QUALITY PROCEDURE MANUAL

(QPM)

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COPY NUMBER 01

QUALITY PROCEDURE MANUAL

ISSUE NO	REV. NO	REV. DATE	HIGHLIGHT OF AMENDMENTS
3	0	**10 July 2024**	New Issue of Quality Procedure Manual due to changes of Company Logo Part 1.2 Revise duties and responsibilities of QAA/QAO/QAE Part 2.1 Added the Level 1 finding rectification process Part 2.2 Reword the responsibilities of EM, Supply Chain Controller and/or SMM for vendor request submission to QA Part 2.3 Added the new condition the may lead to limitation, suspension or revocation of company approval Part 2.4 Revise table of documents to be submitted for company approval application. Revise the assessment checklist for company approval application Part 2.7 Added CAMO into Part 2.7 forms management Part 2.9 Revise the process of qualifying the instructor Part 2.10 Revise the procedure for Pilot DI/Airworthiness Check and MFTS/AFTS application Part 2.12 Added statement to cross refer to QPM Part 2.20 Part 2.17 Revise the Personnel Training Needs procedure

			Part 2.18 Revise man-hour calculation for QA personnel
2	3	**18 Oct 2023**	Part 0.8 • Add CAD, CAGM & QAE into abbreviation Part 1.1 • Inclusion of Quality Assurance Executive (QAE) into QA organization chart Part 1.2 • Inclusion of Qualification, Training & Experience (QTE) into each QA personnel details Part 2.1 • Inclusion of calibration workshop audit reference into GAM internal audit process Part 2.2 • Amendment of vendor approval and procedure process Part 2.8 • Inclusion of requirement for QAM to review the GAM auditor authorization Part 2-13 • Inclusion of Quality Personnel records required Part 2.14 • Amendment of QPM Part reference Part 2.16 • Inclusion of GAM CAME & MBP reference Part 2.17 • Inclusion of QA training needs for calibration workshop QMS Part 2.18 • Amendment of manhour planning to include Auditor into manhour calculation Part 2.20 • New part for accident & incident investigation process
2	2	26 Apr 2023	Part 2.3 • Inclusion of procedure for suspended/revocation of approval holder • Inclusion of procedure for QAP to update LOAH after approval holder leave company/change job Part 2.4 • Inclusion of nomination procedure for approval holder by

			HOD • Inclusion of assessment procedure and issuance of approval holder Part 2.6 • Inclusion of procedure for QAP to update the forms master list and distribute on monthly basis Part 2.8 • Inclusion of the requirement for auditor drawn from another department • Inclusion of auditor assessment and record procedure Part 2.12 • Amendment of MOR reporting procedure Part 2.17 • Amendment of training needs requirement for QAP personnel Part 2.18 • New chapter. QA Manhour planning Part 2.19 • New chapter. Initial/Extension/Variation of Capability Approval
2	1	25 Jan 2023	Part 1.1 – QA Organisation Chart • Update on QA organization chart Part 2.1 – Internal Audit Process • Inclusion of GAM CAMO Product Audit Checklist reference into Para 3 (c) Part 2.2 – Vendor Approval • Amended para 5.11 and 5.12 to merge and specify vendor audit monitoring process. • Amended process flow page 5-6 of 6. Part 2.8 – Quality Audit Personnel • Amendment on Para 5.1 (b)(i) recurrent training

			requirement • Inclusion of requirement for auditor from another department on para 5.1 (c)(iv) • Inclusion of Auditor re-assessment by QAM requirement and assessment record on para 5.5 & 5.6 • Amendment on process flow to include re-assessment by QAM Part 2.10 – Limited Certification Authorization Control Procedure • Added GAM Part 145 to clarify the responsibilities on para 1,2 & 3 • Added CAME reference on para 4.2 • Amendment on para 5.1, 5.2, 5.6 & 5.7 on the process of limited certification authorization to QA department Part 2.17 – Quality Personnel Training Needs • Added new section for QA personnel training requirement
2	0	15 July 2022	New Issue
1	1	30 July 2021	Part 2.2 – Quality Audit Procedure • Amended para 5.3 to include the specify audit NCR response reminder. • Amended para 5.4 to include NCR revision format • Amended para 5.5 to specify the closure of NCR • Amended process flow to cater for changes to quality audit procedure. Part 2.4 – Quality Audit Remedial Action • Amended para 5.6 for better clarification • Amended process flow to cater for changes to quality audit procedure Part 2.9 – Internal Documents Control

			• Added manuals and exposition to scope. • Added procedure for processing new and revised forms and manual • Added process flow for document change request. Part 2.12 • Added qualification and experience requirement for SPM holders or equivalent to be approved as an instructor.
1	0	20 May 2021	New Issue

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RECORD OF REVISIONS

COPY NO: _____ MANUAL HOLDER: _____

This record of revisions shall be retained in this QPM. Revisions shall be inserted to replace the superseded pages in this document with the revision date, insertion date and name of person incorporating the revision annotated in the appropriate block below.

