

Report No.	IAR-2019/002
Area / Scope	GAM-WBA
Date of audit	4th January 2019

<b>A AUDIT DETAILS</b>	
1.	Copy to 1. Weighing Engineer
2.	Purpose The objective of the surveillance audit is to qualify new office relocation for GAM-WBA in compliance with MCAR 2016 and GAM weight and balance manual.
3.	Reference 1. MCAR 2016 2. GAM Weight and Balance Manual, GAM/WBM-01 Issue 2/18
4.	Auditor 1. Muhammad Syafiq bin Kamil 2. Luqman Hakim bin Mohd Aroff
<b>B AUDIT SUMMARY</b>	
1.	<p>An internal audit of Galaxy Aerospace (M) Sdn Bhd for GAM-WBA was performed on 4th January 2019 at Galaxy Aerospace (M) sdn bhd new HQ office located at Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre Sultan Abdul Aziz Shah Airport, 47200, 47200 Subang, Selangor, from 3.30 pm to 5.00 pm.</p> <p>The GAM QA auditor consist of lead auditor Muhammad Syafiq Kamil and Quality Assurance Assistant Luqman Hakim bin Mohd Aroff. The GAM auditee's consist of Weighing Engineer, Nur Farhana binti Othman.</p> <p>Audit was performed as per checklist prepared, GAM/Q-008. Audit methodology is through sampling of documents and interview with key personnel as well as observation at workplace. Reference was made to Weight and Balance manual to justify the qualification of GAM-WBA to perform airworthiness tasks at the new facility.</p> <p>Reference Documents:</p> <ul style="list-style-type: none"> <li>i. Aircraft Weighing Reports, which includes the following : <ul style="list-style-type: none"> <li>a. GAM/WR/18/14/31391</li> <li>b. GAM/WR/18/15/31384</li> <li>c. GAM/WR/17/01/31344</li> <li>d. GAM/WR/18/16/4295</li> <li>e. GAM/WR/17/01/31336 rev.1</li> <li>f. GAM/WR/18/17/49045</li> <li>g. GAM/WR/17/01/49021</li> </ul> </li> <li>ii. GAM Weight and Balance Manual, GAM/WBM-01 Issue 2/18</li> </ul> <p><b>A. WEIGHING OFFICE</b></p> <ul style="list-style-type: none"> <li>iii. Weighing office is convenient in term of size for aircraft weighing office work, meetings and archive room for record keeping</li> <li>iv. Access to the archive room is limited to the record keeper, Mr. Muhamad Asraf binZamri. All access to the archive room is through the record keeper</li> <li>v. Printer and internet connection found satisfactory.</li> <li>vi. Dedicated vault room for record keeping found properly locked and secured from unauthorised entry.</li> </ul>

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**B. AIRCRAFT WEIGHING RECORD**

- vii. Aircraft weighing record is kept properly at archive room, and the archive room is found locked to prevent any unauthorised personnel from accessing the record. **Refer image 7**
- viii. Documentation for aircraft weighing record is distinguished with running number for weighing record 2018 and above while weighing record for 2017 and below is distinguished by aircraft serial number.
- ix. GAM-WBA has yet to establish proper backup server system for retention of records. Current practice of using Google drive account as a cloud backup is not acceptable due to its vulnerability, security, traceability and authenticity of document keeping.

**C. SAFETY EQUIPMENTS**

- x. Fire extinguisher found satisfactory. **Refer image 4**
- xi. Smoke detector and emergency light is found satisfactory. **Refer image 1**

2. Findings / Observation

Major Findings:

- 1. Several hard copies of Aircraft Weighing Report is found missing. The missing reports are as follows:
  - a. GAM/WR/18/14/31391
  - b. GAM/WR/18/15/31384
  - c. GAM/WR/17/01/31344
  - d. GAM/WR/18/16/4295
  - e. GAM/WR/17/01/31336 rev.1
  - f. GAM/WR/18/17/49045

Minor Findings:

- 1. No minor finding was found during the audit

Observation:

- 1. It was found that no proper backup system was established for retention of records . Current practice of using Google drive account as a cloud backup is not acceptable due to its vulnerability, security, traceability and authenticity of document keeping.
- 2. It was found that no record of in and out is being kept for the movement of record from the archive room.




