach to Quality Assurance (QA) in conjunction with adequate and appropriate training, will contribute significantly in reducing errors, incidents, liability, injury and ultimately fatality. QualaTech has extensive aviation QA experience, knowledge and qualification, to provide Auditor Training that is more than just theoretically based. Our Instructors are all practicing, 'hands-on' professionals.

### **General:**

A course applicant can be experienced or novice in QA, Quality Control (QC) and/or Safety Management Systems (SMS); however, a strong desire to learn and participate is essential. The course is designed to meet and exceed Transport Canada training requirements for Quality Assurance programmes (QAP). The Training will provide each participant with a thorough understanding of the Auditor's rolls and responsibilities. However, the course goes a step further by describing and exploring the relationship between QMS and SMS relevant to the requirements and issues encountered by a Certificate Holder. The training provides practical procedures, methods and guidance to ensure the effectiveness and efficiency of a QAP, which must ultimately work in unison with a SMS. QualaTech presents practical, technical and academic information, while transferring knowledge specific to Quality documentation, standards, procedures, policy, auditing, and Root Cause Analysis techniques.

### **Why do I need to be on this course?**

There are a number of processes employed to meet the regulatory requirement for Audit, either as an element of a QAP within a 'standalone' Quality Management System (QMS) or under a SMS. Therefore, the intent of the course is to train personnel to become effective 'Quality Auditors', specific to 'Internal Quality Auditing' duties and functions. Quality Assurance (QA) personnel and other interested or associated staff members are prime candidates for the training. The course is suitable for 'Recurrent Training' as well as 'Initial' requirements.

The course will promote and foster confidence in personnel to a high level of understanding, which will provide participants the confidence and knowledge needed to carry out their assigned Quality Auditor duties professionally. The course does not assume that Internal Quality Audits will be part of an ISO based quality system, although reference to the ISO Standards may be made.

Other than Regulation, it is a recognised 'Best Practice' that a Certificate Holder has in place a QAP, for which, an employee is both "trained and competent". This includes understanding the QAP, and depending on the employee's function, having competence in some or all aspects of the programme. In this instance, an employee performing an 'Audit' function, must be 'competent' and have undertaken 'formal' training concluding with examination and/or practical evaluation, to determine whether the learning objectives were achieved. In certain cases, such as that of an AMO, failure to operate and adhere to the QAP, can lead to the suspension of the Operating Certificate and/or heavy fines.

There is a national and international responsibility to ensure that the highest standards of Quality and Safety are being met for the travelling public, and since QA is about Customer Satisfaction, Customers will not be satisfied with a non-compliant Organisation.

### **Overview of Auditor Training:**

The activities required as part of a QAP are primarily to ensure the Certificate Holder and employees, (safely) undertake the activities they are authorized to perform; thus promoting effectiveness, safety and quality. To demonstrate this, a Certificate Holder must observe the basic requirements for a QMS, which is:

<b>Say what you do</b>	<b>(Document)</b>
<b>Do what you say</b>	<b>(Action)</b>
<b>Prove it</b>	<b>(Audit)</b>
<b>Improve it</b>	<b>(Post-Audit/Continuous Improvement)</b>

A primary requisite of any Aviation based QAP is to ensure that the Document Holder is compliant. This is achieved by the QAP providing a formal process to; *Audit, Check, Sample and Monitor* all processes and activities, in order to **confirm** that "*what you say you do, is actually what you do*". This includes ensuring that all applicable Regulations and Standards are maintained. Consequently, a key factor of a QAP is 'Auditing' and verifying the subsequent 'Corrective Actions' arising from an Audit Finding are effective.

The course examines all of the Audit processes, including Post-Audit activities, to address Quality Non-conformances and Corrective Action Plan (CAP) efficiency. A detailed explanation of the Root Cause Analysis (RCA) process is subsequently provided, along with a detailed review to ensure a high level of understanding is achieved in the documenting process required for accurate Non-conformance Record generation'. The training also examines how Quality has become an essential ingredient for success in modern business, helping to reduce error and loss. Quality is a "Best Business Practice".

### **Quality Standards and Systems:**

Development of National Standards, such as Canadian, British and US is essential in understanding Quality, as is the roll of the ISO, which has steadily evolved into an essential Quality Standard provider. The course reviews the introduction of ISO 9000 series looking at the current status of the ISO and other related Standards including the ISO 31000 & ISO 14000, etc.

### **Practical Application:**

For best results with authentic relevance and improved learning, the course references 'real life' Audit examples, helping to explain how a robust Audit Process works under a "closed loop" system in the identification of Non-conformances. This includes a thorough review of 'Root Cause Analyse' techniques specific to selected Case Studies as part of the Workshop, to help participants understand and practice the Auditor's functions from beginning to end.