ISSUE NO.	REV. NO.	REVISION DATE	INSERTION DATE	INSERTED BY (NAME IN BLOCK)
1	0	20 May 2021		
1	1	30 July 2021		
2	0	15 July 2022		
2	1	25 Jan 2023		
2	2	26 Apr 2023		
2	3	18 Oct 2023		
3	0	10 July 2024		

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LIST OF EFFECTIVE PAGES

PART	TITLE	PAGE NO	ISSUE NO	REV NO	REV DATE
0	**INTRODUCTION**				
0.0	Title Page	1 to 1	03	0	10 July 2024
0.1	Highlight of Amendments	1 to 5	03	0	10 July 2024
0.2	Record of Revisions	1 to 1	03	0	10 July 2024
0.3	List of Effective Pages	1 to 2	03	0	10 July 2024
0.4	Table of Contents	1 to 1	03	0	10 July 2024
0.5	Distribution List	1 to 1	03	0	10 July 2024
0.6	Purpose of the Manual	1 to 1	03	0	10 July 2024
0.7	Control of Manual	1 to 1	03	0	10 July 2024
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1	**MANAGEMENT**				
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2.4	Issue of Personnel Authorisations	1 to 7	03	0	10 July 2024
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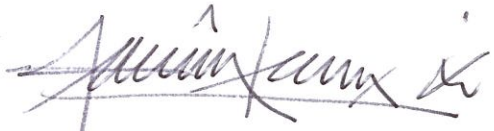
2.18	Quality Personnel Manhour Planning	1 to 4	03	0	10 July 2024
2.19	Initial/Extension/Variation of Capability Approval	1 to 3	03	0	10 July 2024
2.20	Accident - Incident Investigation & Analysis	1 to 2	03	0	10 July 2024

PREPARED BY	APPROVED BY
	
Name : Omar bin Ahmad Position : Quality Assurance Manager Date : 05 AUG 2024	Name : Dato' Shamsul Kamar bin Samsudin Position : Managing Director Date : 05 AUG 2024

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DISTRIBUTION LIST

COPY NO.	HOLDER	FORMAT
01	Quality Assurance Manager (Master Copy)	HC
02	Accountable Manager & GAM Personnel	SC
HC: Hard Copy SC: Soft Copy (available via GAMS Portal)		

QUALITY PROCEDURE MANUAL

PURPOSE OF THE MANUAL

This Quality Procedure Manual describes the framework of the department structure, responsibilities, resources, policies, and procedures of GAM Quality Assurance Department to effectively manage the activities that are essential to their functioning.

The Quality Procedure Manual shall in no way override the policies and procedures detailed in the Level 1 documents and other applicable regulations, where there is conflict, the Level 1 documents take the precedence.

The purpose of the Quality Procedure Manual is as follows:

1. To describe the duties and responsibilities of GAM Quality Assurance Personnel.

2. Describe the structure of the Quality Assurance Department.

3. To elaborate the procedures described in Level 1 documents where necessary.

QUALITY PROCEDURE MANUAL

CONTROL OF MANUAL

1. All copies of this Manual shall be registered, distributed, and updated by the QA Manager.

2. The contents of this manual shall not be deleted, added, or altered in any way without the approval of the Quality Assurance Manager.

3. The Quality Assurance Manager shall be responsible to ensure that where amendments are deemed necessary, they shall not in any way contradict the contents of the Level 1 documents.

4. A request to add, delete or amend any part of this Quality Procedure Manual may come from any staff. The Document Change Request Form (GAM-Q/070) shall be used for this purpose.

5. Any page which carries an amendment must bear the new Revision No. and Date. Any amended indicated by a vertical line drawn close to the left-hand margin.

6. To ensure that all amendments are approved, the List of Effective Pages (LEP) must be approved by the Accountable Manager and a new set of LEP must be issued for any amendment.

7. A transmittal letter must accompany the amended pages to advise the holders how to affect the amendment to their copies.

