



CORRECTIVE ACTION REQUEST

Standard
PU 2103

*(Tick 'V' or 'X')

*Category Critical Major
 Minor

SECTION 1 : DETAILS OF AUDIT

Auditor: Lt Kol Zamzuri bin Talib TUDM
Auditee: Omar bin Ahmad
Reg. 4.4.3 Maintenance Support Network

*Position :

QM
 SMM
 Others

Audit No: 62 / 22

CAR No: 2 of 3

Galaxy Aerospace (M)

SECTION 2 : NON-CONFORMANCE (Include details of objective evidence)

Ref:

#1. GAM/MMP/AW139 HOM Section 4.4.3.

The Audit found the AMO using two methods for MSN selection: Physical Audit and Desktop Audit (without Physical Audit). In the case of Desktop Audit, the Audit found no objective evidence of document authentication conducted by AMO to ascertain given information by the applicant.

Auditor:

Date: 23 / 09 / 22

Auditee:

SECTION 3 : ROOT CAUSE AND CORRECTIVE ACTION (Determination of root cause and action plan including completion date)

Root Cause :

Date to be completed : 22 / 11 / 22

1. Inadequate process for vendor evaluation.

Corrective Action :

1. The Vendor Quality Assurance Evaluation Questionnaire (GAM/Q-003) has been revised to add in Section J(4). Verify the authenticity of supporting document(s) or certification(s). Refer to attachment 2. GAM/Q-003)

Auditee:

OMAR BIN AHMAD
Position: Quality Assurance Manager
Galaxy Aerospace (M) Sdn. Bhd
(1840262-D)

Date: 29 / 09 / 22

SECTION 4 : FOLLOW-UP DETAILS AND CLOSE OUT

Verification of implemented corrective actions :

Verified By:

*CAR Close Out (Tick V)
 Yes No

Date: / /

Attachment

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(A) Company Information	
1. Company Name	
2. Parent Company	
3. Address	
4. Telephone No.	
5. Website	
(B) Management Personnel	
1. Accountable Manager	
Email	
2. Quality Manager	
Email	
3. Engineering Manager	
Email	
(C) Main Activities	
1. Scope of Work	
2. Rating & Limitations	

(D) Certification (Please submit a valid copy of your approval certificate)

1	Do you hold any regulatory certificates?	YES	NO	N/A
	a. CAA Malaysia	<i>Cert No:</i>	<i>Expiry Date:</i>	
	b. Director General Technical Airworthiness (DGTA)	<i>Cert No:</i>	<i>Expiry Date:</i>	
	c. EASA	<i>Cert No:</i>	<i>Expiry Date:</i>	
	d. FAA	<i>Cert No:</i>	<i>Expiry Date:</i>	
	e. Quality System	<i>Cert No:</i>	<i>Expiry Date:</i>	
	f. Safety System	<i>Cert No:</i>	<i>Expiry Date:</i>	
	g. Others		<i>Expiry Date:</i>	
2	Does your company have a drug & alcohol policy program	YES	NO	N/A
3	Does your organization have an Internal Audit System?	YES	NO	N/A
4	Does your company have safety policy in place?	YES	NO	N/A
5	Do you have procedure for reporting defects or un-airworthy condition to the customer and authority?	YES	NO	N/A
6	Have you been audited by any regulatory authority?	YES	NO	N/A
7	Is your company familiar with CAA Malaysia rules & regulations?	YES	NO	N/A
8	Is your company familiar with DGTA rules and regulations?	YES	NO	N/A
9	Does your company have an OEM Support Letter? (If available, please provide a copy)	YES	NO	N/A

(E) Personnel and Facility

1	Total no. of employees			
	a. Engineering			
	b. Quality			
	c. Production			
2	Is the work environment secure and safe?	YES	NO	N/A
3	Does the facility have adequate lighting, space, shelving, security, and fire protection?	YES	NO	N/A
4	Does the storage area have temperature & humidity-controlled environment?	YES	NO	N/A

