

QUALITY ASSURANCE & AUDIT TRAINING (QA)



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 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 training that is more than just theoretically based. Our Instructors are all practicing, 'hands-on' professionals.

General:

The typical course applicant can be experienced or novice in QA, Quality Control (QC) and/or Safety Management Systems (SMS); however, a strong desire to learn is essential. The course is designed to meet and exceed national training requirements for Quality Assurance programmes (QAP). The QA Training will provide each participant with a thorough understanding of QA. However, the course goes a step further by describing and exploring the relationship between QMS and Safety Management System (SMS) relevant to the requirements and issues encountered by a Canadian Certificate Holder. The training provides practical procedures, methods and guidance to ensure the effectiveness and efficiency of a QAP that 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?

Regulation requires an AMO will have in place a QAP. Regulation also requires employees to be "*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. Failure to operate and adhere to the QAP by an AMO, 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 Safety are being met for the travelling public, and since QA is about Customer Satisfaction, Customers will not be satisfied with unsafe maintenance. Furthermore, the training examines the legal and liability aspects of '*due diligence*' and '*duty of care*'.

Overview of QA Training:

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

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

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.

The course examines all of the Audit Processes, including Post-Audit activities to address Quality Non-conformances and Corrective Action Plans (CAP). A detailed explanation of various Root Cause Analysis (RCA) processes is consequently provided, along with a review of how to write and understanding 'Non-conformances' and 'Corrective Actions'.

The QA course explains how to perform an Audit and what post-audit activities may be required to address any Quality Non-conformance and subsequent CAP. The training also examines how Quality has become an essential ingredient for success in modern business, to reduce error and loss. Quality is more than just a "Best Business Practice".

The Foundations of Quality Management:

The Definition of Quality, Quality Management, QC and QA are explained and discussed along with the historical background to the development of Quality Management and processes leading to Customer Satisfaction.

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 and basic development of ISO 9000 series looking at the current status and other related Standards including the ISO 31000 & ISO 14000, etc.

Practical QA Application:

For best results with real-time relevance and improved learning, the QA course employs real life examples of QA Systems and mechanisms, helping to explain a robust QMS that works for you, and yet meets the criteria of the Regulator as a "closed loop" process in the prevention of Non-conformances via proactive identification and resolution. QualaTech provides an understanding of the processes favoured by Transport Canada to shape Corrective Actions, addressing both internal and/or third party Audit Findings. This includes a thorough review of 'Root Cause Analyse' techniques that utilise Case Studies as part of a Workshop to help participants understand and practice the processes from beginning to end. As a final benefit, participants will acquire a concentrated overview and update on Safety Management principles and practices, relevant to practical QA techniques and documentation within a SMS. The knowledge gained during the training will enable participants to operate and maintain a comprehensive QAP in harmony with the SMS, thereby improving efficiency and helping to prevent duplication.