8. The Quality Assurance Manager is responsible to review this Manual at least once every 12 months so that its contents, where necessary, will be updated to reflect the latest operational and organisational setups in the Department. If the review has found no changes then a written confirmation shall be filed in the department that such a review has been done.

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ABBREVIATIONS

AM	Accountable Manager
AG	Airworthiness Guidance
AMO	Approved Maintenance Organisation
AJL	Aircraft Journey Log
AMEL	Aircraft Maintenance Engineer's License
ARS	Airworthiness Review Staff
ATPL	Airline Transport Pilot License
CAAM	Civil Aviation Authority Malaysia
CAD	Civil Aviation Directives
CAGM	Civil Aviation Guidance Material
CAME	Continuing Airworthiness Maintenance Exposition
DGTA	Directorate General Technical Airworthiness
EASA	European Union Aviation Safety Agency
EGR	Engine Ground Run
EWIS	Electrical Wiring Interconnection System
EIC	Engineer in Charge
EM	Engineering Manager
ESD	Electrostatic Discharge Device
FAA	Federal Aviation Administration
GAM	Galaxy Aerospace (M) Sdn Bhd
HC	Hard Copy
HOD	Head of Department
ISO	International Organistation for Standardisation
LEP	List of Effective Pages
MBP	Mass and Balance Program
MMP	Maintenance Management Plan
MOC	Management of Change
MOE	Maintenance Organisation Exposition
MOM	Minutes of Meeting
MOR	Mandatory Occurrence Reporting

NAA	National Aviation Authority
NCR	Non-Compliance request
NDT	Non-Destructive Test
NIST	National Institute of Standards and Technology
OEM	Original Equipment Manufacturer
OSHAS	Occupational Health and Safety Assessment Series
QA	Quality Assurance
QAA	Quality Assurance Assistant
QAI	Quality Assurance Inspector
QAM	Quality Assurance Manager
QAO	Quality Assurance Officer
QAP	Quality Assurance Personnel
QAE	Quality Assurance Executive
QMS	Quality Management System
QPM	Quality Procedure Manual
RSQCM	Repair Station Quality Control Manual
SC	Soft Copy
SIRIM	Standard and Industrial Research Institute of Malaysia
TAT	Turn around time
TC	Type Certificate
TCCA	Transport Canada Civil Aviation
TPM	Training Program Manual

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QUALITY ASSURANCE DEPARTMENT ORGANISATION CHART

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DUTIES AND RESPONSIBILITIES OF QA PERSONNEL

1.2.1 Quality Assurance Manager

A. Designation

Quality Assurance Manager (QAM)

B. Immediate Superior

Managing Director (Accountable Manager)

C. Qualification, Training & Experience

i. Minimum Bachelor in any related filed or experience CAAM License Aircraft Engineer
ii. More than 10 years' experience in Aviation or minimum 5 years in Quality Management
iii. Comprehensive knowledge of the GAM CAAM MOE, CAME, MMP and RSQCM.
iv. Knowledge of CAAM Part 145, CAAM Part M, DGTA requirement and FAA requirement.
v. Submitted the CAAM Form 4 and accepted by CAAM.

D. Duties and Responsibilities

1. Responsible and answerable to the GAM Managing Director or assigned delegated person in-charge.

2. Establish, manage and implement independent Quality System to monitor the compliance with the requirement not limited to Approved Maintenance Organisation, CAMO, CAAM and/or other authorities.

3. Liaise with the aviation authorities i.e. CAAM, DGTA and other authorities on matters pertaining to the airworthiness activities.

4. Implementing an independent quality audit programme at regular intervals in which compliance with all maintenance and continuing activities procedures for which the GAM holds the approval.

5. Follow-up, coordination and control the progress of corrective and remedial actions.

6. Reviewing and revising all types of documentations used i.e. MOE, CAME, MMP and etc for use within the organisation, derived from approved source, and keeping it up to date.

7. Issuing, renewing, or withdrawing of company approval for Certifying staff and other personnel holding Company approval for maintenance.

8. Evaluate, approve and monitor supplier and vendor activities.

9. To be responsible on all MOC form raised, to ensure proper registration is kept in MOC Master List, filed and stored.

10. To review the training needs of Quality Department personnel and to schedule the training as necessary.

11. To ensure the currency of staff's training before issuance of company authorization approval (Part 145, ARS, Weighing, etc).

