

**From:** izahan@galaxyaerospace.my  
**Sent:** Friday, 1 December, 2023 5:25 PM  
**To:** 'Mohamad Afif Bin Azhar'  
**Cc:** 'Mohamad Sofian Bin Biyamin'; sam@galaxyaerospace.my; omar@galaxyaerospace.my; 'ayu.galaxyaerospace@gmail.com'  
**Subject:** RE: Resubmission of GAM SMS Manual  
**Attachments:** GAM SMS Manual 3rd. Issue Rev.0\_01122023\_final CAAM.pdf

Assalam,  
Dear En. Afif, with regards to the above, attached herewith, please find the GAM SMS Manual, Issue 3 Rev. 0, for your kind review and acceptance.  
Thank you and your kind attention is greatly appreciated.

Kind regards,  
**Wan Izahan Zamereeh Ishak**  
Safety & Health Manager  
*for and on behalf of*

**GALAXY AEROSPACE (M) SDN BHD**  
Lot 11-14, MRO Centre, Malaysia International Aerospace Centre,  
Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor Darul Ehsan.  
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**From:** Mohamad Afif Bin Azhar <afifazhar@caam.gov.my>  
**Sent:** Wednesday, October 4, 2023 5:57 PM  
**To:** izahan@galaxyaerospace.my  
**Cc:** Mohamad Sofian Bin Biyamin <sofian@caam.gov.my>  
**Subject:** RE: Resubmission of GAM SMS Manual

Salam.  
Dear En. Izahan,

Please be advised that the review of GAM SMS Manual, Issue 2 has been completed. There are a lack of or insufficient policy and procedures as tabulated below;

No.	Title	Remarks
1	Document control	It is stated in part 0.2 that the SMS Manual in GAM Portal is uncontrolled copy. Why it is uncontrolled copy?
2		Process for the review of SMS Manual was not described.
3		Policy and procedure for acceptance of SMS Manual by CAAM was not described.
4	Safety reporting	To add method of mandatory reporting (MOR) to CAAM using CARES portal.
5	Hazard identification and risk assessment	Process for evaluating the effectiveness of the corrective, preventive and recovery measures that have been developed was not described.
6		Process for periodic review of completed safety assessments and documenting their outcomes was not described.
7	Safety performance monitoring and measurement	Process to develop and maintain a set of safety performance indicators and their associated performance targets was not described.

8	Safety-related investigations and remedial actions	Procedure for dissemination of completed investigation reports internally as well as to CAAM was not described.
9		Procedure on disciplinary inquiry and actions associated with investigation report outcomes was not described.
10		Conditions under which punitive disciplinary action would be considered (e.g. illegal activity, recklessness, gross negligence or wilful misconduct) were not clearly defined.
11	Management of change	Procedure for review of existing safety assessments whenever there are changes to the associated process or equipment was not described.
12	ERP	Accident investigation responsibilities within the organisation were not clearly defined.
13		Requirement for preservation of evidence, securing the affected area, and mandatory/ governmental reporting was not described.
14		Training for the emergency preparedness and response was not described.
15		Disabled aircraft or equipment evacuation plan in consultation with aircraft/equipment owners, aerodrome operators or other agencies was not established.

Please review the above-mentioned remarks and update your SMS manual accordingly. Please do not hesitate to contact me if you require further clarification.

Thank you and best regards,

**MOHAMAD AFIF BIN AZHAR**  
Principle Assistant Director  
Airworthiness Division  
Civil Aviation Authority of Malaysia  
Tel : +603 8871 4344



**CIVIL AVIATION AUTHORITY**  
**PIHAK BERKUASA PENERBANG**  
[WWW.CAAM.GOV.MY](http://WWW.CAAM.GOV.MY)   CIVIL AVIATION A

**From:** [izahan@galaxyaerospace.my](mailto:izahan@galaxyaerospace.my) <[izahan@galaxyaerospace.my](mailto:izahan@galaxyaerospace.my)>  
**Sent:** Friday, 28 July, 2023 5:05 PM  
**To:** Mohamad Afif Bin Azhar <[afifazhar@caam.gov.my](mailto:afifazhar@caam.gov.my)>  
**Cc:** Adzlim Bin Sam <[adzlim@caam.gov.my](mailto:adzlim@caam.gov.my)>; [sam@galaxyaerospace.my](mailto:sam@galaxyaerospace.my); [ismail@galaxyaerospace.my](mailto:ismail@galaxyaerospace.my); [omar@galaxyaerospace.my](mailto:omar@galaxyaerospace.my)  
**Subject:** FW: Resubmission of GAM SMS Manual

Dear Mr. Afif,  
We would like to seek your kind help on the status update of the resubmission of GAM SMS Manual.  
Thank you and your kind assistance is greatly appreciated.

Kind regards,

**Wan Izahan Zameree Ishak**

Safety & Health Manager

for and on behalf of

**GALAXY AEROSPACE (M) SDN BHD**

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**From:** Muhammad Nizam Jaafar <[nizam@galaxyaerospace.my](mailto:nizam@galaxyaerospace.my)>

**Sent:** Wednesday, 9 March, 2022 11:49 AM

**To:** Mohamad Afif Bin Azhar <[afifazhar@caam.gov.my](mailto:afifazhar@caam.gov.my)>

**Cc:** Adzlim Bin Sam <[adzlim@caam.gov.my](mailto:adzlim@caam.gov.my)>; Khairul Azura Binti Abdul Hamid <[khairulazura@caam.gov.my](mailto:khairulazura@caam.gov.my)>;

Shamsul Kamar Bin Samsudin <[sam@galaxyaerospace.my](mailto:sam@galaxyaerospace.my)>; Ismail Bin Sulaiman <[ismail@galaxyaerospace.my](mailto:ismail@galaxyaerospace.my)>;

Omar Ahmad <[omar@galaxyaerospace.my](mailto:omar@galaxyaerospace.my)>

**Subject:** Resubmission of GAM SMS Manual

Dear Mr Afif,

Based on the above matter, we will submit our **SMS Manual Issue 2 Rev 0** to CAAM for acceptance. Do refer also the attachment for your reference.

Thank you.

Best regards,

**Mohammad Nizam Jaafar**

Safety Manager

for and on behalf of

**GALAXY AEROSPACE (M) SDN BHD**



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