3. Conclusion

GAM-WBA shall clear all findings & observation by providing relevant justification prior to endorsement of the new facility



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4.	Prepared by
	<p><u>Signature:</u>  LUQMAN HAKIM B. MOHD AROFF          Date: 11/1/2019          QUALITY ASSURANCE ASSISTANT</p>
5.	Approved by
	<p><u>Signature:</u>  MUHAMMAD SYAFIQ BIN KAMIL          Date: 11/1/2019          QUALITY ASSURANCE INSPECTOR</p> 
6.	Distribution
	<p><input type="checkbox"/> Managing Director   Date: .....</p> <p><input type="checkbox"/> Others   Date: .....</p>

**Attachment 1**



**Image 1 : Emergency light and smoke detector**



**Image 2 : Printer**



**Image 3 : Weighing office**



**Image 4 : Fire extinguisher**

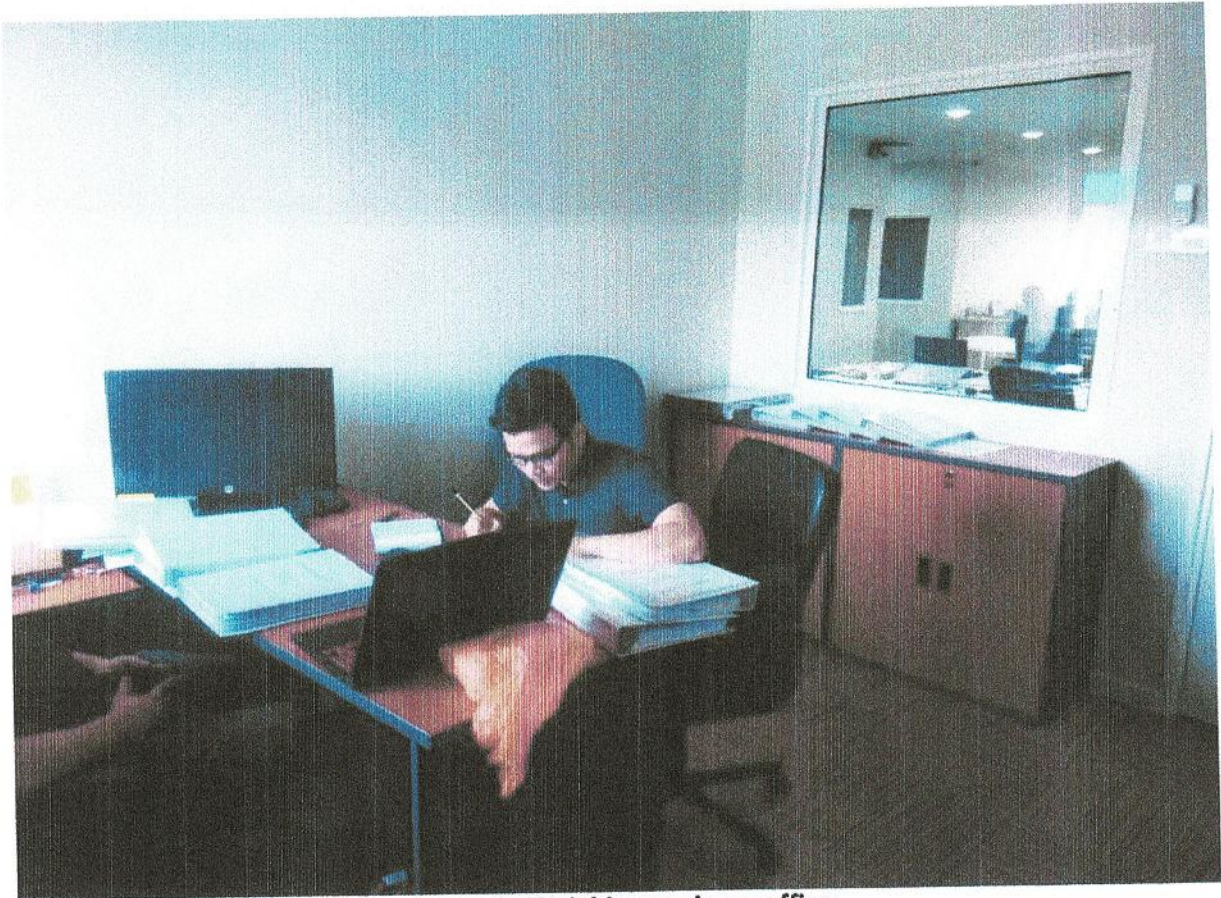


Image 5 : Weighing engineer office

**Galaxy Aerospace** 

AW189  
GAM/WR/170-149021  
REVISION 0

**WEIGHT AND BALANCE REPORT**

**IMPORTANT NOTE**

This report is to be placed in the front of the section 6 of the flight manual.

