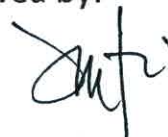


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PROCESS  
REFERENCE NO. : QAN-014  
AMENDMENT NO. : 0 (initial)  
DATE : 30<sup>TH</sup> MARCH 2020

Approved by:



.....  
**OMAR BIN AHMAD**  
QUALITY ASSURANCE MANAGER




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#### 4.0 Introduction

The purpose of this document is to provide a general overview of the occurrence management process. It includes objectives, scope, key terms, roles and responsibilities, authority, process diagrams and associated activity descriptions.

#### 5.0 Objectives

Occurrence management is important for delivering and supporting effective and efficient response team during unforeseen event. The agreed and documented objectives provide a point of reference to check implementation and operational decisions and activities.

Occurrence management is the process responsible for managing the event of Accident or Incidents.

The goals for the occurrence management process are to:

- Restore normal service operation as quickly as possible
- Minimize the adverse impact on business operations
- Ensure that agreed levels of service quality are maintained

To achieve this, the objectives of occurrence management process are to:

- Ensure that standardized methods and procedures are used for efficient and prompt response, analysis, documentation, ongoing management and reporting of Incidents
- Align Incident management activities and priorities with those of the business
- Maintain customer satisfaction with the quality


#### 6.0 Definitions

*Occurrence.* Any accident or incident associated with the operation of an aircraft.

*Causes.* Actions, omissions, events, conditions, or a combination thereof, which led to the accident or incident.

*Incident.* An occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect the safety of operation.

*Accident.* An occurrence associated with the operation of an aircraft which takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, in which:

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- a) a person is fatally or seriously injured as a result of being in the aircraft, or direct contact with any part of the aircraft, including parts which have become detached from the aircraft, or direct exposure to jet blast, except when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or
- b) the aircraft sustains damage or structural failure which adversely affects the structural strength, performance or flight characteristics of the aircraft, and would normally require major repair or replacement of the affected component, or
- c) the aircraft is missing or is completely inaccessible.

*Flight recorder.* Any type of recorder installed in the aircraft for the purpose of complementing accident/incident investigation.

*Operator.* A person, organization or enterprise engaged in or offering to engage in an aircraft operation.

*Preliminary Report.* The communication used for the prompt dissemination of data obtained during the early stages of the investigation.

*OEM.* Original Equipment Manufacturer.

## 7.0 Scope

This occurrence management procedure applies for Galaxy Aerospace (M) Sdn. Bhd.

Any event which disrupts, or which could disrupt, a service, including those reported directly by users, reported by staff, detected by quality personnel or reported by suppliers, occurrence management encompasses all GAM personnel, whether working directly with the aircraft or not.

All occurrence management activities should be implemented in full, operated as implemented, measured and improved as necessary.

## 8.0 Investigation Committee

A role refers to a set of connected behaviors or actions that are performed by a person, team or group in a specific context. Process roles are defined by the set of responsibilities, activities and authorities granted to the designated person, team or group.

## 8.1 Responsibility

No.	Profile	Responsibility
1	Owner or Operator	<ul style="list-style-type: none"> <li>Assist in the whole process if necessary</li> </ul>
2	Accountable Manager	<ul style="list-style-type: none"> <li>Assist with and ultimately be responsible for the occurrence management process</li> <li>Review opportunities for process enhancements and for improving the efficiency and effectiveness of the process</li> <li>Act as chairman of the investigation committee</li> </ul>
3	Human Resources (HR)	<ul style="list-style-type: none"> <li>Manage any public relation issue, with the highest responsibility is to the families of those involved in the accident.</li> </ul>
4	Quality Assurance Manager (QAM)	<ul style="list-style-type: none"> <li>Inform the authority (CAAM Flight Operations) for any occurrence by means of using Mandatory Occurrence Report (CAAM Borang 9 – OR)</li> <li>Inform the authority (CAAM Airworthiness Department) for any occurrence by means of using In-Service Difficulty Reporting (CAAM/AW/8503-01)</li> <li>Ensure the protection &amp; custody of evidence, i.e. aircraft records which might be removed, effaced, lost or destroyed.</li> <li>Produce initial &amp; final report for the occurrence.</li> <li>Ensure the Occurrence Management process is used correctly.</li> </ul>
5	Safety Manager	<ul style="list-style-type: none"> <li>Support QAM in any means for collecting information for producing occurrence report.</li> <li>Oversight the whole occurrence management process</li> <li>Manage the safety and health of any personnel involved directly or indirectly with the occurrence.</li> <li>Manage the environment risk.</li> </ul>

