

# QUALITY REVIEW MEETING

Providing Services  
which prioritize  
Quality, Client-Friendly  
&  
Comprehensive Aircraft  
Maintenance Support  
In this Region

**Your  
"AIRWORTHINESS EXPERT"**



## OBJECTIVES

The Quality Review Meeting aims to bring together top management to assess the effectiveness of GAM's Quality Management System. In this session, a comprehensive evaluation is carried out to ensure that all GAM activities are aligned with quality standards, regulatory requirements, and organisational goals. Additionally, this platform supports compliance maintenance and promotes a culture of ongoing improvement throughout all operational areas.

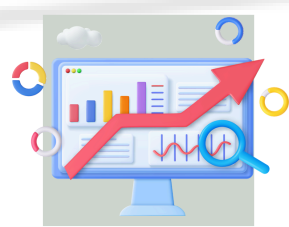
# Agenda



**Previous Meeting Minutes**



**Company Approval Issuance**



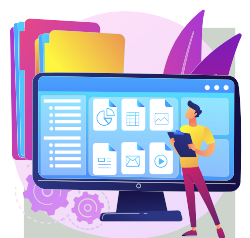
**Audit Performance**



**Incident Reporting**



**NCR Analysis**



**Vendor Management**

# Previous Minute of Meeting (2024-01)



AEO  
17/2018  
DGTA

DEA  
20/01  
CAAM

ATO  
2023/02  
CAAM

AMO  
2016/02  
CAAM

AMO  
2016/03  
CAAM

# Audit Performance

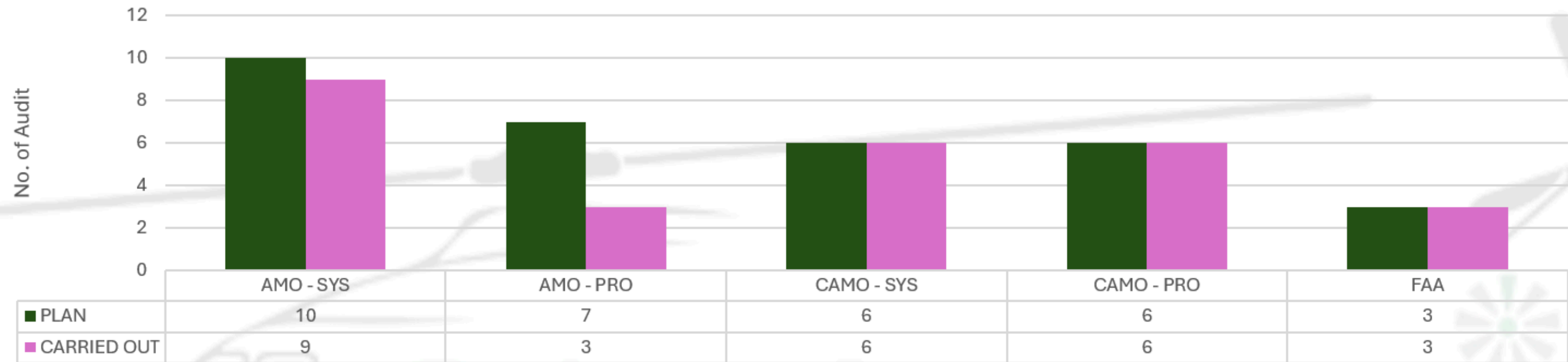


# Internal Audit Carried Out as per Audit Plan

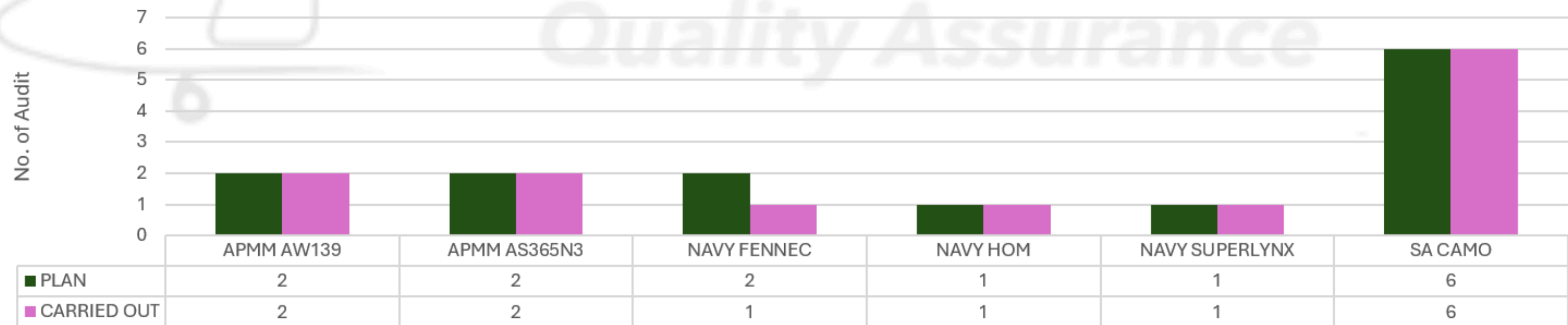


# Internal Audit Carried Out as per Audit Plan

Internal Audit Carried Out as per Audit Plan



Internal Audit Carried Out as per Audit Plan



