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| SUBJECT | : MANAGEMENT OF CHANGE |
| REFERENCE NO | : QAN-001 |
| REVISION NO | : 3 |
| DATE | : 27 TH AUGUST 2020 |

Approved by:

1.0 Introduction

1.1 This Quality Assurance Notices is to address

- i. Galaxy Aerospace (M) Sdn Bhd (GAM) Safety Management System (SMS) Manual, Part 14, Management of change,
- ii. GAM Maintenance Organisation Exposition (MOE) Part 1.9.8, Changes to scope of work,
- iii. GAM Continuing Airworthiness Management Exposition (CAME) 0.6.1,
- iv. GAM Design Organisation Manual (DOM) 0.4.1, Revision service of DOM, and
- v. GAM Engineering Management Plan (EMP) 1.5.3.8, 1.5.5.5., 7.2, Significant Changes to Design Assurance System.

1.2 From time to time, GAM will experience changes over times such as

- i. Expansion of capability, facility, etc.
- ii. Contraction of capability, facility, etc.
- iii. Additional operation location e.g. Maintenance, CAMO, etc.
- iv. Changes to existing system e.g. organisation structures, etc.
- v. Changes of procedures
- vi. Introduction of new technology equipment or fabricated tools/equipment
- vii. Changes of nominated personnel

1.3 Due to the changes, hazard may inadvertently be introduced into an operation whenever changes occur. Safety Management practices require hazard(s) that are introduced by changes, shall be systematically and proactively identified, and appropriately measure to manage the safety risks of the new hazard(s). Nevertheless, the existing hazards shall also be reviewed.

2.0 Objective

2.1 GAM are 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.

2.2 The primary objectives of MOC are:

- i. To manage and control changes made to the GAM environment.

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- ii. To minimised disruptions to the business and service that may be related to changes.
- iii. To minimise the occurrence and impact of changes-related problems.

2.3 This QAN is issued to set a standard format and guidance for all personnel involved and responsible to raise, to analyse and to approve any changes in GAM activity mainly as laid out but not limited to MOE 1.9 Changes to scope of work only.

3.0 Scope

3.1 This procedure cover management of change process using form **GAM/Q-011** or latest revision via Galaxy Aerospace Management System (GAMS).

4.0 References

- 4.1 MOE Ref.: GAM/DCAM/MOE
- 4.2 SMS Manual Ref.: GALAXY/DCA/SMS
- 4.3 CAME Ref.: GAM/DCAM/CAME
- 4.4 DOM Ref.: GAM/DOM-01
- 4.5 EMP Ref.: GAM/EMP-01

5.0 Changes classification

5.1 Classification of changes are:

- i. Significant changes – when any changes affected any of item list in the MOE 1.10.2. This significant change require notification to and approval by CAAM.
 - a. Name of the organisations and locations
 - b. Accountable Manager
 - c. Nominated personnel ([DCAM Form 4](#))
 - d. Change to the scope of work (MOE 1.9)
 - e. Any changes in company activities that could affect the scope of approval or MOE 1.9, including capability list and related to
 - i. Facilities
 - ii. Equipment

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- ii. Non-significant changes – which require an approval by Quality Assurance Manager.

5.2 Justification of changes will be done only by QA Personnel at part E of **GAM/Q-011** or latest revision.

5.3 For category of changes in part A of **GAM/Q-011** or latest revision, the requestor must tick either Permanent, or Temporary

6.0 Personnel Duties and Responsibilities

6.1 Accountable Manager

- i. To review proposed changes and gives management support and commitment
- ii. To ensure all process and procedure within the MOE and SMS are adhered to.
- iii. To give approval on the management section after both item 6.1 i, and 6.1 ii, are satisfied.

6.2 Safety Manager

- i. To decide if safety assessment required and to delegate and nominate person in charge of assessment if the task is can't be carried out by the Safety Manager itself.
- ii. To carry out management of change process as per SMS manual latest revision especially Part 14: Management of Change
- iii. To issue HIRARC if required for each MOC raised.
- iv. 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.
- v. To approve and comments at Safety Management Section in the **GAM/Q-011** MOC form.

6.3 Head of Department

- i. To ensure all required data furnished with, to review, to analyse and to approve for the proposed changes to be analysed in the next level.

- ii. 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.
- iii. To ensure all requirements and procedures are met and in compliance with GAM MOE and SMS manual latest revision.

6.4 Quality Assurance Manager

- i. To carry out or delegate assessment or audit and issued audit report if required.
- ii. To classify all proposed MOC in accordance with procedure laid down in [Para 5.0](#) with justification.
- iii. To approved Non-significant change after all the above mentioned [requirements](#) are met.
- iv. To liaise and recommend to [CAAM](#) for approval of Significant change and provide all necessary assistance required related for the submitted changes.

7.0 Procedure

7.1 The requestor filling up the form must be entitled as an official staff for Galaxy Aerospace (M) Sdn Bhd, with appropriate staff identification and permission access to GAMS system [using GAMS](#).