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No.	Profile	Responsibility
6	Continuing Airworthiness Management Manager (CAMM)	<ul style="list-style-type: none"> <li>Support QAM in any means for collecting information to produce occurrence report.</li> <li>Support QAM in protection &amp; custody of evidence, i.e. aircraft records which might be removed, effaced, lost or destroyed.</li> <li>Support response team on the occurrence site.</li> <li>To ensure the occurrence does not affect other fleet</li> </ul>
7	Engineering Manager (EM)	<ul style="list-style-type: none"> <li>Support QAM in any means for collecting information to producing occurrence report.</li> <li>Support response team at the occurrence site.</li> <li>Support the authority to ensure the safe custody of the evident, i.e. protection from further damage or access by unauthorized person or pilfering and deterioration.</li> </ul>
8	Engineer	<ul style="list-style-type: none"> <li>Support QAM in any means for collecting information to produce occurrence report.</li> <li>Support EM for the whole occurrence management process.</li> <li>Lead the response team on the occurrence site.</li> </ul>
9	Airworthiness Review Staff (ARS)	<ul style="list-style-type: none"> <li>Support QAM in any means for collecting information to produce occurrence report.</li> <li>Part of response team on the occurrence side.</li> </ul>
10	Quality Assurance Inspector (QAI)	<ul style="list-style-type: none"> <li>Support QAM in any means for collecting information to produce occurrence report.</li> </ul>
11	Response Team	<ul style="list-style-type: none"> <li>The response team is a group of people who prepare for immediate respond to an aircraft accident, serious incident, inflight emergency, ground incident, security incident, or other type of emergency.</li> <li>Response team will consist of 1 mechanical &amp; 1 avionic License Aircraft Engineer rated with aircraft involved with the occurrence, and supported by 4 aircraft maintenance technicians.</li> <li>Response team will be led by Chief Engineer.</li> </ul>

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## 9.0 Procedure

### 9.1 Investigation Committee

1. Immediately take charge of the crashed aircraft and be responsible for its protection and security, until its release for disposition as authorized by the customer, or insurance carrier.
2. The Chairman of Investigation Committee shall assign duties to the committee members, or their alternates, as required.
3. Engineering Manager shall arrange for technical support (Response Team) as needed and proceed to the crash side.
4. QAM with support of other committee and response team will prepare MOR & ISDR report based on the current data available to inform the authority of the occurrence within 48 hours.
5. Ensure that customer has been appropriately notified in accordance with contract requirement.
6. Inform the occurrence to the OEM for further support.
7. Conduct an investigation with authority, of the aircraft crash including related accidents that had resulted in extensive damage to other aircraft in the custody of the Company.
8. Retrieve the evident, i.e. Aircraft Journey Log, Flight Data Recorder, Cockpit Voice Recorder or any aircraft monitoring system embedded.
9. Collect fuel, oil, hydraulic and any samples as required.
10. Obtain statement from witnesses or other persons having direct knowledge of facts set forth in findings.
11. Analyse the data retrieved from aircraft. (Submitting the data for OEM to determine the cause of occurrence).
12. Ascertain the causes of the crash/accident under investigation and recommend preventive measures.
13. CAMM to take necessary action based on the occurrence or investigation for other aircraft, to prevent other occurrence or unsafe condition.
14. QAM with support of other committee and response team will prepare report of findings and supporting statements, forward copies to other officials of the Company as required.
15. Processing any warranty claims against the Company as a result of a crash or other accident occurring in the operation of customer's aircraft.
16. Seek OEM assistance in reviewing the wreckage for further action, i.e. repair, salvageable, overhaul component or scrap. Action will be taken based on OEM recommendation.
17. HR to ensure no disclosure of findings to anyone other than Company management personnel who are directly concerned, except as directed by the Committee Chairman. Public release of information will be made through the Accountable Manager.



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## 9.2 Safety Manager

1. Ensure that crash rescue operations are taking place.
2. Report to Air Traffic Control / AFRS and obtain any information as necessary.
3. Liaise with Search and Rescue Coordinator at the Rescue Coordination Centre of the Department of Civil Aviation
4. Maintain contact with maintenance/crash crew and provide support as requested
5. .
6. Obtain from Tower/Meteorological Department, details of weather at the moment of occurrence.

## 9.3 Response Team

1. Proceed to crash site with Authority (Air Accident Investigation Bureau).
2. Assist with the authority in crew extraction if necessary.
3. Conduct initial assessment on damage to protect the aircraft from further damage or oversee any unsafe conditions.
4. Recommend the authority on the disposition of the wreckage based on initial assessment on safe/unsafe condition.
5. Obtain photographs as required to illustrate the extent of damage. Prepare a sketch of the accident scene showing location of aircraft parts.
6. Assist with the investigation.
7. Assist with the wreckage retrieval to the safe place once allowed by the authority.
8. Assist with the recovery of the wreckage.

## 9.4 Legal Power of Air Accident Investigation Bureau (AAIB)

1. As an independent investigation entity, the AAIB is responsible for the independent safety investigation of all air accidents and incidents occurred in involving both Malaysian and foreign registered civil aircraft.
2. The AAIB can remove and retain all relevant documentation or articles and can have access to and inspect any place, building or aircraft for the purposes of completing their enquiries.
3. They will be fully in charge with the recovery of aircraft, crew extraction and the investigation process.
4. Investigation process on the occurrence will include analyse the wreckage, interview the personnel working with the aircraft, review with the aircraft record and any other means that deems necessary by authority.
5. Once the investigation process is complete, AAIB will issue the Wreckage & Part Release order to owner for further action.
6. AAIB will release final report to Owner.

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### **9.5 Wreckage Relocation to a Safe Place**

1. AAIB may relocate the wreckage from the crash side if they deem the location is unsafe.
2. Wreckage relocation by GAM can only take place after AAIB issue the Wreckage & Part Release order.
3. This process is to ensure the safe custody of the property, i.e. protection from further damage or access by unauthorized person or pilfering and deterioration.
4. Where an aircraft is deemed to be salvageable, recovery operation will be carried out with appropriately skilled personnel to minimise further secondary damage.

### **9.6 Access to the Crash Site**

Access to the crash site shall be limited to authorised individuals concerned with the emergency.

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## 10.0 Appendix