# Carried Forward / Surveillance / Variation

## Carried Forward

Audit Area	No. of Audit
AMO – System	2
AMO - Product	2

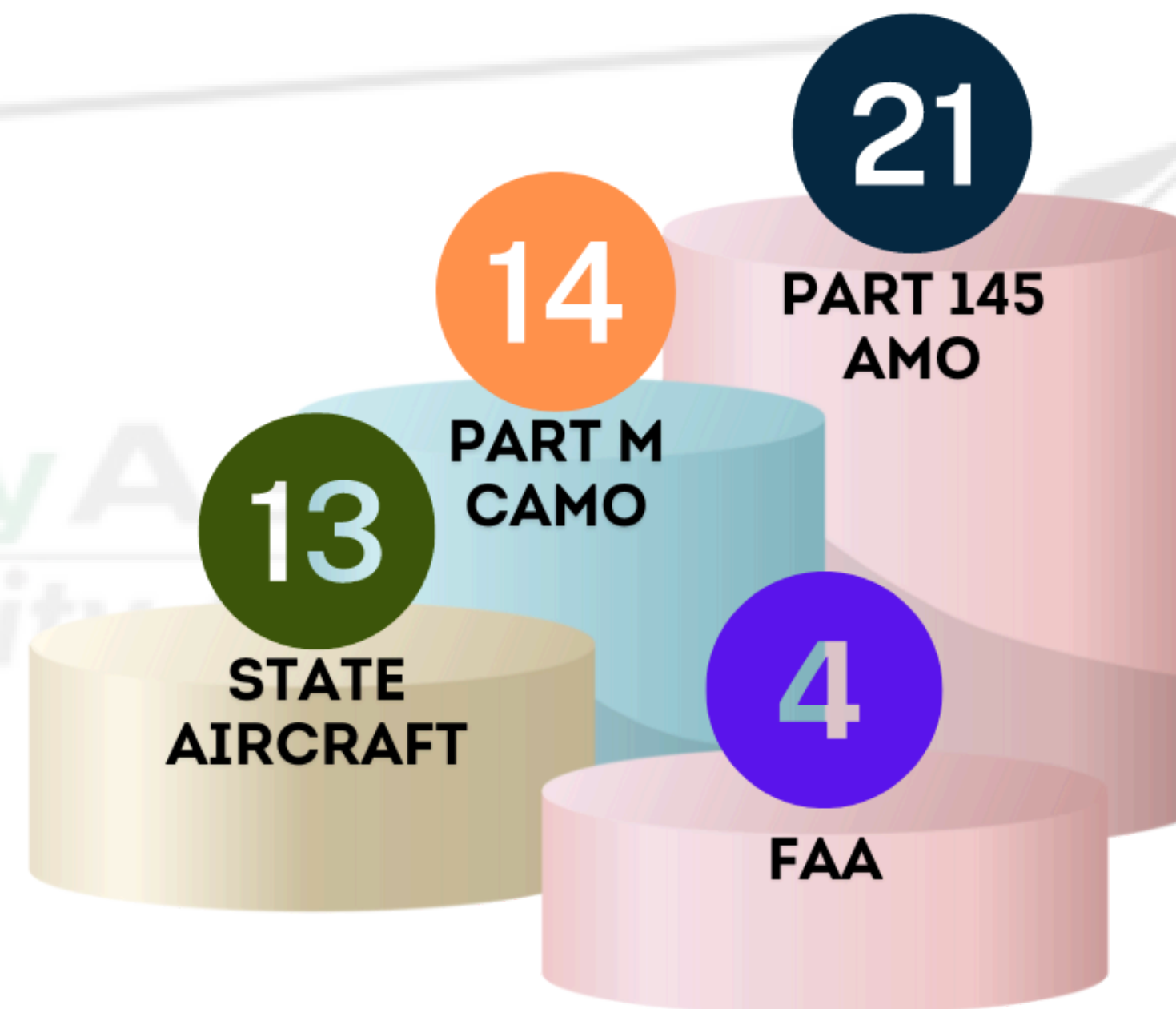
## Surveillance

Audit Area	No. of Audit
AMO – System	2
CAMO - Product	2

## Variation

Audit Area	No. of Audit
AMO – System	3
FAA	1

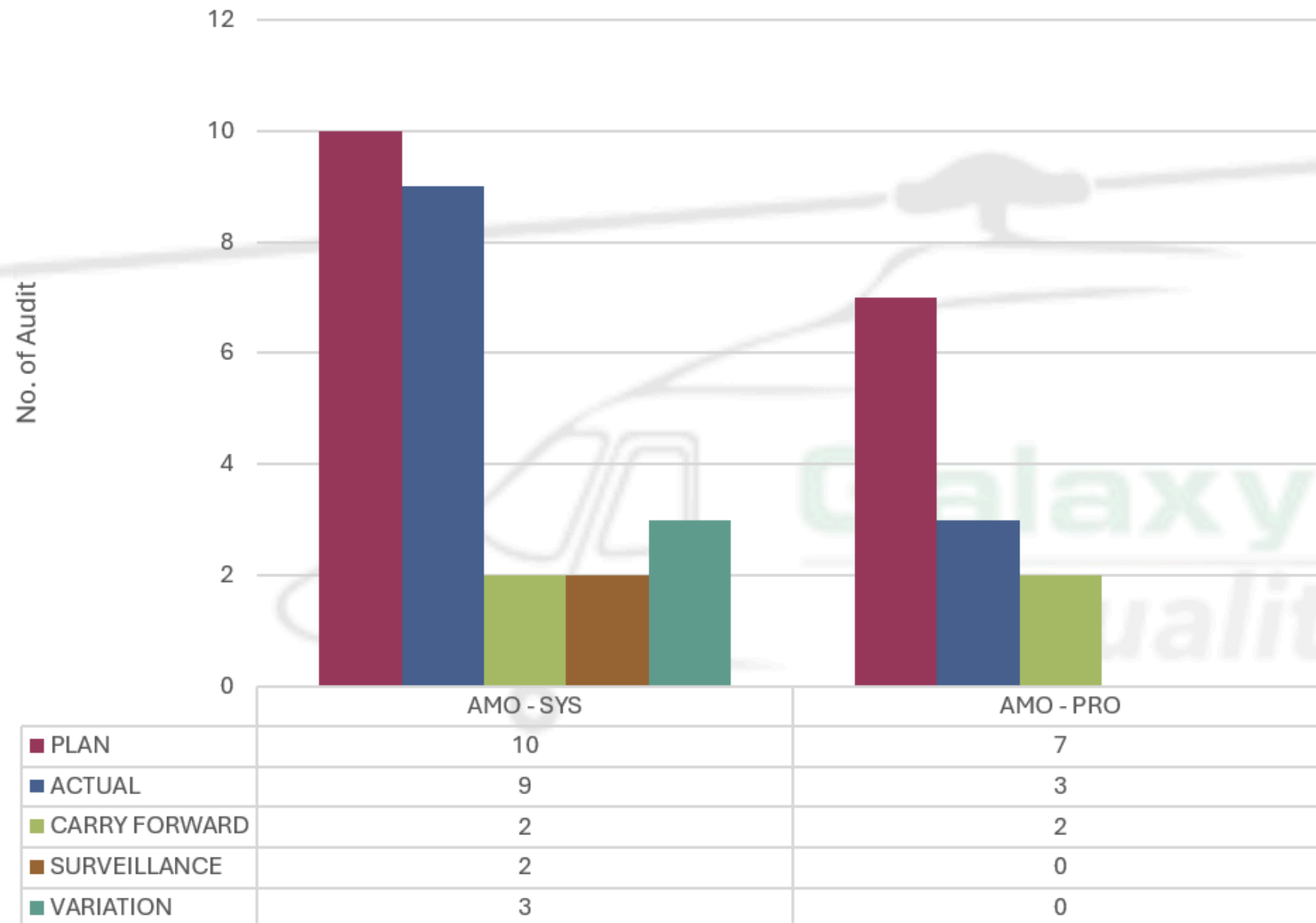
## TOTAL AUDIT CARRIED OUT IN H1 2024





# Internal Audit – Part 145/Product AMO

Internal Audit Carried Out in H1 2024



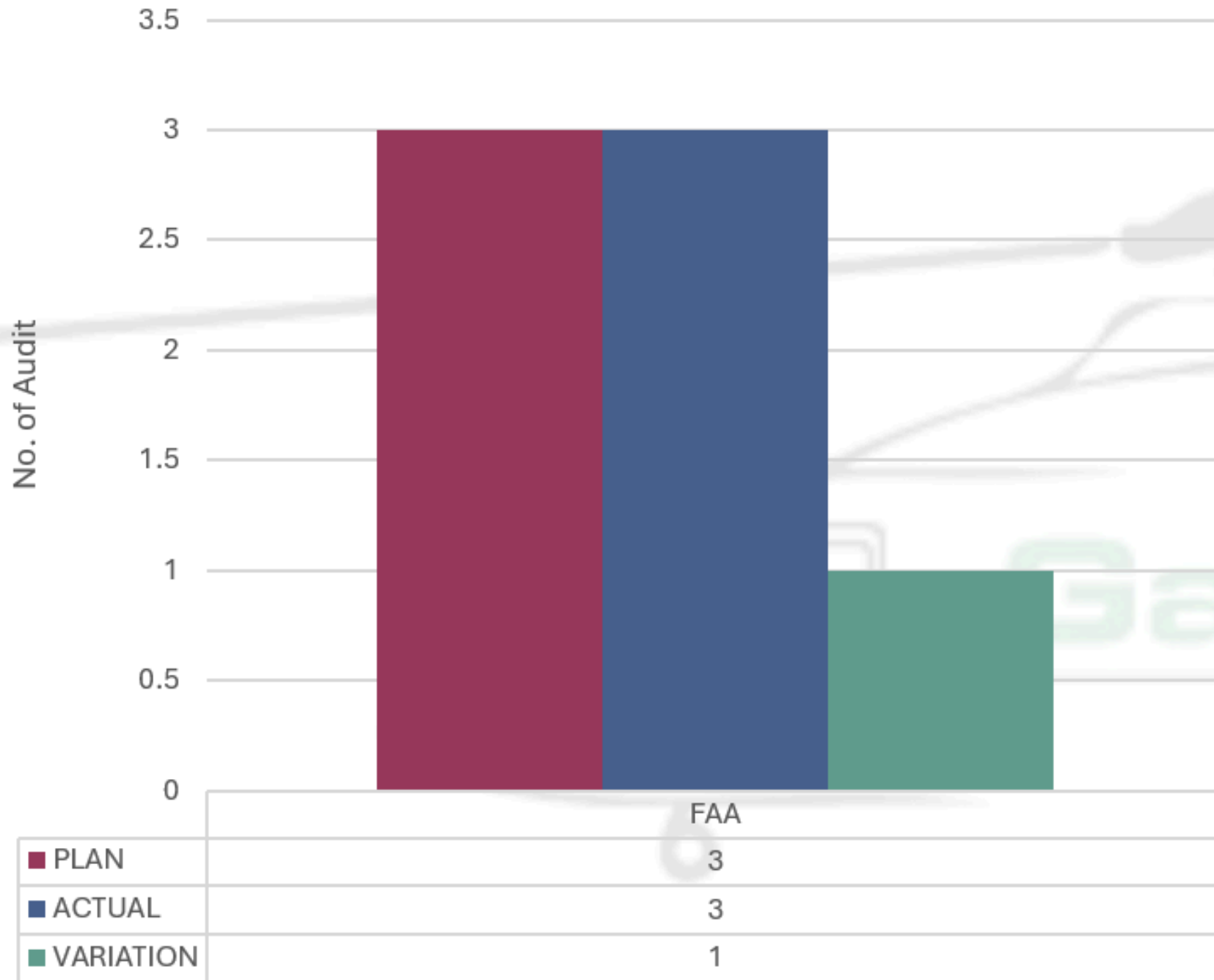
AREA	JAN	FEB	MAR	APR	MAY	JUN
<b>PART 145 - AMO</b>						
GAM PGU Subang (AW139)		13				
GAM MIAT	22-24					
JBPM Bertam				24-25		
GAM PGU Subang (KA B300)			23			
Component Workshop - C5				29		
Component Workshop - C6				29		
Tool Store - MIAT				17		
Safety Management System						
Quality Assurance AMO						24
GAM PGU Kuching					14	
GAM JBPM Miri					15	
Calibration Laboratory				18		

AREA	JAN	FEB	MAR	APR	MAY	JUN
<b>PRODUCT AUDIT - AMO</b>						
Airbus Helicopters EC120B			13			
Leonardo S.p.A A109E			18			
Robinson R44 Series						6
Bell Textron 429						
Airbus Helicopters AS355 Series						
Airbus Helicopters AS365N3						
Leonardo S.p.A AW189				24		
Textron 208						25
Leonardo S.p.A AW139						26

Audit Not Carried Out	Reason
Safety Management System	Postponed as requested by Auditee
Bell Textron 429	Nil Aircraft under GAM AMO
Airbus Helicopters AS355 Series	
Airbus Helicopters AS365N3	