This report consists of Weighing Schedule and Weighing Report.



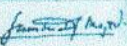
This Weight and Balance Report is approved under EASA privilege and can be used in flight operation.

The approved report shall be removed from the flight manual prior to start the latest Weight and Balance report.

The information contained herein supersedes the information given in the previous weight and balance report.

The applicability of the report of the latest revision is specified on the List of Effective Pages.

**Approval Signature**

Approved By  NURI FARDIANA OTHMAN TECH. SERVICES ENGINEER 13110017	Checked By  SHARULIZA SHAARI TECH. SERVICES CONTROLLER 13110017	Approved by  T. P. T. S. S.
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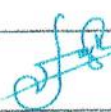



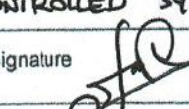

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Image 6: Weight and balance report



**Image 7 : Archive room**

**INTERNAL AUDIT / SURVEILLANCE FINDINGS**

Part I – FINDING SECTION			
COMPANY: GALAXY AEROSPACE (M) SDN. BHD.	PERIOD:	11/01/2019	
LOCATION: GAM HQ (EX-CUSTOMS BUILDING)	AREA:	WEIGHING	
TYPE: AUDIT   SURVEILLANCE	REFERENCE:	GAM/WBM-01 Issue 2/18	
	LEVEL OF FINDING:	<input type="checkbox"/> Level 1 – Require immediate actions <input checked="" type="checkbox"/> Level 2 – Rectify within 30 days <input type="checkbox"/> Level 3 – Rectify within 3 months	
<b>FINDING:</b>  Reference : GAM/WBM-01 Issue 2/18 Para 3.1.12 – Aircraft Weighing Procedure  It was found that several hard copies of weighing report are missing from their respective files. The reports are as follows:  a. GAM/WR/18/14/31391 b. GAM/WR/18/15/31384 c. GAM/WR/17/01/31344 d. GAM/WR/18/16/4295 e. GAM/WR/17/01/31336 rev.1 f. GAM/WR/18/17/49045			
Auditor	MUHAMMAD SYAFIQ KAMIL	Date: 11/01/2019	Signature:  
Part II – CORRECTIVE ACTIONS			
Referring to the finding above, the weighing report is not missing, it is only misplaced and have been kept in designated area.  Kindly refer attachment as reference.			
Auditee	HUR FARHANA BINTI OTHMAN	Date: 14/01/19	Signature:  
Part III – STATUS (The corrective actions have been reviewed, verified and found to be:)			
Status: <del>CORRECTIVE ACTION ACCEPTABLE &amp; SATISFIED</del> DOCUMENT REFERRED. HOWEVER, DOCUMENT SHALL BE CONTROLLED SYSTEMATICALLY.			
Verified by Auditor	MUHAMMAD SYAFIQ KAMIL	Date: 14/01/19	Signature:  