7.2 Requestor shall ensure that MOC online form used is GAM/Q-011 or latest revision.

7.3 The form is being split into 6 sections and arrange in order of

- i. part A: MOC Details
- ii. part B: Description [and Scope](#) of changes
- iii. part C: Safety Management System section
- iv. part D: Accountable Manager approval
- v. part E: Quality Assurance Department section
- vi. part F: Implementation review

7.4 **Part A: MOC Details**

- i. A1. – Title for proposed MOC

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- ii. A2. – Type of MOC
- iii. A3. – Category of changes requested
- iv. A4. – Priority level for the proposed MOC
 - a. L1 Urgent
 - b. L2 Normal
 - c. L3 Low
- v. A5. – Document affected
 - a. Requestor to tick what documents need to be amended for the proposed changes and put in details of the amendment needed under the part B: Description of changes.
- vi. A6. – Document reference
 - a. Requestor to mention the document reference as per above.
- vii. A7. – Requestor
 - a. Please fill up your details, no signatory is required.
 - b. The proposed MOC will be approved or rejected by the HOD.

7.5 Part B: Description of changes

- i. B1. – Description
 - a. Please state the details of the changes required .
- ii. B2. – Justification for changes
 - a. Please state why the changes is required, the benefit, the outcome, etc.
- iii. B3. – Maintenance Data / publications / manual
 - a. Please stated what are the data, publications or manual involved, affected or required due to the proposed changes.
 - b. Please put in details, the revision number, the reference number, how many copies, the format either in softcopy or hardcopy, etc.
- iv. B4. – Test equipment / Tools
 - a. To list tools and/or equipment required for the changes. (to review task and gap analysis)
 - b. If tools and/or equipment is not permanently available, to state the arrangement made, to ensure tools availability when needed.
- v. B5. – Hangar / workshop
 - a. Where is the new facilities involved for the proposed MOC?
 - b. Suitable facilities for storing?
 - c. Facility diagram, etc.
- vi. B6. – Qualified / authorised personnel for task

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- a. To list down all authorised personnel involved
- b. To list down potential/nominated personnel to add
- c. To attach Man-hour plan
- vii. B7. – Training
 - a. What kind of training needed/required?

7.6 Part C: Safety Management System Section

| C SAFETY MANAGEMENT SYSTEM SECTION <i>(Safety Department use only)</i> | | | |
|---|-------------|---------------------------------------|-------------|
| 1. | HIRARC | <input type="checkbox"/> Required | |
| | | <input type="checkbox"/> Not required | |
| | | Reference No.: | |
| 2. | Comments | | |
| 3. | Name | Signature & Stamp | Date |
| | | | |

- i. This section is to be used by Safety Department only.

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7.7 Part D: Accountable Manager Approval Section

| D ACCOUNTABLE MANAGER APPROVAL <i>(to be completed by Accountable Manager)</i> | | | |
|---|--|------------------------------------|-------------|
| 1. | Approval | <input type="checkbox"/> Approved | |
| | | <input type="checkbox"/> Deferred | |
| | | <input type="checkbox"/> Withdrawn | |
| 2. | Comments | | |
| 3. | Name | Signature & Stamp | Date |
| | | | |
| 4. | <i>Note: If approved, section E to be completed</i> | | |

- i. This section is to be used by Accountable Manager only.

7.8 Part E: Quality Assurance Manager Section

- i. This section is to be used by Quality Assurance Manager or [QA Personnel](#) only.

7.9 Part F: Implementation Review

- i. This section is used for tracking and evaluation purposes.

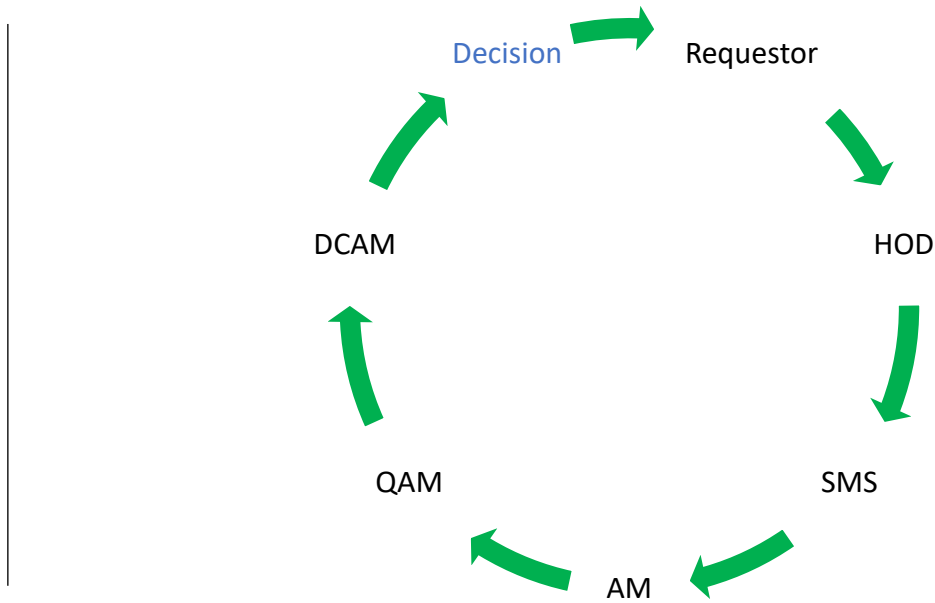
7.10 The process of filing up the online form must follow the order in para. 7.3 of this notice.

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8.0 MOC Process Flow

8.1 For significant changes



8.2 For Non-significant changes