# Internal Audit – FAA

Internal Audit Carried Out in H1 2024

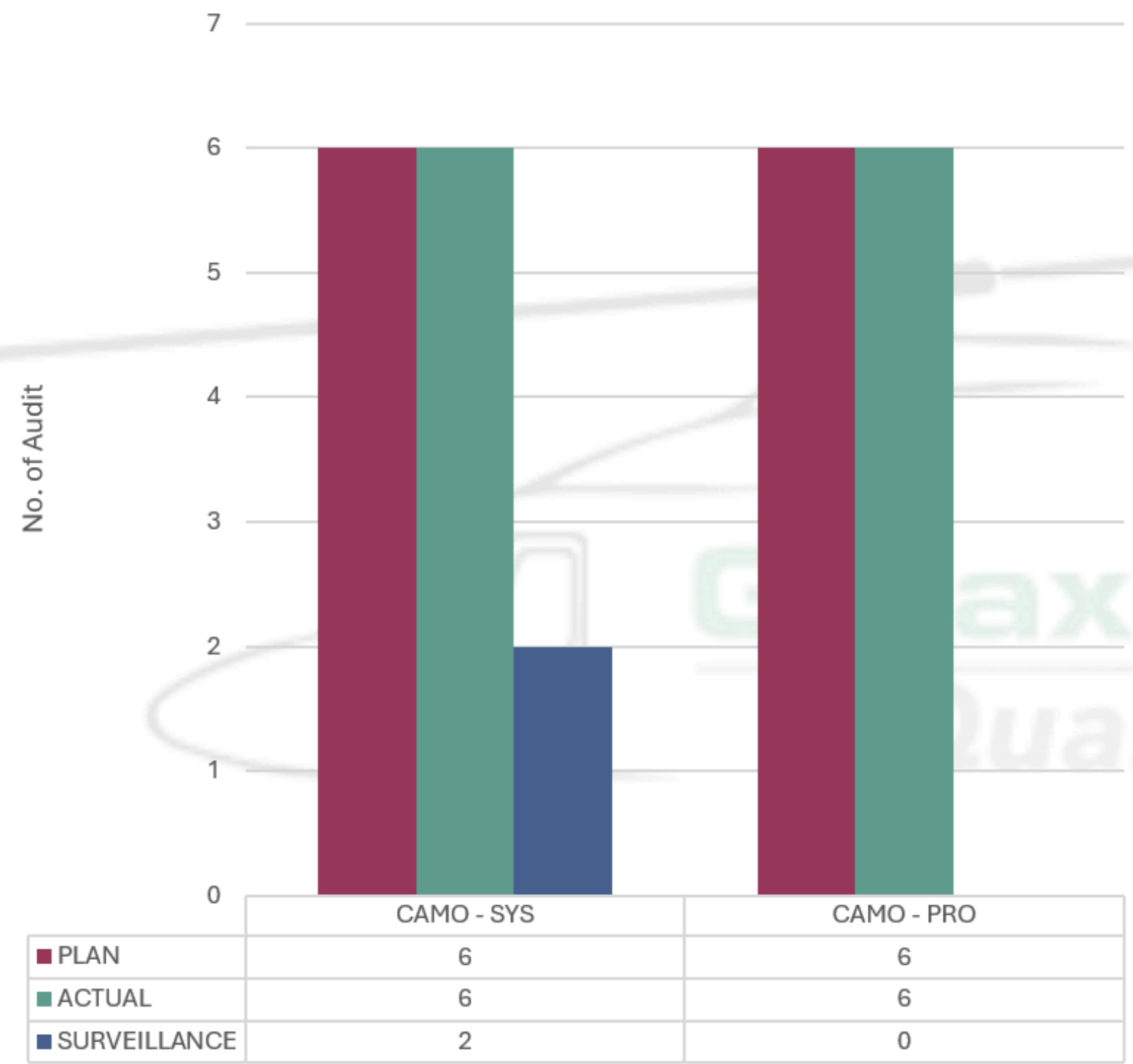


AREA	JAN	FEB	MAR	APR	MAY	JUN
<b>FAA</b>						
RSQCM, TPM and regulation compliance	10					
Robinson R44 Series						6
Workshop				29		

Area Postponed	Remarks
Robinson R44 Series	Sample N8372K
Workshop	Conduct with Part 145 AMO Workshop (C5 & C6)

# Internal Audit – Part M/Product CAMO

Internal Audit Carried Out in H1 2024

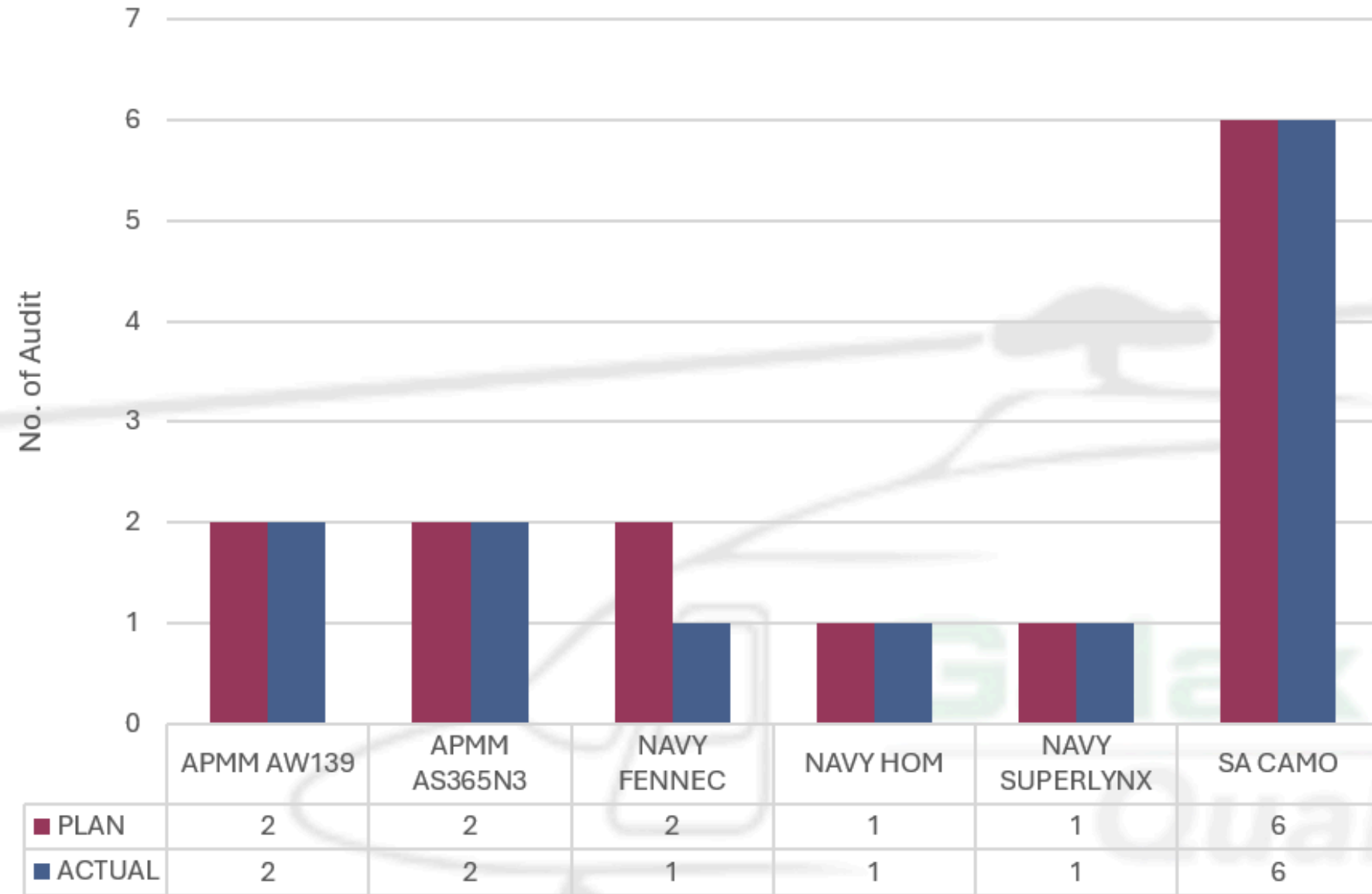


AREA	JAN	FEB	MAR	APR	MAY	JUN
<b>PART M - CAMO</b>						
Organisation	8					
Technical Services		5				
Technical Publication			14			
Records				23		
CAMO Planning					8	
Airworthiness Review Staff						21

AREA	JAN	FEB	MAR	APR	MAY	JUN
<b>PRODUCT AUDIT - CAMO</b>						
B300	11					
YTL AW139		16				
EC155B			25			
AW189				23		
PGU AW139					23	
JPM AW139						10

# Internal Audit – State Aircraft

Internal Audit Carried Out in H1 2024



Area	Remarks
Navy Fennec – Maintenance Data & Documentation	

AREA	JAN	FEB	MAR	APR	MAY	JUN
<b>AMO APMM AW139</b>						
Organisation and personnel		8				
Maintenance Data and Documentation				18		
Tool and equipments						
Facilities and spare management						
<b>AMO APMM AS365N3</b>						
Organisation and personnel		9				
Maintenance Data and Documentation					9	
Tool and equipments						
Facilities and spare management						
<b>AMO RMN AS555SN</b>						
Organisation and personnel			22			
Maintenance Data and Documentation						
Tool and equipments						
Facilities and spare management						
<b>AMO RMN AW139HOM</b>						
Organisation, personnel, Maintenance Data and Documentation				4		
Tool, equipments and Facilities						
<b>AMO RMN SUPERLYNX</b>						
Organisation, personnel, Maintenance Data and Documentation				15		

AREA	JAN	FEB	MAR	APR	MAY	JUN
<b>PART M - CAMO</b>						
Organisation		13				
Technical Services			22			
Technical Publication				7		
Records					5	
CAMO Planning						14
<b>PRODUCT AUDIT - CAMO</b>						
AW139					6	