**Reference**

FIGURE 1: WEIGHT AND BALANCE REPORT FILE

FIGURE 2, 3 & 4: WEIGHT AND BALANCE MASTER LIST

FIGURE 5, 6, 7, 8, 9 10: WEIGHT AND BALANCE MISS PLACED FRONT PAGE

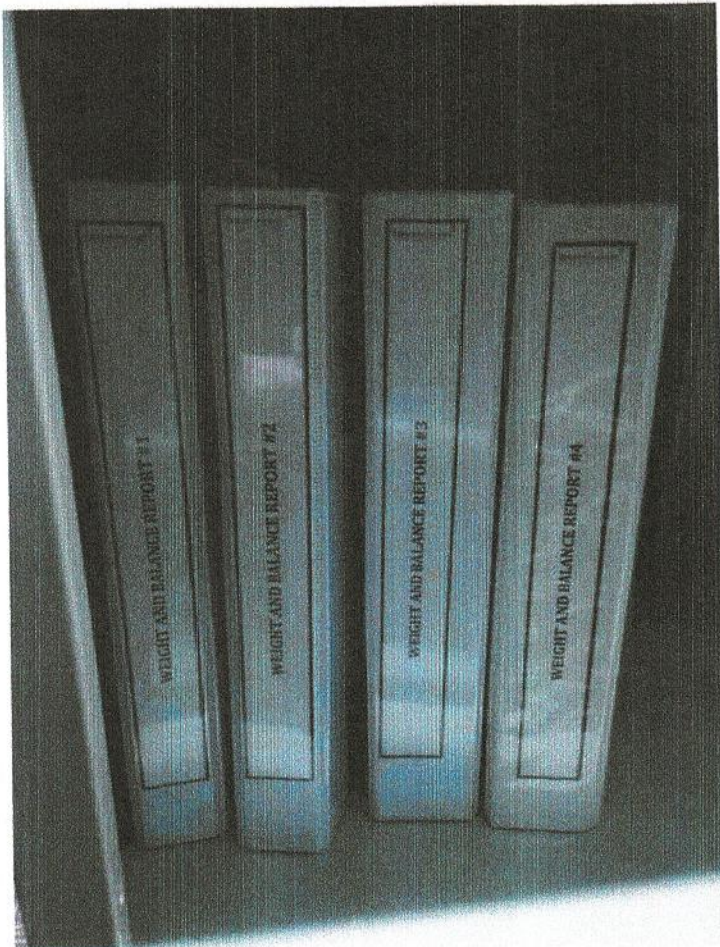


Figure 1

**LIST OF WEIGHT AND BALANCE REPORT**

NO	REF. NO.	ISSUE DATE	AIRCRAFT TYPE	S/N	OPERATOR/OWNER
1	GAM/WR/18/12/14024 (REV 0)	12/07/2018	A119	14024	
2	GAM/WR/18/13/49053 (REV 0)	13/07/2018	AW189	49053	FIRE AND RESCUE DEPARTMENT OF MALAYSIA
3	GAM/WR/18/14/31391 (REV 0)	03/08/2018	AW139	31391	WESTAR AVIATION SERVICES SDN BHD
4	GAM/WR/18/15/31384 (REV 0)	06/08/2018	AW139	31384	WESTAR AVIATION SERVICES SDN BHD
5	GAM/WR/18/16/4295 (REV 0)	13/08/2018	JG350B2	4295	ROYAL JOHOR FLIGHT
6	GAM/WR/18/17/49045 (REV 0)	27/08/2018	JW189	49045	FIRE AND RESCUE DEPARTMENT OF MALAYSIA
8	GAM/WR/18/18/31807 (REV 0)	05/11/2018	AW139	31807	ROYAL MALAYSIAN POLICE (RMP)
9	GAM/WR/18/18/31807 (REV 1)	23/11/2018	AW139	31807	ROYAL MALAYSIAN POLICE (RMP)
10	GAM/WR/18/18/31807 (REV 2)	28/11/2018	AW139	31807	ROYAL MALAYSIAN POLICE (RMP)
11	GAM/WR/18/19/31501 (REV 0)	20/12/2018	AW139	31501	WESTAR AVIATION SERVICES SDN BHD
12	GAM/WR/18/19/31501 (REV 1)	03/01/2019	AW139	31501	WESTAR AVIATION SERVICES SDN BHD
13	GAM/WR/18/21/41356 (REV 0)	28/12/2018	AW139	41356	YTL POWER GENERATION
14	GAM/WR/18/20/41358 (REV 0)	28/12/2018	AW139	41358	YTL POWER GENERATION

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Figure 2

**LIST OF WEIGHT AND BALANCE REPORT**

NO	REF. NO.	ISSUE DATE	AIRCRAFT TYPE	S/N	OPERATOR/OWNER
1	WR/16/01/31726 (REV 0)	22/07/2016	AW139	31726	ROYAL MALAYSIAN POLICE (RMP)
2	WR/16/01/31726 (REV 1)	01/08/2016	AW139	31726	ROYAL MALAYSIAN POLICE (RMP)
3	WR/16/02/31731 (REV 0)	01/08/2016	AW139	31731	ROYAL MALAYSIAN POLICE (RMP)
4	GAM/WR/17/01/6239 (REV 0)	05/09/2017	G650ER	6239	ROYAL JOHOR FLIGHT
5	GAM/WR/17/01/49021 (REV 0)	14/11/2017	AW189	49021	WESTAR AVIATION SERVICES SDN BHD
6	GAM/WR/17/01/49030 (REV 0)	22/11/2017	AW189	49030	WESTAR AVIATION SERVICES SDN BHD
7	GAM/WR/17/01/31336 (REV 0)	04/12/2017	AW139	31336	WESTAR AVIATION SERVICES SDN BHD
8	GAM/WR/17/01/31336 (REV 1)	15/08/2018	AW139	31336	WESTAR AVIATION SERVICES SDN BHD
9	GAM/WR/17/01/31342 (REV 0)	05/12/2017	AW139	31342	WESTAR AVIATION SERVICES SDN BHD
10	GAM/WR/17/01/31342 (REV 1)	15/08/2018	AW139	31342	WESTAR AVIATION SERVICES SDN BHD

