

AIRPORT / AERODROME QUALITY ASSURANCE PLAN (QAP)



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, Audits, Aircraft Maintenance Organisations (AMO), Human Factors, Manufacturing, Quality Assurance (implementation, design and audit), Training (QA, SMS, HF, ERP/AEP, CM, Haz. & Risk. Assessment).

The services offered by QualaTech-Aero Consulting Ltd. are focused primarily 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.

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A rigorous approach to Safety Management in combination with adequate and appropriate training will contribute significantly in reducing errors, incidents, liability, injury and death. QualaTech has provided numerous Airport/Aerodrome Safety Management System (SMS) Training courses, effectively, on time and to budget. QualaTech has extensive Airport SMS experience. Our Consultants have held senior posts with ICAO, IATA, other leading aviation organizations, service companies, International Airports and Civil Aviation Authorities and Tribunals.

CAR 302.503(1) requires that the holder of a Canadian Airport Certificate shall, in addition to a Safety Management System (SMS), establish and maintain a Quality Assurance Program (QAP) as required under CAR 107.03(g). Additionally, Quality Assurance is an Element under the Transport Canada (TC) SMS Framework Component 5.

An effective QAP forms the foundation for 'sustaining excellence' within an organization. Quality is not just about meeting minimum regulatory requirements; it is also about competitive performance differentiators and is the premises upon which a sustainable and successful SMS is built. As Aristotle once said: "*Quality is not act. It is a habit.*"

Through a focused evaluation of the Organization's current structure, a robust QAP can be designed and implemented. By using a Client centred approach and designing a sustainable level of functionality appropriate to the Operator's specific needs, a measurable Quality system capable of surviving any level of scrutiny can be established. A key metric and evidence of a successful QAP is one in which employees understand, contribute and take ownership. By achieving employee buy-in, an Operator can be assured that an effective QMS is not only in place, but that it will bring a measurable 'Return On Investment' (ROI) to the Organization.

In order to achieve successful Regulatory Compliance, a QAP must therefore be able to sustain and evaluate the Organization under greater 'oversight' than that exercised by the Regulator. A QAP failure is easy to identify and under scrutiny any systemic failure in question becomes readily apparent. It is crucial therefore, that a QMS is designed not only to satisfy the Regulatory Body but more objectively, designed specifically for the Organisation's own operational environment.

Airport QA implementation services primarily consist of:

- QAP Gap Analysis (GA);
- Quality Assurance System Manual (QASM);
- QAP Training;
- QA Audit.

QualaTech has developed an Airport QAP that:

- is practical, pragmatic and workable/user friendly;
- is competitively priced;
- will fit into the existing operational management and system framework;
- is sufficiently robust to satisfy Transport Canada and/or other criteria;
- takes full account of limited operational budgets;
- is both complementary and symbiotic to SMS;
- is proactive, systematic, repeatable, documented & process based.

QAP Gap Analysis: An initial QA Plan/Program (QAP) Gap Analysis (GA) is essential when developing a system tailored to meet an individual Airport's requirements. A properly conducted GA is the most effective means to determine existing QAP elements and subsequently identify any that may be missing or deficient. Whether implementing a QAP to meet the Regulator's requirements or other Standards, QualaTech will accurately assess your particular needs.

Quality Assurance Program (QAP): A QAP is fundamental to a SMS. QualaTech designed QAP's complement existing SMS while harmonizing with individual Airport programs and systems. For a QAP to be effective it must: '*Say what you do - by documenting the processes; Do what you say you do - follow the processes; Prove it - audit to prove the processes are being followed and, Improve it - refine the processes for continuous improvement.*' When processes are clearly defined and measured via a Quality Program, the organization will be more effective, profitable and most importantly - safer.

Quality Assurance Programme Manual (QAPM): The QAPM is an integral component of a Quality System and as such, a QAPM (aka QA Plan) must be designed to suit the individual operation. Each QAPM designed by QualaTech is specific, pragmatic, unpretentious and realistic. The QAPM will take into consideration regulatory, operational, SMS, best business practices and Quality requirements. The QAPM will describe how your organization and employees will maintain Quality. The QAPM is an effective method to document Quality policy, procedures and QA Work Instructions, etc.

QA Training: The purpose of QA training is to provide a fundamental understanding of Quality requirements and is mandatory for those who manage and control the QAP. The QualaTech QA Course focuses on QA principles, requirements and practices. The QA training also introduces practical procedures for implementation, dealing with documentation, standards, procedures, auditing, programme validation inspections and policy (also ref Brochure 0000-13).

QA Audit: A post implementation QA Audit ensures that an organization is compliant by providing objective evidence that policy, regulation and procedures are being followed and that the QAP is effective and operational. Airports are required under Transport Canada to conduct an 'internal audit' as part of their SMS compliance requirement. Allow QualaTech to provide your operation with a truly comprehensive non-bias Audit.