# Customer Visit Audit H1 2024



**SKS AIRWAYS – 9 JAN 2024**

- NIL finding



**WESTSTAR AVIATION SERVICES SDN. BHD. – 10 MAY 2024**

- NIL finding



**MADOS'S HOLDINGS SDN. BHD. – 6 MAR 2024**

- 01 NCR



**SAZMA AVIATION SDN. BHD. – 11 JUN 2024**

- NIL finding



**CEMPAKA HELICOPTER CORPORATION SDN. BHD. – 1 APR 2024**

- 03 NCR & 1 Observation



**MYCOPTER AVIATION SERVICES SDN. BHD. – 13 JUN 2024**

- NIL finding



**GADING AIR SDN. BHD. – 24-26 APR 2024**

- 02 NCR & 1 Observation



**LEONARDO MALAYSIA SDN. BHD. – 25 JUN 2024**

- 01

## Authority/Regulatory Audit H1 2024

### Civil Aviation Authority Malaysia (CAAM)



- **CAAM Surveillance (BKI Station) – 09/01/2024**  
*✓ NIL Finding*
- **CAAM CAMO Approval Renewal – 28/02/2024**  
*✓ 01 NCR & 29 Observations*
- **CAAM MBP Audit 2024 – 05/03/2024**  
*✓ NIL Finding & 11 Observations*
- **CAAM ACAM – 17/04/2024**
- **CAAM Surveillance – ARS – 23-24/06/2024**

# Authority/Regulatory Audit H1 2024

## Directorate General Technical Airworthiness (DGTA)



- **DGTA Compliance (Navy HOM) – 21/02/2024**  
**✓ 02 NCR**
- **DGTA Aircraft Structural Integrity AS365N3 – 14/03/2024**  
**✓ 06 NCR**
- **DGTA Aircraft Structural Integrity AW139 – 14/03/2024**  
**✓ 04 NCR**
- **DGTA Compliance (Navy Fennec) – 26/03/2024**  
**✓ NIL Finding**

# NCR Status



AEO  
17/2018  
DGTA

DOA  
20/01  
CAAM

ATO  
2023/02  
CAAM

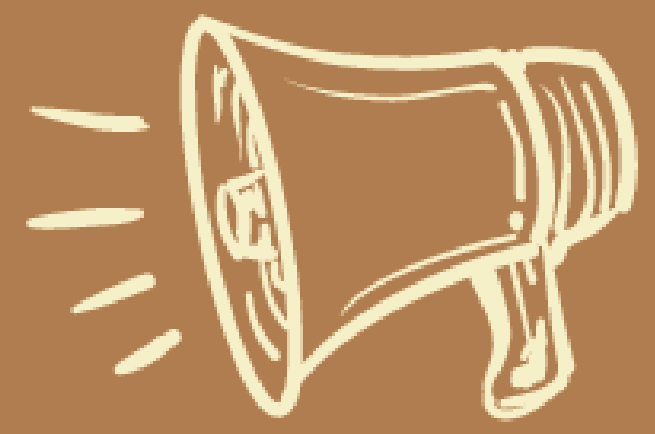
AMO  
2016/02  
CAAM

AMO  
2016/03  
CAAM

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"AIRWORTHINESS EXPERT"**



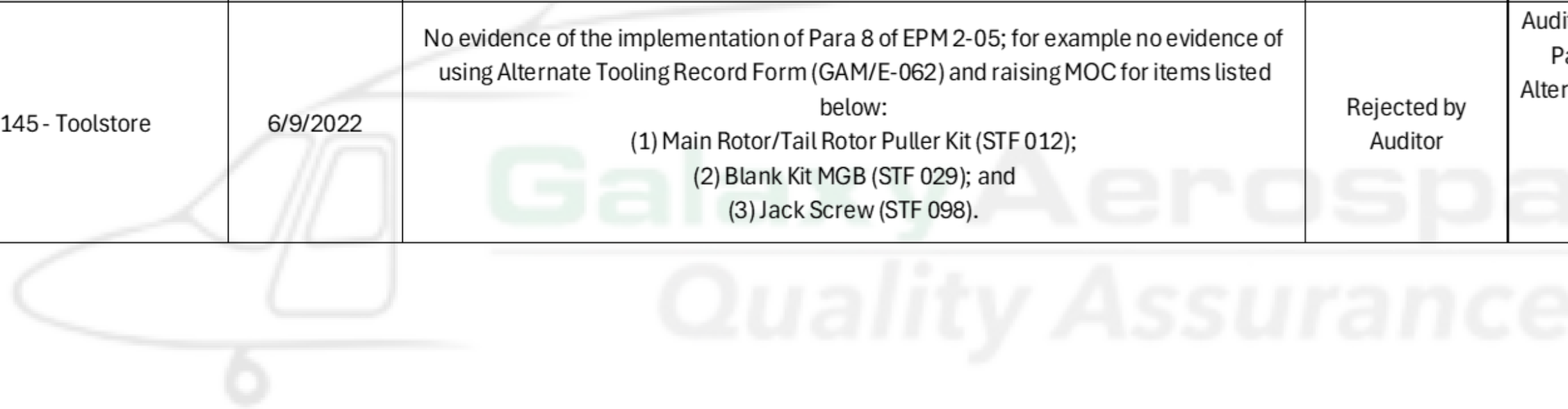
**2** Pending NCR  
in 2022



**12** Pending NCR  
in 2023

# PENDING NCR FROM 2022

NCR Ref. No.	Audit Area	Audit Date	Findings	Status	Remarks
SA/2022-003-01 (R1)	GSE - Mainstore	5/9/2022	No evidence of the implementation of Para 8 of EPM 2-05; for example no evidence of using Alternate Tooling Record Form (GAM/E-062) and raising MOC for item listed below: (1) Trolley Engine Transport (GSF 105); (2) Trestle (GSF 091-GSF096); and (3) Blade Stand (GSF 134).	Rejected by Auditor	Auditee shall provide evidence of the implementation of Para 8 of EPM 2-05; for example evidence of using Alternate Tooling Record Form (GAM/E-062) and raising MOC for item listed below: (1) Trolley Engine Transport (GSF 105); (2) Trestle (GSF 091-GSF096); and (3) Blade Stand (GSF 134).
SA/2022-004-01 (R1)	145 - Toolstore	6/9/2022	No evidence of the implementation of Para 8 of EPM 2-05; for example no evidence of using Alternate Tooling Record Form (GAM/E-062) and raising MOC for items listed below: (1) Main Rotor/Tail Rotor Puller Kit (STF 012); (2) Blank Kit MGB (STF 029); and (3) Jack Screw (STF 098).	Rejected by Auditor	Auditee shall provide evidence of the implementation of Para 8 of EPM 2-05; for example evidence of using Alternate Tooling Record Form (GAM/E-062) and raising MOC for items listed below: (1) Main Rotor/Tail Rotor Puller Kit (STF 012); (2) Blank Kit MGB (STF 029); and (3) Jack Screw (STF 098).



# PENDING NCR FROM 2023

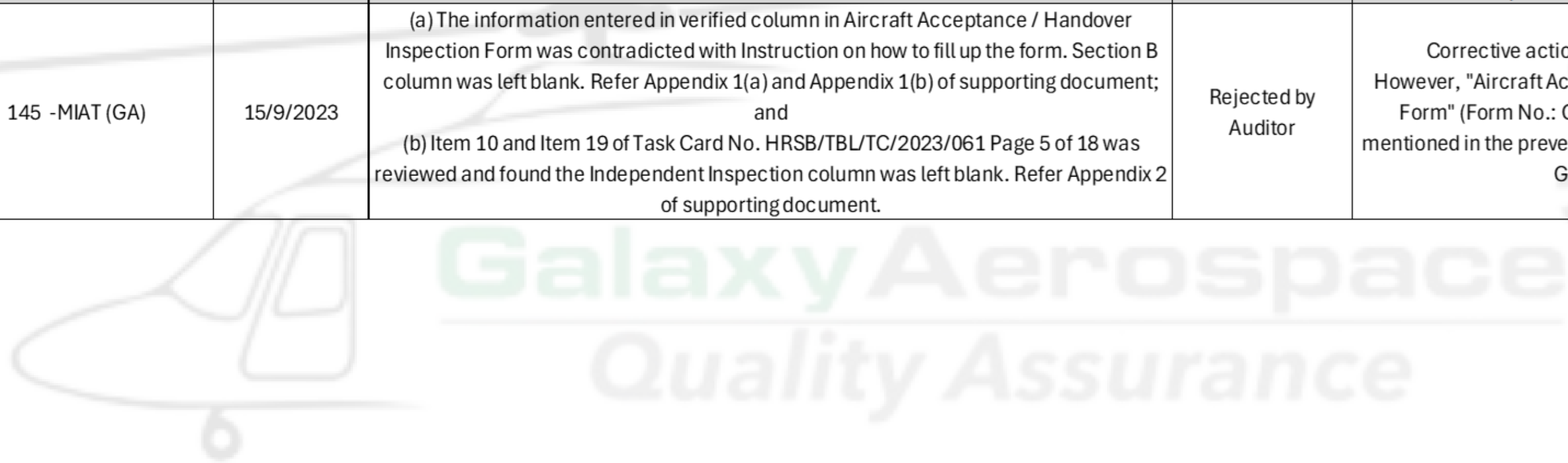
NCR Ref. No.	Audit Area	Audit Date	Findings	Status	Remarks
IAR-2023/004-01 (R1)	145 - Toolstore	16/1/2023	a) Tool storekeeper (GSE), Mr.Fendi did not attend mandatory training courses (MOE, SMS, HF, RSQCM, TPM, EPM) while Mr.Najman has incomplete compulsory training courses (RSQCM, TPM, EPM ) respectively. b) Tool storekeepers (Mr.Hadi, Ms.Izza, and Ms.Haidah) have no objective evidence to show that they had undergone MOE and EPM training. During the interviewers, apparently, they were not conversant with the procedures related to their job scope	Rejected by Auditor	To attach the updated/current personnel training record respectively
IAR-2023/004-03 (R1)	145 - Toolstore	16/1/2023	For tool loans out to other bases, the loaner must register in Out of Base Tool Control Record (ref: GAM/E-043) meanwhile it was found the record was not consistently completed	Rejected by Auditor	Explanation given did not answer the NCR
IAR-2023/004-07 (R1)	145 - Toolstore	16/1/2023	POL issuance to the user must be registered in the POL Control Record (ref: GAM/E-044) however, the form was not used. Tool Keeper used his own template to monitor bi-weekly	Rejected by Auditor	Form GAM/E-066- POL List is not stated under EPM 2-02, Issue 2, Revision 0: Petroleum Oil and Lubrication. The form is only registered in GAM portal. I am awaiting your updated procedure in the latest EPM.
IAR-2023/007-02	145 - Store & Logistic	18/1/2023	Acceptance Report (GAM/E-003 Rev 2) has preprint statement "Certifies that the parts stated above have been inspected free from transit defect, complete with necessity documentation, conforms to PO/WO and complied with MOE 2.2, CAAM AN 29 and RSQCM 4.10 procedures and considered fit for fitment on aircraft with certificate of Airworthiness". However, CAAM AN29 has been cancelled by CAAM. CAD 8204 CAAM PART 21 SUBPART K PARTS AND APPLIANCES shall be referred to conduct acceptance of component	Rejected by Auditor	The applicable CAD 8206
IAR-2023/007-03	145 - Store & Logistic	18/1/2023	EPM 3-03 ISSUANCE OF AIRCRAFT COMPONENT AND MATERIAL FROM WAREHOUSE has not stated the procedure of acknowledgment of received item such as Delivery Order to be kept in the records	Rejected by Auditor	The objective evidence not shown
IAR-2023/007-04	145 - Store & Logistic	18/1/2023	In the EPM 3-03 also does not lay down the procedure of Logistic Officer to deliver an item or a material to location that are away from Subang. Requirement states in CAGM 8601 Chapter 6.6.3 (c) verify that items are received in the appropriate package in respect of the type of the component: e.g. correct ATA 300 or electrostatic sensitive devices packaging, when necessary	Rejected by Auditor	Proposed draft procedure not included