Figure 3

**LIST OF WEIGHT AND BALANCE REPORT**

NO	REF. NO.	ISSUE DATE	AIRCRAFT TYPE	S/N	OPERATOR/OWNER
1	GAM/WR/17/01/31343 (REV 0)	08/12/2017	AW139	31343	WESTAR AVIATION SERVICES SDN BHD
2	GAM/WR/17/01/31343 (REV 1)	16/08/2018	AW139	31343	WESTAR AVIATION SERVICES SDN BHD
3	GAM/WR/17/01/31344 (REV 0)	08/12/2017	AW139	31344	WESTAR AVIATION SERVICES SDN BHD
4	GAM/WR/17/01/31344 (REV 1)	07/08/2018	AW139	31344	WESTAR AVIATION SERVICES SDN BHD
5	GAM/WR/18/01/22049 (REV 0)	05/01/2018	A1095	22049	
6	GAM/WR/18/02/31349 (REV 0)	30/01/2018	AW139	31349	WESTAR AVIATION SERVICES SDN BHD
7	GAM/WR/18/02/31349 (REV 1)	16/08/2018	AW139	31349	WESTAR AVIATION SERVICES SDN BHD

Figure 4

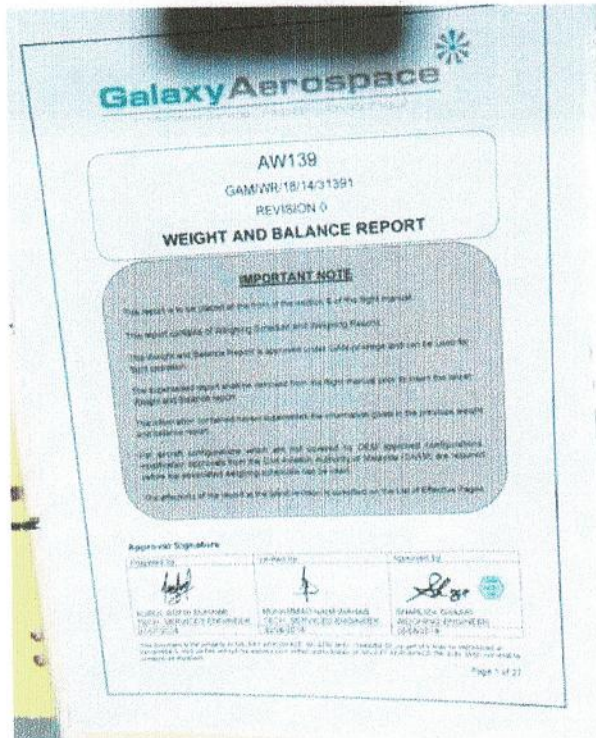


Figure 5

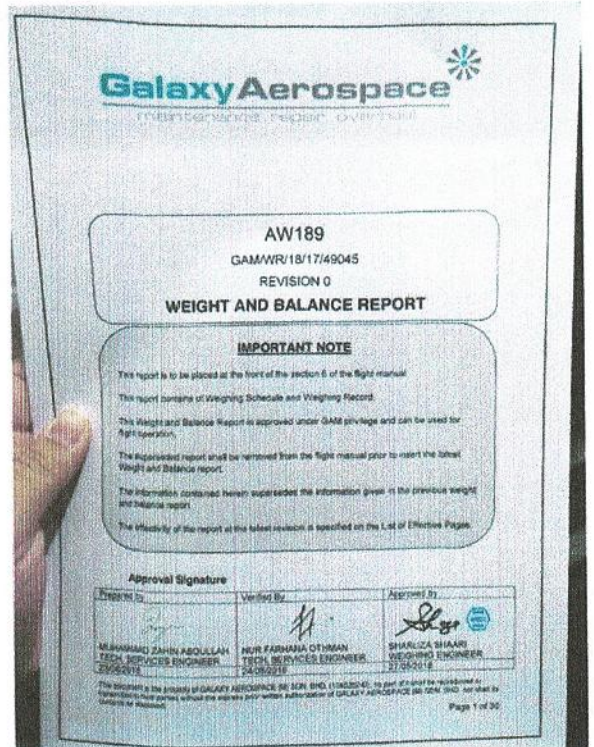


Figure 6



Figure 7



Figure 8



Figure 9



Figure 10