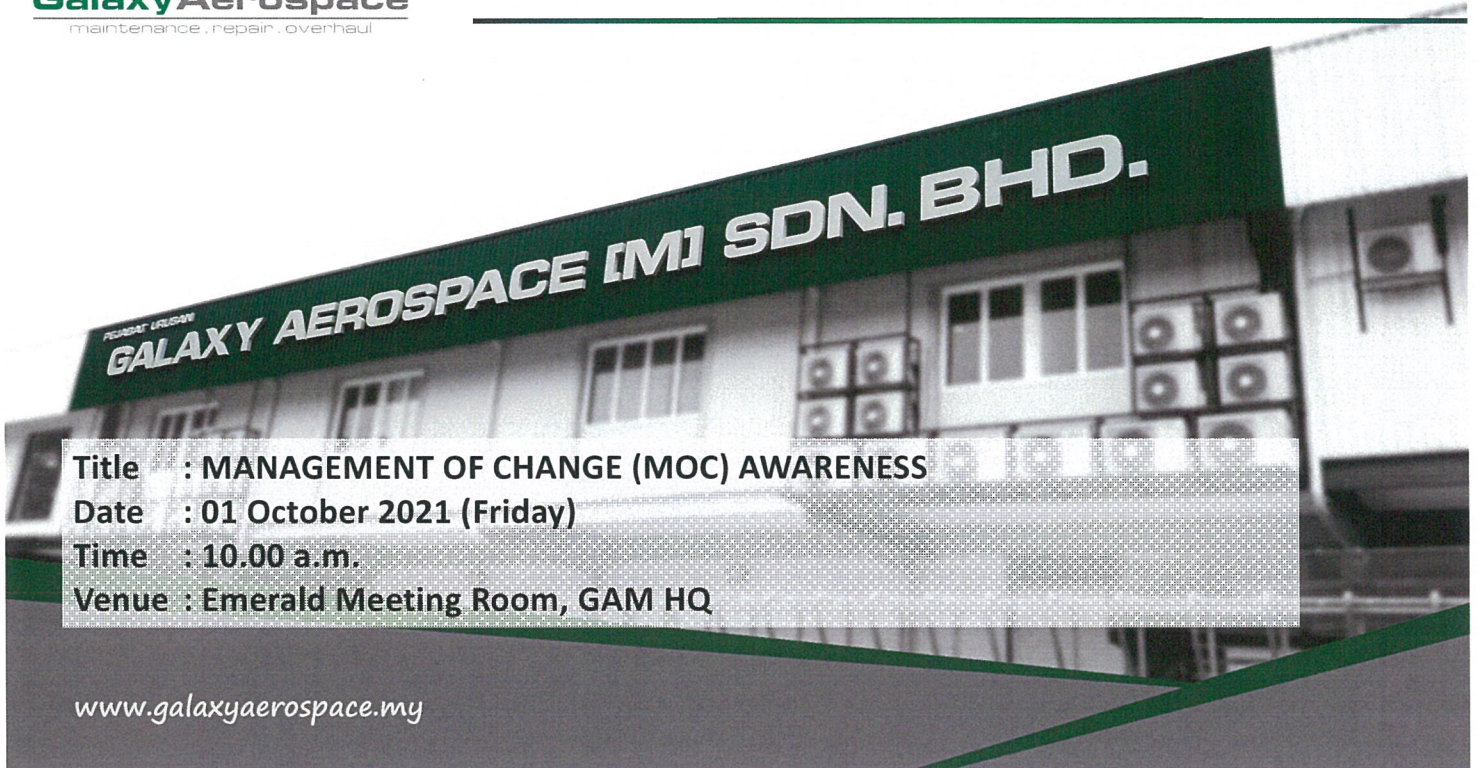


ATTENDANCE SHEET

BRIEFING		MANAGEMENT OF CHANGE (MOC) AWARENESS		
VENUE		EMERALD MEETING ROOM, GAM HQ		
DATE		01/10/2021		
TIME		10.00 AM		
NO	NAME	COMPANY	DESIGNATION	SIGNATURE
1	AMRAN SHAH MASNOU	GAM	C. E	<i>[Signature]</i>
2	IBRAHIM HAZWY M-HAMMAD YUSOF	GAM	ETC PGU	<i>[Signature]</i>
3	Omer Ahmed	GAM	GAM	<i>[Signature]</i>
4	AJULAH NAFAP	GAM	EC	<i>[Signature]</i>
5	SITI FAZLI	GAM	safety protege	<i>[Signature]</i>
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NAME OF INSTRUCTOR: MOHAMMAD NIZAM BIN JAAFAR

SIGNATURE:



PART 15.0 MANAGEMENT OF CHANGE (MOC)

SMS Manual (Issue No.2, Amendment No. 0)

INTRODUCTION

GAM will experience change over time due to expansion, contraction; changes to existing systems, equipment, programs, products, and services; and introduction of new equipment or procedures. Hazards may inadvertently be introduced into an operation whenever change occurs. Safety management practices require that hazards that are a by-product of change be systematically and proactively identified and appropriate measures to manage the safety risks of the consequences of hazards be identified, implemented, and subsequently evaluated.

Therefore, the Management of Change is a critical procedure that is used to plan and control changes that have a safety impact whenever there is a change. ***MOC Report can be raised by anybody in GAM via GAMS Portal thru MOC module to justify the changes.***

Safety risk assessment shall be performed to assess the new arrangements/changes by using a HIRM to previously risk mitigation as applicable prior to the implementation. Assessment shall be in accordance with Part 9.0 in this manual.

GAM continually changing in response to changes process and the need to improve service and quality to the company itself. The quality of GAM must be preserved in responding to these changes and changes must be properly planned and implemented so that service and quality level continue to be achieved. The primary objectives of MOC are:

- To manage and control changes made to the GAM environment.
- To minimize disruptions to the business and service that may be related to changes.
- To minimize the occurrence and impact of changes-related problems.