# PENDING NCR FROM 2023

NCR Ref. No.	Audit Area	Audit Date	Findings	Status	Remarks
IAR-2023/028	145 - MIAT (GA)	6/4/2023	(1) Personnel file for En Syafrul Yamani was not available during the audit. (2) Few personnel file were sampled and found some of the training were due. Refer Supporting Document 1.	Rejected by Auditor	Auditee unable to provide updated training record as mentioned in the preventive action.
IAR-2023/045-01 (R1)	AMO-APMM AW139	15/6/2023	Production planning roles function in EPM Issue 1 Rev 7 has inadequate procedure on the task procedures. This may lead to inconsistency in procedure implementation.	Open-follow up	Propose procedure were not incorporated in Internal Publication.
GAM/AMO/NCR/KCH/2023-01 (R1)	145 - PGU KCH	3/8/2023	Quality Auditors have to ensure that all required records/documentations must be available and completed prior to addition of new capability.	Rejected by Auditor	The corrective action and preventive action was not meet with problem statement issued
SA/2023-004-02	145 - PGU AW139	8/8/2023	Some of the maintenance personnel unable to provide training evidence. Refer Supporting Document SA_2023-004-02.	Open-follow up	<p>No evidence for Kamarul.</p> <p>2 Apr 2024 Pending for Kamarul. Harith had resigned, Nabilah is not mandatory to attend FTS as per EPM 0-09 Para 8.6.</p> <p>No training evidence for: (1) SMS - Harith, Kamarul, and (2) FTS - Nabilah, Kamal.</p> <p>27 Dec 2023 Email notification to auditee on 27 Dec 2023.</p> <p>6 Oct 2023 No training evidence for: (1) SMS-8074 Harith, SL1M238 Nabilah, SL1M209 Kamarul, (2) EPM-8142 Fazreen; and (3) FTS-8447 Ikram, SL1M238 Nabilah, SL1M209 Kamarul.</p>

# PENDING NCR FROM 2023

NCR Ref. No.	Audit Area	Audit Date	Findings	Status	Remarks
IAR-2023/066-01 (R1)	145 - MIAT (GA)	13/9/2023	Work Sheet No. 9M-BGG-3730-002, 9M-BGG Aircraft Journey Log (AJL) S/N 000062-000071 and Parts Report of Work Sheet No. 9M-BGG-3730-002 were reviewed and found discrepancies. Refer Supporting Document for detail of discrepancies.	Rejected by Auditor	Corrective action and preventive action no. 1 - found acceptable. No evidence of draft for AJL as mentioned in the preventive action no. 2.
IAR-2023/067-01	145 -MIAT (GA)	15/9/2023	(a) The information entered in verified column in Aircraft Acceptance / Handover Inspection Form was contradicted with Instruction on how to fill up the form. Section B column was left blank. Refer Appendix 1(a) and Appendix 1(b) of supporting document; and (b) Item 10 and Item 19 of Task Card No. HRSB/TBL/TC/2023/061 Page 5 of 18 was reviewed and found the Independent Inspection column was left blank. Refer Appendix 2 of supporting document.	Rejected by Auditor	Corrective action were found acceptable. However, "Aircraft Acceptance/Handover Inspection Form" (Form No.: GAM/E-077 Rev. 2 (10/23)) as mentioned in the preventive action was not registered in GAMS Portal.



