

AIRPORT / AERODROME QUALITY ASSURANCE 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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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 Airport QA experience, knowledge and qualification to provide training that is more than just theoretically based. QualaTech's Instructors are all practicing, 'hands-on' professionals.

General:

QualaTech's Quality Assurance (QA) Training is designed to meet and exceed the national requirements for QA, specific to the design and implementation of a comprehensive QA Program (QAP) meeting (as a minimum) the requirements and intentions of Transport Canada Civil Aviation (TCCA) (or other Civil Authorities') Regulatory requirements under a QAP specific to CAR 302.503.

The Airport QA/ (Management) Training Course will provide each participant with a fundamental understanding of QA. However, the course goes a necessary step further by describing and exploring the relationship between QMS and Safety Management System (SMS) relevant to the requirements and issues encountered at a Certified Airport. 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 (RCA) techniques.

Why do I need to be on this course?

Regulation requires a Certificated Aerodrome (Airport) to have in place a Quality Assurance Program. Regulation also requires that employees of a Certificated Aerodrome are "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 the Certificate Holder, 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 met for the travelling public and since Quality is about Customer Satisfaction, Customers will not be satisfied with an unsafe airport. As a fundamental component, the training also examines the legal and liability aspects of '*due diligence*' and '*duty of care*'.

Overview of the requirements and activities associated with a QA Program required:

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 and quality. A Certificate Holder must observe the basic requirements for a QMS, which is to:

| | |
|------------------------|--------------------------------------------|
| 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 to confirm via objective evidence, 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 the subsequent 'Corrective Actions' arising from an Audit Finding.

The course examines a typical Audit Processes, including Post-Audit activities to address quality non-conformances and Corrective Action Plans (CAP). A detailed explanation of the Root Cause Analysis process is consequently provided, along with a review of writing and understanding 'Non-conformances' and 'Corrective Actions'.

The Foundations of Quality Management:

The QA training provides definitions of assorted Quality terms inclusive of: Quality, Quality Management, Quality Control and QA. A brief explanation is provided that explores the basic history of Quality, leading to the development of Quality Management and the concept of '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 of ISO 9000 series looking at the current status of the ISO and other related Standards including the ISO 31000 & ISO 14000, etc.

Regulation and QA:

Review of Audit/Sampling and other aspects of QA relevant to Certification.

For best results with real relevance and improved learning, the QA course references your own internal examples of QA systems and mechanisms as they exist, helping to develop 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 utilises 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 Airport Safety Management principles and practices relevant to practical QA techniques and documentation within a SMS. The knowledge gained during the program will enable participants to operate and maintain a comprehensive QAP in harmony with the SMS.