12. Reporting any incident and accident occurrences to the authorities and aircraft manufacturers.

13. Carry out any other duties and function not limited to QA Department as required by GAM Managing Director.

1.2.2 Quality Assurance Inspector (QAI)

A. Designation

Quality Assurance Inspector (QAI)

B. Immediate Superior

Quality Assurance Manager

C. Qualification, Training & Experience

i. Minimum Bachelor in aviation or experience CAAM License Aircraft Engineer
ii. More than 5 years' experience in Aviation
iii. Comprehensive knowledge of the GAM CAAM MOE, CAME, MMP and RSQCM.
iv. Knowledge of CAAM Part 145, CAAM Part M, DGTA requirement and FAA requirement.

v. Duties and Responsibilities

1. Responsible and answerable to the Quality Assurance Manager (QAM).

2. Periodically review MOE/CAME/RSQCM/MMP and the Quality Procedure Manual to meet the changing organisational requirements while meeting the applicable and current regulatory requirements.

3. Processing and evaluating of maintenance personnel company approvals and authorization applications for adequacy and correctness.

4. Maintenance of support/certifying staff and other approved staff records as per the requirements of MOE/CAME/RSQCM/MMP and applicable regulations.

5. To ensure that the support/certifying staff and other approved staff meet the training requirements at all times for issue of approvals by GAM.

6. To review the corrective and preventive measures taken with respect to the internal and external audit findings and its acceptance based on which make necessary amendments to MOE/CAME/RSQCM/MMP and QA Manual. Also liaise with the other departments of GAM to ensure their departmental and associated procedures are amended as necessary.

7. To prepare yearly audit schedule/programme including Quality System and Product audits and communicate the programme to all the departments.

8. To organise & conduct periodic internal audits to identify deficiencies.

9. To organise and conduct vendors/sub-contractors audit.

10. To report the audit findings through the Quality Assurance Manager to the concerned Post Holders and Accountable Manager for corrective and preventive actions.

11. To ensure that the organisation has the continued capability (manpower, necessary tools, equipment, maintenance data etc.) to conduct work commensurate with the approved scope of work.
12. To respond positively to the findings of Customer and Regulatory audits and initiate the necessary corrective and preventive actions.

13. To carry out surveillance and product audits as per the Regulatory and MOE/CAME/RSQCM/MMP requirements.

14. To carry out any other task as directed by the superior.

1.2.3 Quality Assurance Executive (QAE)

A. Designation

Quality Assurance Executive (QAE)

B. Immediate Superior

Quality Assurance Manager

C. Qualification, Training & Experience

i. Minimum diploma in any related filed
ii. Knowledge of the GAM CAAM MOE, CAME, MMP and RSQCM.
iii. Knowledge of CAAM Part 145, CAAM Part M, DGTA requirement and FAA requirement.

D. Duties and Responsibilities

1. Answerable to the Quality Assurance Manager.

2. Maintain an effective record of all support/certifying staff and other approved staff records as per the requirements of MOE/CAME/RSM/MMP and applicable regulations.

3. Maintain proper record of the support/certifying staff and other approved staff training requirements at all times for issuance of approvals by GAM.

4. Maintain the necessary amendments to MOE/CAME/RSM/MMP and QA Manual.

5. Maintain and ensure an up-to-date and accurate register of all Product, Surveillance, Vendor audits, and related documents.

6. Maintain, update and tracking of all Audit reports for QA Department and advise QAI of any deviation from the target response date.

7. Ensure all replies to audit reports are filed in an orderly manner for ease of retrieval.

8. Manage & register company documents & forms

9. Managing, maintaining and keeping and up-to-date records of GAM vendor/sub-contractor

10. Maintaining and keeping an up-to-date records of GAM personnel Authorisation/Approvals.

11. If authorized as company auditor, organise & conduct periodic internal audits including vendor and subcontractor.

12. To carry out any other task as directed by the superior.

QUALITY PROCEDURE MANUAL

INTERNAL AUDIT PROCESS

1. PURPOSE

To provide details procedure of GAM QA Internal Audit process including Audit Remedial Action Procedure

2. SCOPE

Applicable to all aspects of all the audits to be carried out during the year of the organisation covering both systems (procedure) and products.

3. RESPONSIBILITY

3.1 QAM is responsible

a) to prepare, implement and update the audit plan on yearly basis.

b) to establish, implement and maintain the Quality Audit System.

c) to ensure the assigned auditors are adequately trained and qualified.

d) to monitor the implementation and closure of corrective and preventive action status.

e) to approve the audit checklist as to capture all the activities performed under an established or proposed Quality System.

f) to monitor the audit implementation and the corrective action status and final acceptance of the corrective/preventive actions.