# H1 2024 NCR Analysis



AEO  
17/2018  
DGTA

DOA  
20/01  
CAAM

ATO  
2023/02  
CAAM

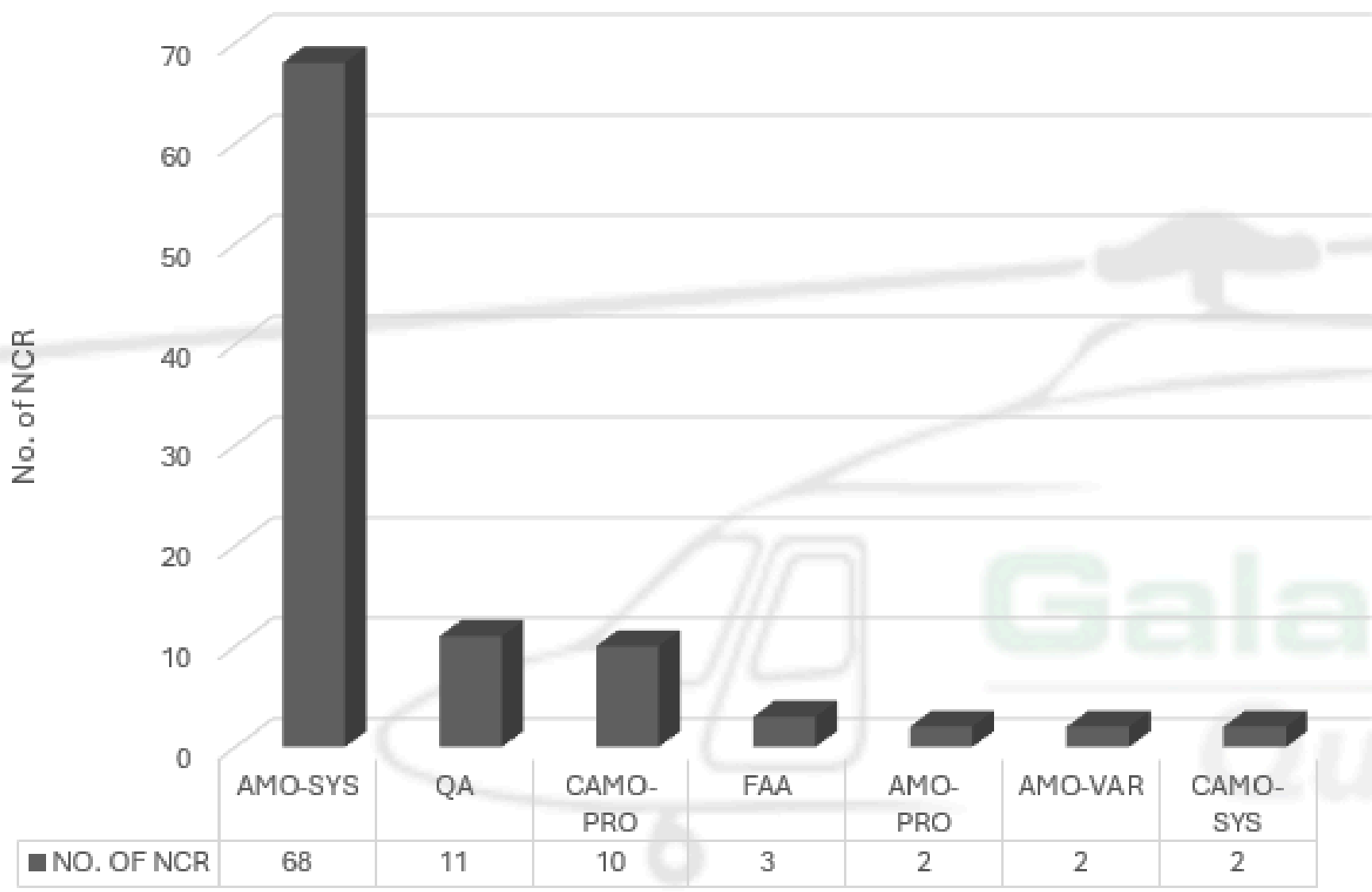
AMO  
2016/02  
CAAM

AMO  
2016/03  
CAAM

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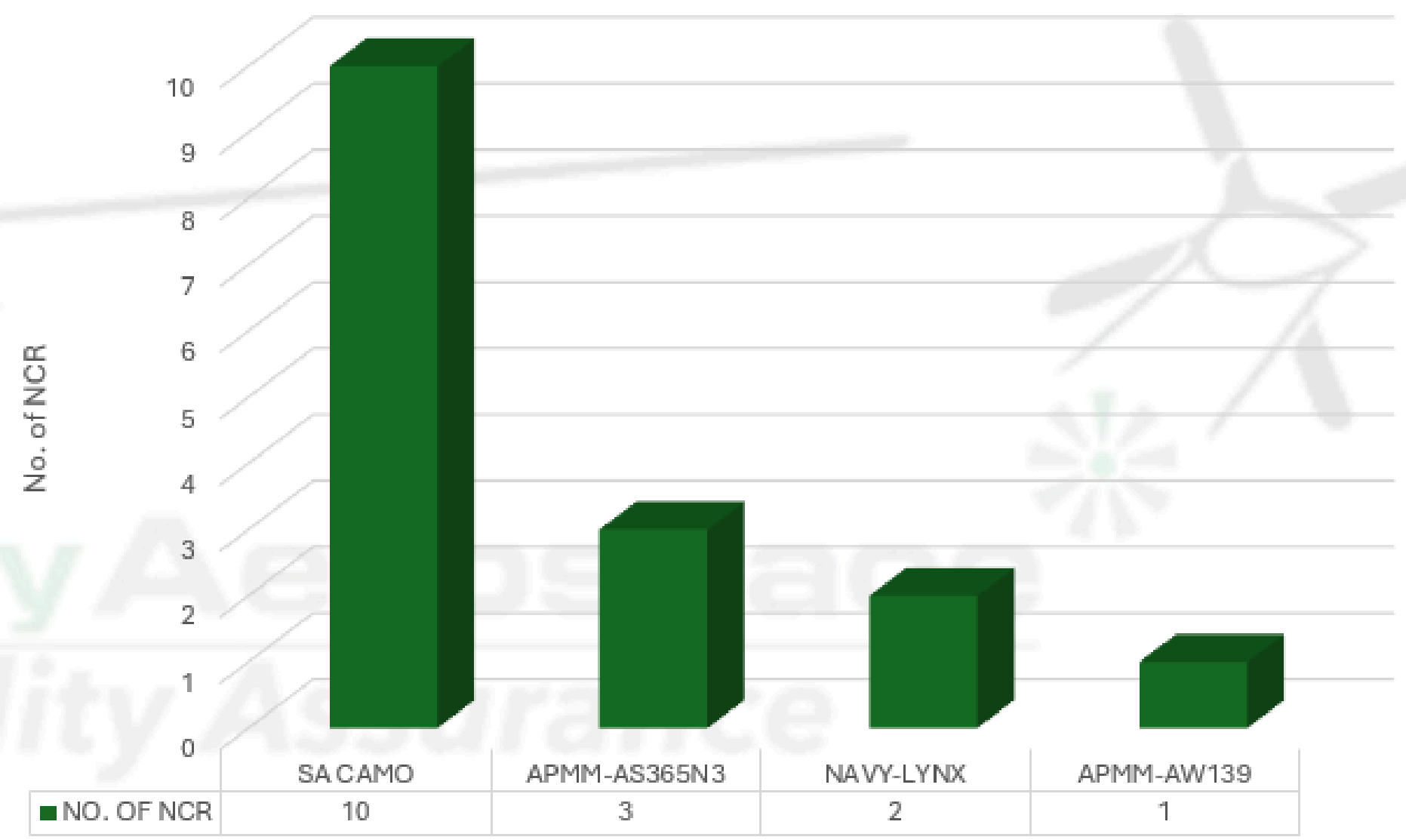
# NCR ANALYSIS H1 2024