MANAGEMENT OF CHANGE (MOC) PROCESS

This systematic approach in managing and monitoring organizational change should be disclosed through a process by section in sequence as below:

- Section A – MOC Details.
- Section B – Supervisor/Head of Department Approval.
- Section C – Accountable Executive Approval.
- Section D – Safety Management System Section.
- Section E – Quality Assurance Section.
- Section F – Implementation and Review.

GAM management of change incorporated together with the Quality Department's MOC to ensure a comprehensive management when there are any changes in the company.

CLASSIFICATION OF CHANGE

Safety should be enhanced as the result of such changes Caution must be adequately addressed to ensure that safety is not degraded during or because of changes in the system. A systematic approach to managing and monitoring organisational change is part of the risk management process. Procedures are established and maintained to manage safety risks associated with changes in the system. Safety issues associated with change are identified and standards associated with change are maintained during the change process. Changes that are likely to trigger formal change management include:

- Introduction of new technology or equipment.
- Changes in the operating environment.
- Changes in key personnel.
- Significant changes in staffing levels.
- Changes in safety regulatory requirements.
- Changes to aviation products.
- Changes to aircraft system or its operating procedures.
- Significant restructuring of the organisation.
- Physical changes (new facility or base, aerodrome layout changes etc.).



MOC RESPONSIBILITIES AND DETAIL PROCESS

Requestor

The requestor filling up the form must be entitled as an official staff for GAM, with appropriate staff identification and permission access to GAMS system using GAMS portal and with reference as per Appendix 8. The requestor will be filling up the form in a:

- Part A: MOC Details
- Part B: Description and Scope of changes

Head of Department

- To ensure all required data furnished with, to review, to analyze and to approve for the proposed changes to be analyzed in the next level.
- To ensure MOC form are properly filled up and completed by the requestor in accordance with MOC form procedure latest revision and review of all its content to ensure compliance.
- To ensure all requirements and procedures are met and in compliance with GAM MOE and SMS manual latest revision.
- To raise HIRM if required or suggested by Safety Manager.



MOC RESPONSIBILITIES AND DETAIL PROCESS

Safety Manager

To decide if safety assessment required and to delegate and nominate person in charge of assessment if the task can't be carried out by the Safety Manager itself.

- To carry out management of change process as per SMS manual latest revision especially Part 14: Management of Change
- To review HIRM if required for each MOC raised.
- To ensure MOC report completed in accordance with procedures laid down in SMS manual latest revision, controlled and monitored for the purpose of records and audit.
- To approve and comments at Safety Management Section in the Part C: Safety Management System section

Accountable Manager

- To review proposed changes and gives management support and commitment.
- To ensure all process and procedure within the MOE and SMS are adhered to.
- To give approval, decision, and comments on the management section after both item 6.1 i, and 6.1 ii, are satisfied in a Part D: Accountable Manager approval

MOC RESPONSIBILITIES AND DETAIL PROCESS

Quality Assurance Manager

- To carry out or delegate assessment or audit and issued audit report if required.
- To classify all proposed MOC in accordance with procedure laid down in Para 5.0 with justification.
- To approved Non-significant change after all the mentioned requirements are met.
- To liaise and recommend to CAAM for approval of Significant change and provide all necessary assistance required related for the submitted changes in Part E: Quality Assurance Department section.

Part F : Implementation review, for tracking, evaluation review purposes.

<https://gams.galaxy aerospace.my/index.php?r=site/index>

CURRENT ISSUE OF MOC IMPLEMENTATION

Hydraulic Fail on System No 2 During Flight on 9M-PMF

9M-PMF was flying from WMSA for OPS Benteng on 13/06/2021 to North Bound Region. After 1 hour flight near Pantai Remis No 2 Hydraulic synoptic page show low level at PCM no 2 (50%). CAS message show hydraulic utility pressure. First decision from Pilot on that day was to abort mission and land at Ipoh since Ipoh was nearest airport at that time and Pilot decision to extend the landing gear as per QRH. Within 3 minute from the first occurrence PCM level show 22% with CAS message hydraulic 2 utility pressure, 2 hydraulic min and 2 servo. Pilot decided to land the helicopter at suitable place which is Padang Sekolah Menengah Dato Idris Pantai Remis which is 3 min from the second warning.

Maintenance Organisation Exposition	
Issue No.	2
Revision No.	0

2.24.4 Maintenance Away from approved locations

1. The purpose of this paragraph is a guideline to specify conditions which allowed GAM to maintain any aircraft or component which GAM is approved as per MOE 1.9 -scope of work at any other locations as specified in the MOE 1.8 – facilities.
2. It is applied whenever there is a request from customer / GAM-CAMO for maintenance work arising from the unserviceability of the aircraft or from the necessity of supporting occasional line maintenance at a location other than CAAM approved locations.
3. The maintenance away from approved locations shall only performed within the scope of work as specified & must go through the Management of Change Procedure. QAN 001 – Management of change procedure.
4. A proper risk management HIRARC also must be performed as part of the pre-requirement for the works to be done.
5. The request for GAM-AMO to perform maintenance away from approved locations shall be come from operators or CAMO.
6. This privilege shall only be exercised when the following conditions are met:
 - a. A clear work order / contract exists.
 - b. The resources involved (manpower, tools, equipment, maintenance data, etc.) are within the control of GAM-AMO and comply with the requirements set by the GAM MOE.
 - c. Permissible environmental conditions.
 - d. Intended works to be performed is not a major work or work that leads to extensive functional test.
7. If the conditions above are not met CAAM must consult before commencement of any work at other locations.