(F) Training

1	Do you have a documented training program?	YES	NO	N/A
2	Are all employees properly trained, authorized and certified where necessary?	YES	NO	N/A
3	Is continuation training provided to ensure procedural changes are maintained current?	YES	NO	N/A
4	Is formal training and on-the-job training properly documented?	YES	NO	N/A
5	Are the training records retained for a minimum of two years after the person leaves the company?	YES	NO	N/A
6	Is human factor training part of the training program?	YES	NO	N/A

(G) Quality Assurance/Quality Control

1	Are the Quality Control/Quality Assurance Manual current & available to all employees?	YES	NO	N/A
2	Does your company have a method of checking or controlling the quality of sub-contractor work?	YES	NO	N/A
3	Do you have a documented shelf life program?	YES	NO	N/A
4	Is there an established system in place to trace all parts back to the manufacturer?	YES	NO	N/A
5	Are parts supplied by your company acquired only from approved sources?	YES	NO	N/A
6	Is material handled in an appropriate manner and protected from damage, theft, and deterioration?	YES	NO	N/A
7	Does the company have a quarantine area for rejected parts and material waiting for disposal?	YES	NO	N/A
8	Are shipped parts provided with material certification of conformance?	YES	NO	N/A
9	Does material certification indicate that the certified item was not involved in any aircraft accident?	YES	NO	N/A

(H) Tools and Equipment

1	Does your company have a calibration program?	YES	NO	N/A
2	Is the calibration of measuring and test equipment traceable to required standards?	YES	NO	N/A
3	Are calibration records kept on file?	YES	NO	N/A
4	Are employees owned tools subject to the same controls as the company tools?	YES	NO	N/A
5	Are tools stored in an orderly and clean manner?	YES	NO	N/A

(I) Declaration

I hereby certify that the information supplied in this questionnaire is true and correct at the time of issue.

Name:

Date:

Position:

Signature:

(J) FOR GALAXY AEROSPACE MALAYSIA QUALITY ASSURANCE USE ONLY

1	Type of vendor:	
	<input type="checkbox"/> OEM/Manufacturer	<input type="checkbox"/> Distributor/Stockist <input type="checkbox"/> Service
	<input type="checkbox"/> Maintenance Organisation	<input type="checkbox"/> Others
2	Type of assessment:	
	<input type="checkbox"/> New	<input type="checkbox"/> Renewal
3	Ensure the following certificates/documents are available for review	
	<input type="checkbox"/> Current regulatory approvals (if applicable) i.e. CAAM/FAA/EASA/DGTA	
	<input type="checkbox"/> Current Quality System Approvals (if applicable) i.e. IS9001, AS9100, AS9120 etc	
	<input type="checkbox"/> Current Safety Management System Approvals (if applicable) i.e. OSHAS 18001, ISO 14001 etc	
	<input type="checkbox"/> Others :	
4	Verify the authenticity of the supporting document(s) or certification(s).	
	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Unsatisfactory
5	Result:	
	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Unsatisfactory
	Remarks:	
6	a) Reviewed by (QA Personnel)	Date:
	b) Approved by (QA Manager)	Date:

**INSTRUCTIONS FOR COMPLETING FORM GAM/Q-003 VENDOR QUALITY ASSURANCE EVALUATION
QUESTIONNAIRE**

Section A – Company Information	Vendor to provide all the necessary information of the company which is self-explanatory.
Section B – Management Personnel	Vendor to provide names and emails of their nominated post holders or key personnel.
Section C – Main Activities	Vendor to provide its scope of approval or ratings.
Section D – Certification	Vendor to provide all the required certification information it holds and to provide current copies of certificates.
Section E – Personnel and Facility	Vendor to provide personnel and facility information which is self-explanatory.
Section F – Training	Vendor to provide training information which is self-explanatory.
Section G – Quality Assurance / Quality Control	Vendor to provide information on quality assurance / quality control which is self-explanatory.
Section H – Tools and Equipment	Vendor to provide information on their tool and equipment calibration and control.
Section I – Declaration	Vendor’s representative to sign the form declaring that the information given on the form is correct and accurate.
Section J – For Galaxy Aerospace Malaysia Used Only	Galaxy Aerospace’s Quality Department to review and approve the vendor.