NCR Issued for Civil Aircraft



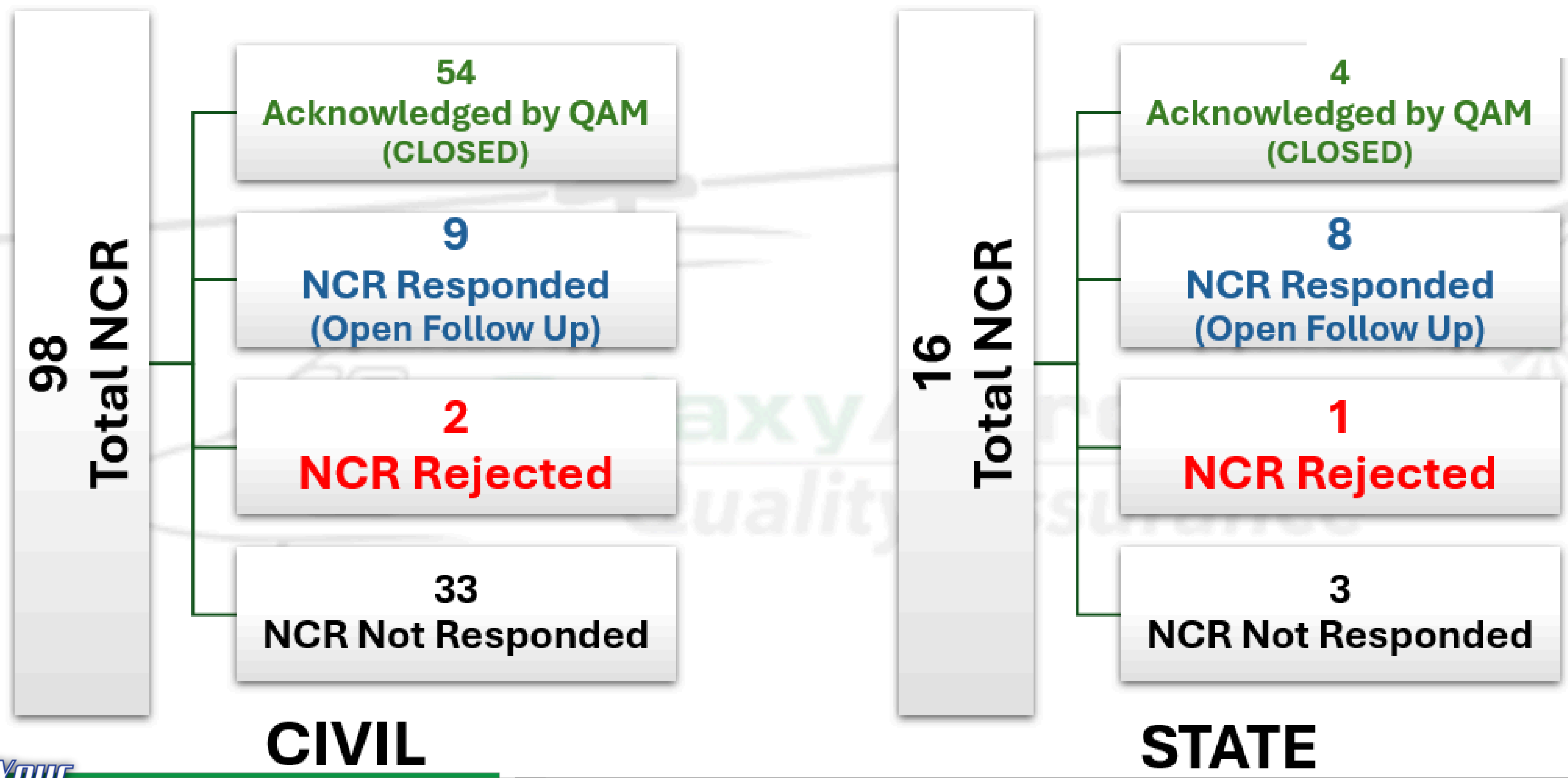
Total NCR: 98

NCR Issued for State Aircraft



Total NCR: 16

# NCR Status Breakdown



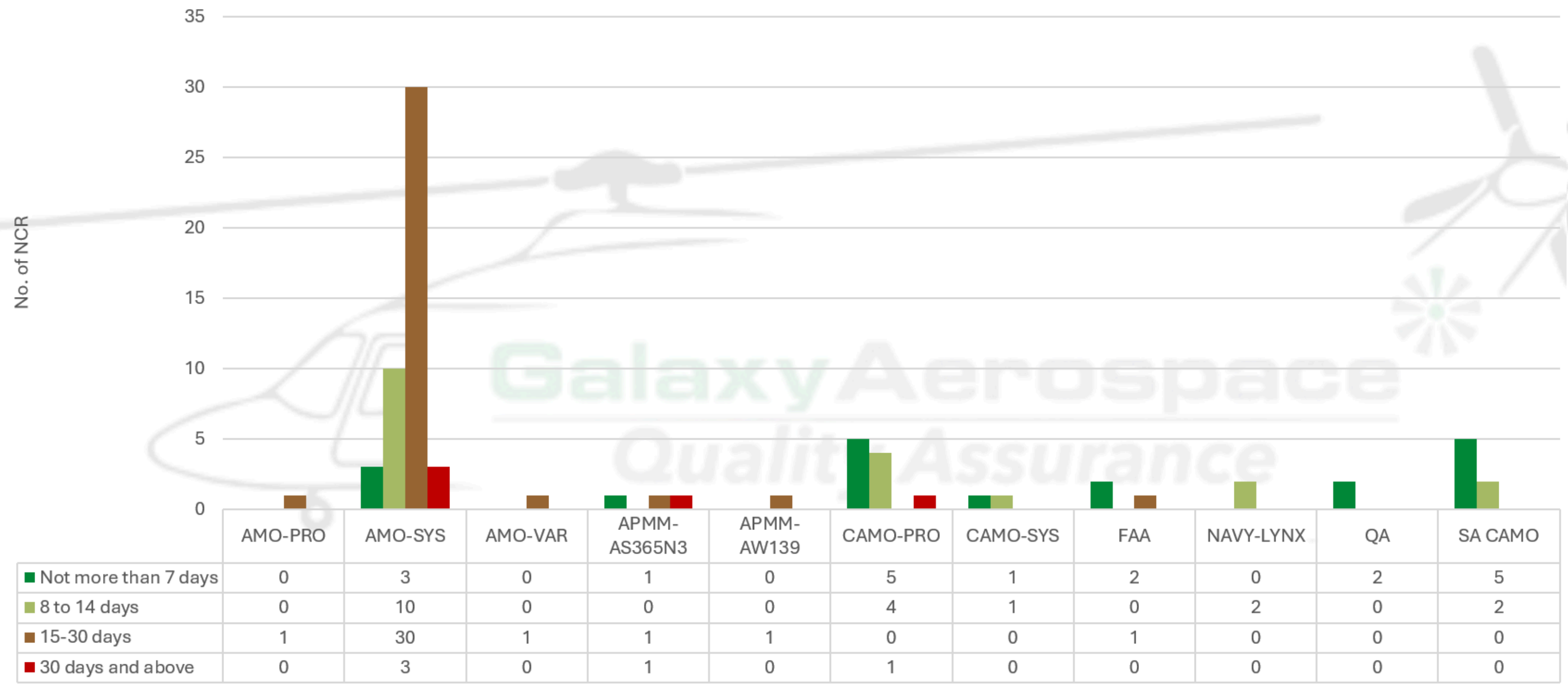
**CIVIL**

**STATE**



# NCR Breakdown by Day(s) Taken to Respond

Breakdown of NCR by Days Taken to Respond

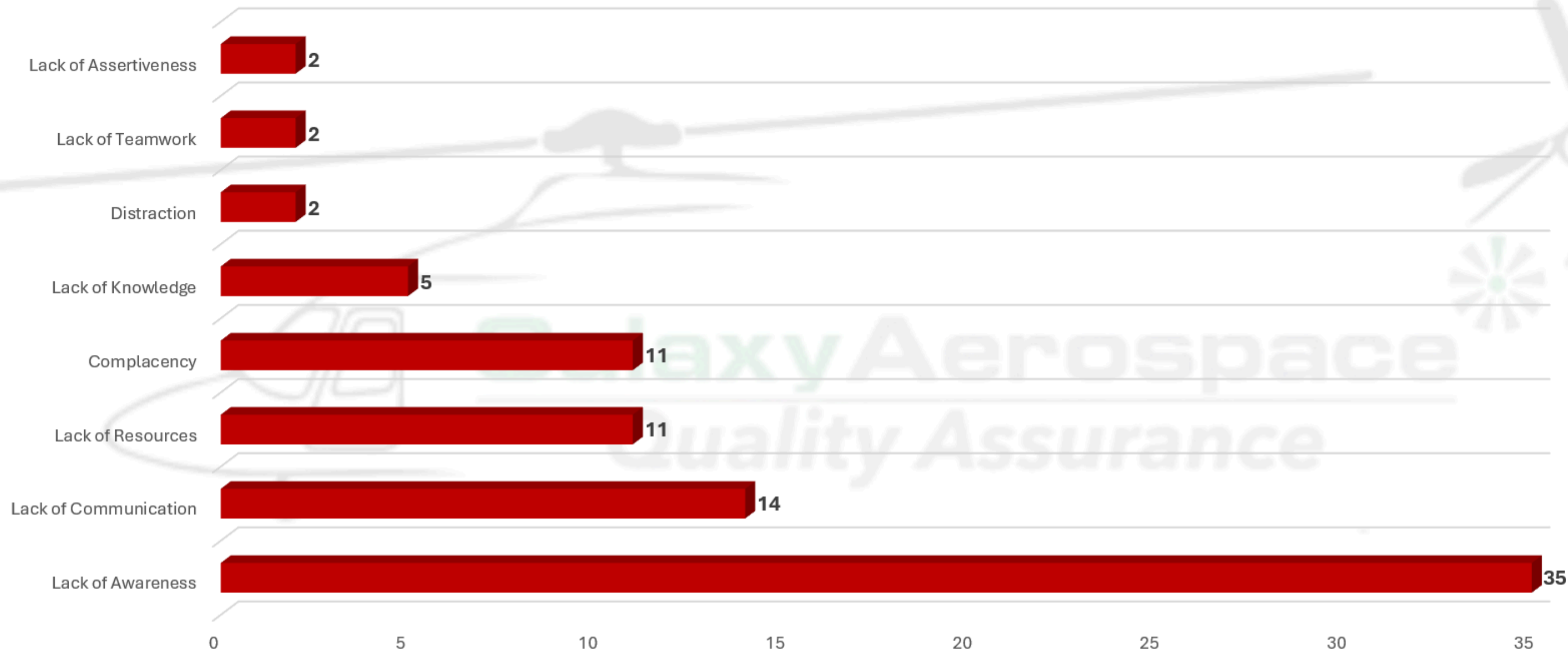


# NCR Breakdown by Day(s) Taken to Respond



# NCR Breakdown by Root Cause

Common Root Cause(s) in H1 2024

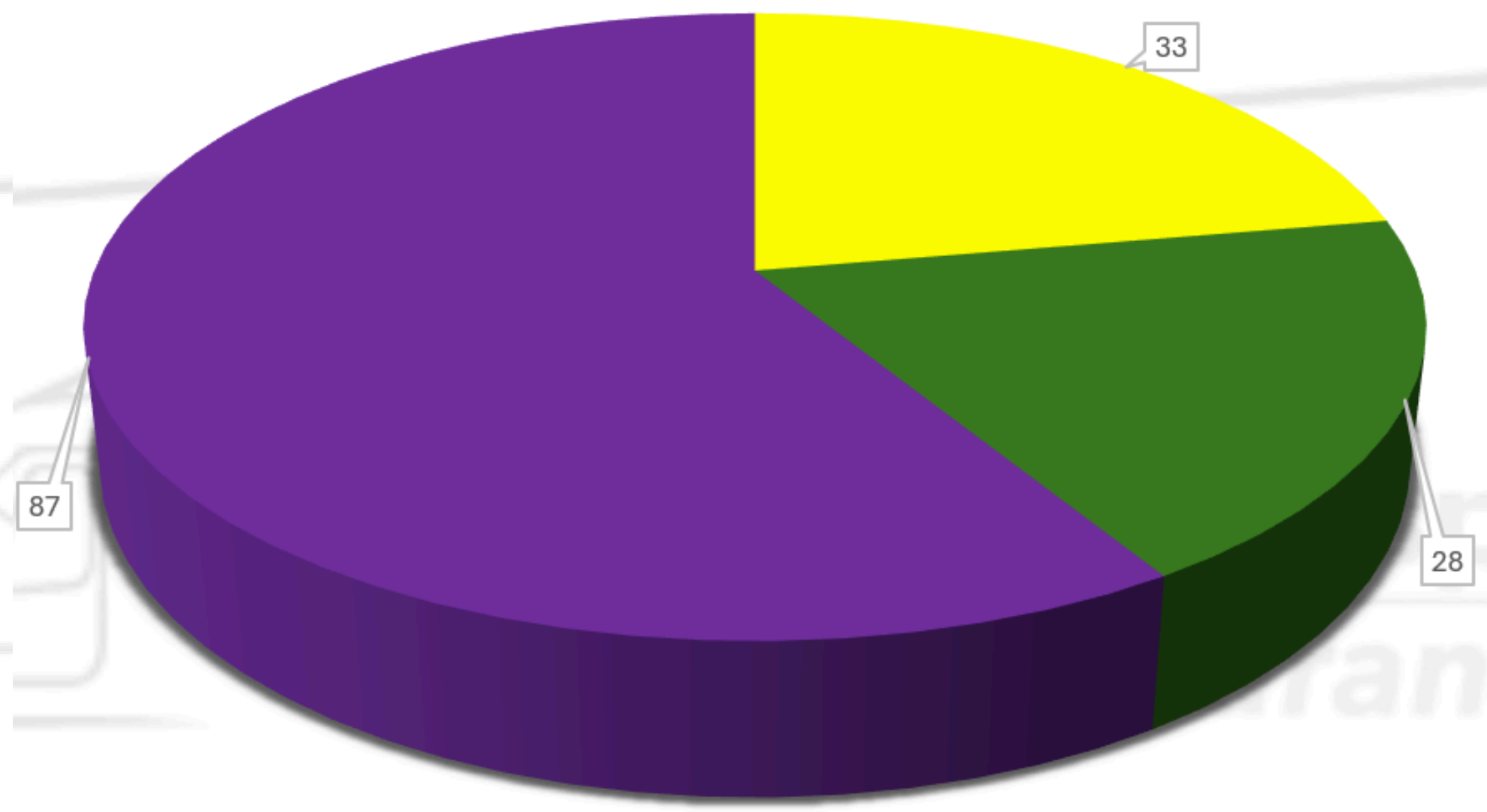


# Vendor Management



# Vendor Management

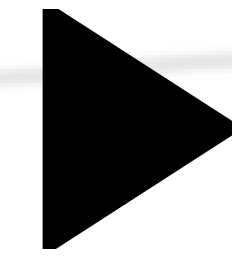
GAM Approved Vendors by Category



■ Maintenance Contractor   ■ Service   ■ Supplier

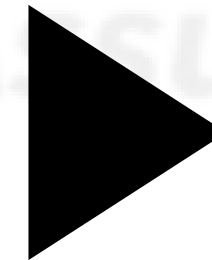
# Vendor Management

Total Approved Vendor



148

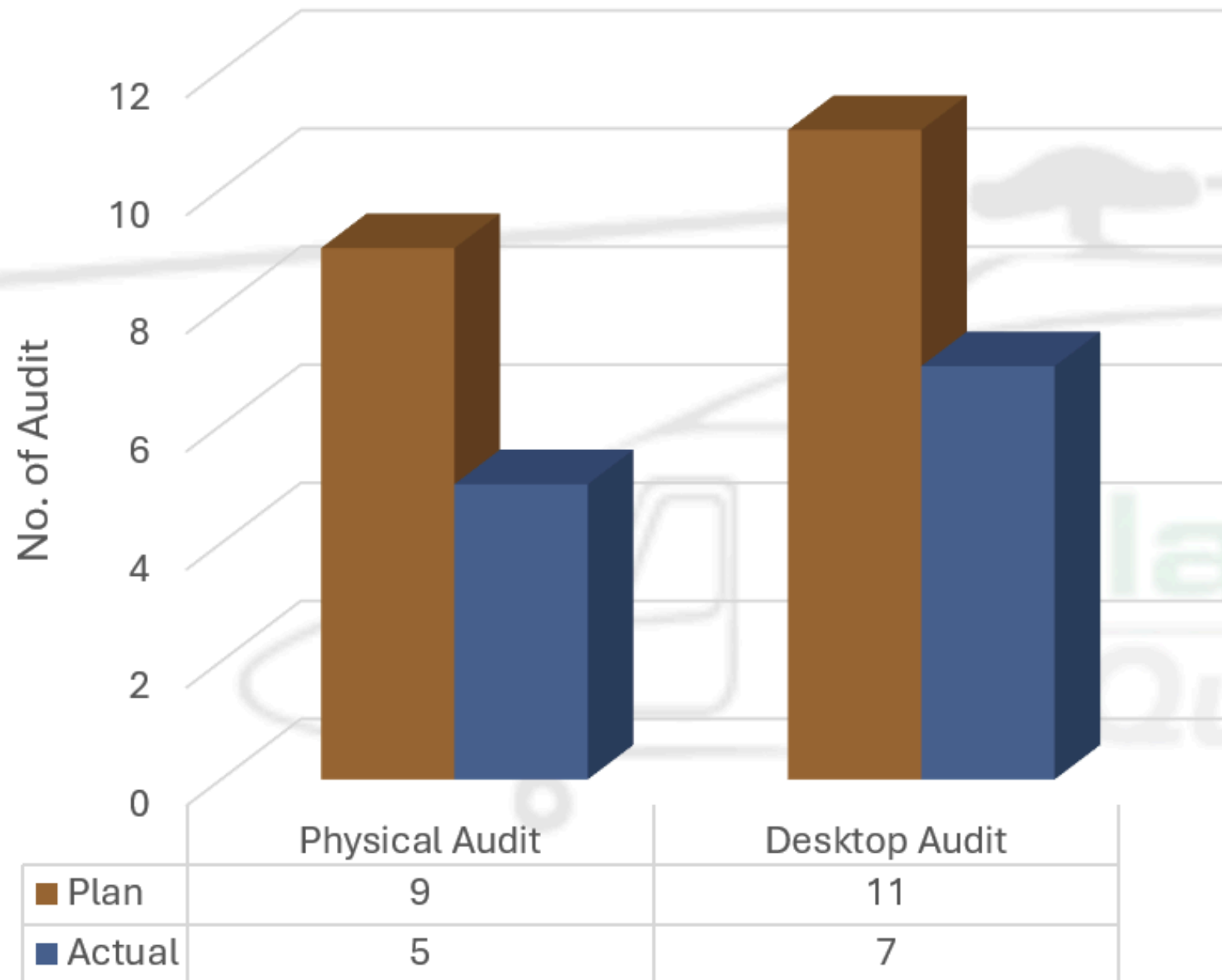
No. of New Vendor Approved in H1 2024



11

# Vendor Management

Annual Vendor Audit



Vendor Audit Not Carried Out in H1 2024

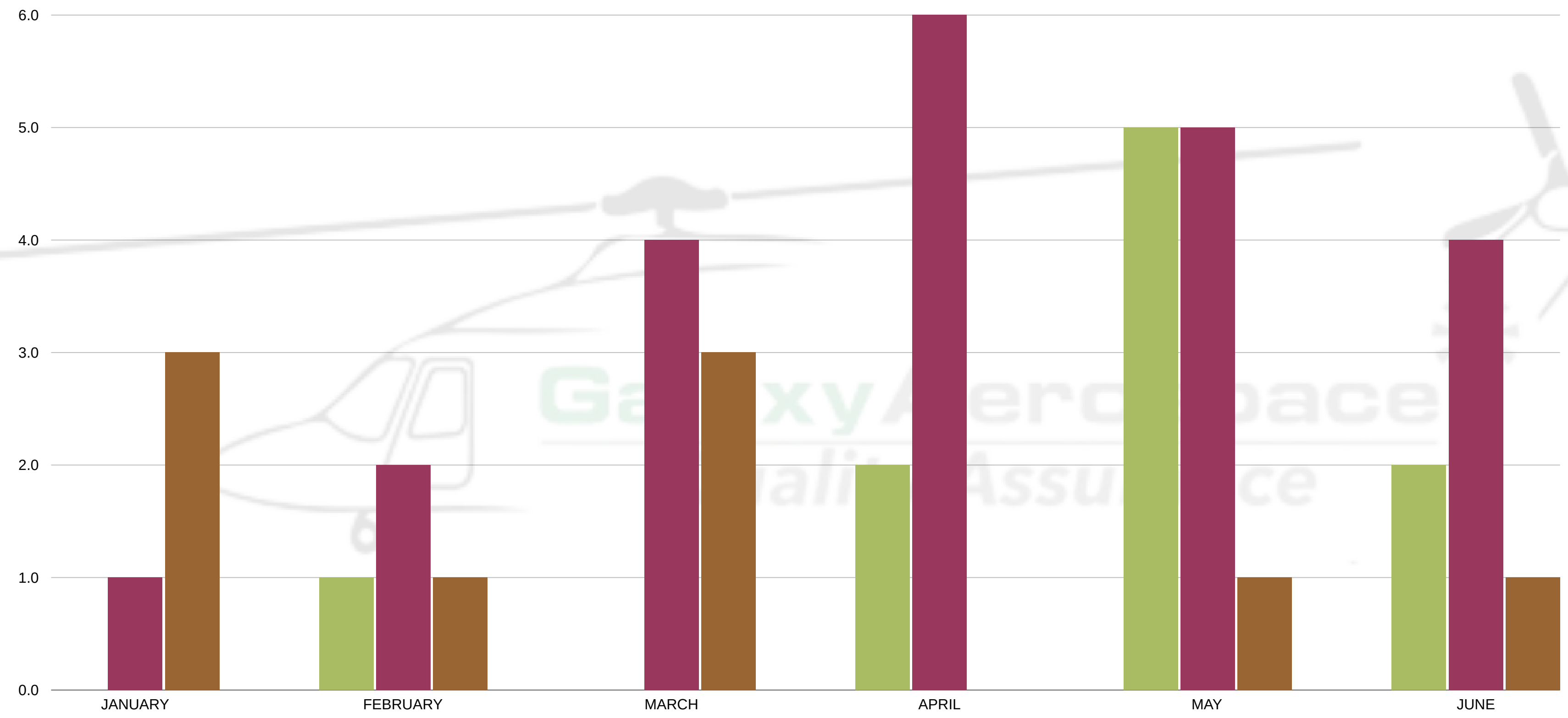
VENDOR	REASON
C & A Aviation Sdn. Bhd.	Suggested by vendor to conduct desktop audit
L3Harris	Not responded
Skyways Technics Asia	Postponed to July
Aviation Communication and Surveillance Systems (ACSS)	Not responded
Air Cost Control	Vendor Inactive (Removed 6/10/2022)
Aeroflex Integrated Resources Sdn. Bhd.	Not responded
Pei Genesis Inc.	Not responded
