

To: GAM personnel
From: QA Department
Issue: 240220-03
Re: Dissemination of Quality Review Summary.

Dear All,

For your information, a Quality Review Meeting had been conducted on 16th of February 2024, chaired by our Managing Director (MD) Dato' Shamsul Kamar Bin Samsudin.

During the meeting, QAM tabled out our quality performance for H2 (July – Dec 2023). The quality performance covers audit performance (both internal and regulatory/customer audits), NCR analysis and Mandatory Occurrence Reporting (MOR). Based on input from presentation, MD expressed his high concern on the high number of percentages on the maintenance documentation errors.

Therefore, MD suggested that the Quality Review Meeting Summary should be disseminated and shared to all GAM Personnel for their perusal and references. As such, enclosed herewith is Quality Review Meeting summary for your kind reference. It is our responsibility to read and analyze any shortcoming in our process or operation. We hope that the summary can help in improving GAM's performance to become the airworthiness expert!

Thank you.