

## QUALITY PROCEDURE MANUAL

### QUALITY PERSONNEL MANHOURLY PLANNING

#### 1. PURPOSE

To provide manhour planning details for quality personnel

#### 2. SCOPE

It is applicable to all GAM Quality Personnel working under GAM Quality System.

#### 3. RESPONSIBILITY

3.1 It is the responsibility of Quality Assurance Manager to ensure all sufficient quality department manpower to support GAM Quality System

3.2 QAM shall be responsible to review the manhour planning at least yearly or when significant change occurs with GAM Quality System

#### 4. REFERENCE

4.1 GAM/CAAM/CAME Part 0.3.8 – Manpower Resource and Training Policy

4.2 GAM/CAAM/MOE Part 1.7 – Manpower Resources

#### 5. PROCEDURE

5.1 The Quality Personnel manhour planning was calculated based on the available manhour against required manhours.

##### i. Available manhours

The amount of work for a day is 8 hours for each personnel. Based on the company working days, 5 days a week, the available working hours for one personnel in a year, 52 weeks, is:

$[52 \text{ (weeks/year)} \times 5 \text{ (days/weeks)} \times 8 \text{ (hours/day)}] - [14 \text{ (Annual Leaves/year)} \times 8 \text{ (hours/day)}] - [7 \text{ (Medical Leave/year (50\% utilisation)} \times 8 \text{ (hours/day)}] - [18 \text{ (Public Holiday/year)} \times 8 \text{ (hours/day)}] - [260 \text{ (unproductive hours/year)}] = \mathbf{1508 \text{ hours/year}}$

##### ii. Required manhours

These are the man hours for a GAM QA personnel to complete a particular task. The man hours are then total up to achieve the required man hours for each personnel within GAM QA department

## QUALITY PROCEDURE MANUAL

### Current GAM QA Manpower Resource

Designation	Name	Availability (HRS)/YEAR
<b>QAM/Auditor</b>	Omar bin Ahmad	1508
<b>QAI/Auditor</b>	Yusof bin Ahmad	377*
<b>QAI/Auditor</b>	Amira binti Zakaria	1508
<b>QAI/Auditor</b>	Wan Ahmad Fadhil bin Wan Fauzi	1508
<b>QAI/Auditor</b>	Muhammad Izzuddin bin Ibeharim	1508
<b>QAE/Auditor</b>	Muhammad Arzat bin Anuar	1508
<b>QAE</b>	Nor Shaheera Idayu binti Mustafa	1508
<b>QAE</b>	Farah Nabilah binti Muhd Sahadan	1508

\*Utilization of 25% from total availability per year

### Current GAM Company Auditor

Refer to List of Quality Auditor (Form No: GAM/Q-069)

## QUALITY PROCEDURE MANUAL

### QAM

Tasks	Monthly	Yearly
Established, manage & implement GAM Quality System	32	384
Liaison with relevant authority (CAAM/DGTA/FAA/SIRIM)	32	384
Responsible on all MOC form raised, to ensure proper registration is kept in MOC Master List, filed and stored	8	96
Review the training needs of Quality Department personnel and to schedule the training as necessary	1.5	18
Reporting any incident and accident occurrences to the authorities and aircraft manufacturers	8	96
Responsible and answerable to the GAM Managing Director or assigned delegated person in-charge	12	144
Internal/External Meeting (1.5 days per month)	12	144
Continuous Training (6 days per year)	-	48
Attend Internal/External Request (1.5 days per month)	12	144
<b>Total</b>		<b>1458</b>
<b>Available Manhours</b>		<b>1508</b>
<b>Balance Manhours</b>		<b>50</b>
<b>Utilization %</b>		<b>96%</b>

### QAI

Tasks	Monthly	Yearly
Established & manage internal audit plan	1.5	18
To respond positively to the findings of Customer and Regulatory audits and initiate the necessary corrective and preventive actions	16	192
Conduct the verification for initial/extension/variation/once-off of company capability approval	16	192
Manual (CAME/MOE/MMP(6) /RSQPM/QPM/CLP) review (est. 11 manual/year x 50H)	-	550
Processing and evaluating of approved signatory approval and authorization (2H per approval x est. 150 per year)	-	300
Company Approval Assessment (4H x 5 applicant per month)	20	240
Liaison with relevant authority	8	96
Internal/External meeting (est. 8 per month x 3H per meeting)	24	288
Continuous training (6 days per year x 4 QAI)		192
Attend Internal/External request	16	192
Company Internal Training (8H x 4 days)	32	384
Any other task as assign by Head of Department	24	288
<b>Total (a)</b>		<b>2932</b>
<b>Total available manhours (b)</b> <b>(3 QAI x 754H) + (1 QAI x 377H)</b>		<b>2639</b>
<b>Balance manhours (b - a)</b>		<b>- 293</b>
<b>Utilization %</b>		<b>111.1</b>

## QUALITY PROCEDURE MANUAL

### AUDITOR

Tasks	Monthly	Yearly
Internal & external audit for CAMO/AMO/DGTA/FAA/Vendor & Subcontractor including variation audit (15 audit per month x 1 days per audit)	120	1440
Annual audit for AMO/Contracted AMO/CAMO (12 audit/year x 2 days per audit)	16	192
Surveillance Audit for AMO/CAMO/DGTA) (2 per month x 2 day per audit)	32	384
Audit report and NCR issuance (estimate 156 audit x 8h per audit)		1248
NCR Follow up & closure (est. 150NCR per year x 4H per NCR)		600
Any other task as assign by Head of Department	40	480
<b>Total (a)</b>		<b>4344</b>
<b>Total available manhours (b) (8 Company Auditor)</b>		<b>6032</b>
<b>Balance manhours (b - a)</b>		<b>1688</b>
<b>Utilization %</b>		<b>72.0%</b>

### QAO/QAA/QAE

Tasks	Monthly	Yearly
Maintain an effective record of all support/certifying staff and other approved staff records (2H x 5 approval)	10	120
GAM Vendor management	80	960
Management of GAM AMO/CAMO/DGTA/FAA/Calibration documents	24	288
Maintain and ensure an up-to-date and accurate register of all Product, Surveillance, Vendor audits, and related documents (1H per audit x 156 audit per year)		156
Maintain, update and tracking of all Audit reports for QA Department (1H per audit x 156 audit per year)		156
Ensure all replies to audit reports are filed in an orderly manner for ease of retrieval (1H x 156 audit per year)		156
Maintaining and keeping an up-to-date records of GAM personnel Authorisation/Approvals (2H x 90 approval holder)		180
Internal/External meeting (est. 8 per month x 3H per meeting)	24	288
Continuous training (6 days per year)		240
Attend Internal/External request	16	192
Company Internal Training (8H x 4 days)	32	384
To carry out any other task as directed by the superior	40	480
<b>Total (a)</b>		<b>3600</b>
<b>Total available manhours (b) (3 QAE x 1504 H availability)</b>		<b>4524</b>
<b>Balance manhours (b - a)</b>		<b>924</b>
<b>Utilization %</b>		<b>79.6%</b>