Bell Textron Asia Pte. Ltd.	Not responded

# Company Approval Issuance





# Company Approval Issuance



# Company Approval Issuance

	GRANT	VARIATION			
AIRCRAFT TYPE	AW139	EC120B	AW189	AS350B2	AS350B3
<b>TOTAL OF PERSONNEL</b>	10	2	6	1	2

Issuance of Company Approval in H1 2024 by Aircraft Type

**Number of show cause letter submitted due to late submission**

▶ **7**

To refer GAM/AMO/22/012

# Incident Reporting



AEO  
17/2018  
DGTA

DOA  
20/01  
CAAM

ATO  
2023/02  
CAAM

AMO  
2016/02  
CAAM

AMO  
2016/03  
CAAM

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**GALAXY  
AEROSPACE**

# Incident Reporting

## Civil Aircraft Registration (9M) CAAM – H1 2024

MOR NO	Aircraft	Occurrence	Occurance Date	Report to Authority (CAAM)	Remarks	Status	Root Cause	ANALYSIS REPORT
MOR/2024/01	9M-PMD	MRB TRAILING EDGE DAMAGE	12/2/2024	Report submitted (13/2/2024) Ref CAAM/MOR 180/24. Final report 17/7/2024	Aircraft grounded for further inspection.	MOR - Final Report [CLOSED]	Human Factor - Complacency/Awareness	Rectification completed. Aircraft serviceable. Briefing to be conducted among maintenance crew before towing

## State Aircraft Registration (M) DGTA – H1 2024

*NIL Mandatory Occurrence Report raised in H1 2024*

# Thank You



**SAFETY FIRST**

**Safety Always,  
"Think Safety First".**