

QUALITY PROCEDURE MANUAL

ACCIDENT & INCIDENT INVESTIGATION ANALYSIS

1. PURPOSE

To provide process of aircraft accident & incident investigation including analysis

2. SCOPE

It is applicable to all CAMO, AMO, DGTA and workshop under GAM capability approval.

3. RESPONSIBILITY

3.1 It is the responsibility of Quality Assurance Manager to manage the accident and incident investigation under GAM capability approval

3.2 It is the responsibility of Quality Assurance Manager to assign the investigator and nominate subject matter expert for each accident and incident occurrence

3.3 It is the responsibility of Quality Assurance Manager to submit the investigation and analysis report to relevant agencies upon request

3.4 It is the responsibility of the assigned investigator to investigate the accident and incident occurrence assisted by the nominated subject matter expert.

4. REFERENCE

5. PROCEDURE

5.1 Upon the accident & incident occurrence under GAM capability approval, QAM shall assign the independent and qualified investigator within QA department. QAM in consultation with Engineering Manager and/or Continuing Airworthiness Management Manager shall also nominate the subject matter expert (SME) to assist the assigned investigator in conducting the investigation.

5.2 Nominated investigator and subject matter expert shall be nominated within 3 working days to allow the investigation to take place as soon as possible.

5.3 Appointed subject matter expert shall be fully independent and, in any way, not related to the occurrence being investigated.

5.4 Assigned investigator with the discretion of QAM may appoint additional member of the investigation team to assist the investigation.

QUALITY PROCEDURE MANUAL

- 5.5 Investigation shall be independent from the Crisis Management Process in QPM 2-12.
- 5.6 Investigation process shall cover
- a. Physical visit to the occurrence location
 - b. Interview with the personnel involved in the occurrence
 - c. Factual data collection. i.e from OEM, CAMO, Operator, Airport and Aerodrome, Weather, Medical record, any useful and relevant information related to the occurrence.
- 5.7 Information collected during the investigation process shall be analysed by the Investigation team to identify the preliminary root cause of the occurrence
- 5.8 Preliminary report shall be prepared by the assigned investigator within 30 days of the occurrence. Report shall at least cover the elements of
- a. Report no.
 - b. Basic aircraft/component details
 - c. Introduction
 - d. Table of Contents
 - e. Abbreviation
 - f. Synopsis
 - g. Factual Information
 - h. Analysis
 - i. Preliminary conclusions and recommendations
- 5.9 Report shall be verified by QAM. Once verified, the preliminary report shall be forwarded to authority.
- 5.10 Final report shall be prepared by the assigned investigator within 90 days of the occurrence. The final report shall cover the elements of
- a. Report no.
 - b. Basic aircraft/component details
 - c. Introduction
 - d. Table of Contents
 - e. Abbreviation
 - f. Synopsis
 - g. Factual Information
 - h. Analysis
 - i. Final conclusion and recommendations
- 5.11 Final report shall be verified by QAM. Once verified, the final report shall be forwarded to authority.
- 5.12 All report and supporting documentation collected during the investigation process shall be kept by QAM. Access to the report and supporting document shall be at the discretion of QAM only.