3.2 Accountable Manager is responsible to approve the audit plan.

3.3 QA Auditors are responsible

a) prepare and review the audit checklist to ensure continuous compliance with regulatory requirement.

b) to carry out audit assigned by the QAM.

c) use the audit checklist as the audit tool.

d) to review and verify corrective and preventive action taken by the auditee/HOD.

3.4 HOD is responsible to take necessary corrective/preventive actions within the specified time frame and all findings are properly and effectively rectified and implemented.

4. REFERENCE

4.1 GAM/CAAM/MOE Part 3.1 Quality Audit of Organisation Procedures

4.2 GAM/CAAM/MOE Part 3.3 Quality Audit Remedial Action Procedure

4.3 GAM/CAAM/CAME Part 2.1 Quality System

4.4 GAM/CAAM/CAME Part 2.1.4 Quality Audit Remedial Action Procedure

4.5 GAM/MMP Part 4.4.4 Quality Management System (QMS)

4.6 GAM/CL/P – CLGP.05 Corrective Action Procedure

4.7 GAM/CL/P - CLGP.06 Internal Audit Procedure

5. PROCEDURE

5.1 Audit plan preparation and approval

1. The Quality Assurance Manager shall be responsible to establish an audit plan (GAM/Q-007) on the month of December of every year for the forthcoming calendar year. The audit plan shall include as minimum:

   a) areas or functions to be audited

   b) planned audit month

   c) product audit

      i. The audit plan will also cover all the products handled by GAM at least once per year. However, the actual dates of the audit could vary with the arrival/availability of the products. Quality audit personnel will conduct aircraft audits in each maintenance area, one audit per type of aircraft once each year.

      ii. Component product audit shall be combined with C5 and C6 scheduled audit.

      iii. Each methods/scope under calibration workshop approval capabilty

2. The frequency of areas or functions to be audited shall also take into consideration of the results of previous audit findings. However, each area or function shall be audited at least once in 12 months.

3. The new audit plan shall be forwarded to Accountable Manager for his approval.

4. Once approved, QAP shall distribute copy of approved audit plan to all Head of Departments via email and/or GAMS portal.

5. QAM shall amend the audit plan when the need arises.

6. Quality Assurance Manager shall retain and maintain the approved audit plan.

5.2 Quality Audit Procedure

1. Audit Checklist

a) Auditors are encouraged to prepare notes and/or use audit checklist on the area to be audited.

b) QAP shall prepare and review the audit checklist to ensure continuous compliance with the regulatory requirement.

c) The QAM shall approve and register the audit checklist(s) in the Internal Documents Master List (GAM/Q-067) prior to its use. The checklists will essentially consist of the following:

i. Audit area for which the checklist is applicable

ii. A column to indicate Compliance of Regulations (YES/NO/N/A)

iii. Remark column to record the findings/observations/evidence references

iv. Clause of applicable regulations or document references.

v. Date of audit

2. Preparation of Audit

a) The assigned auditor shall inform via email to the respective HOD and/or Workshop-in Charge (including calibration) on the audit plan at least ***one week*** prior to the commencement of the audit.

b) However, no notice shall be given to HOD and/or Workshop-in Charge (including calibration) for any unannounced or surveillance audit.

c) QAM shall control and monitor the implementation of the annual audit plan and to re-schedule the planned audits if necessary to take care of any unforeseen circumstances

d) Prior to audit, auditor is recommended to review the documented procedures of the area to be audited.

e) Auditors are encouraged to prepare notes and/or use audit checklist on the area to be audited.

3. Conducting of Audit

a) The audit shall start with an opening meeting to brief the purpose and scope of audit. The attendees shall be recorded in Attendance Record Form (GAM/Q-022)

b) The auditor shall carry out the audit as per the audit plan, audit checklists, relevant technical documents, and procedures.

c) The auditor shall perform audit using Audit Checklist form for AMO (GAM-Q/008), DGTA Audit Checklist form (GAM-Q/008B), Audit Checklist for CAMO (GAM/Q-008A), CAMO Product Audit Checklist (GAM/Q-081), Workshop Audit Checklist (GAM/Q-008C), Calibration Audit Checklist (GAM/Q-083), Surveillance Checklist (GAM/Q-041) and SMS Audit Checklist (GAM/Q-077) appropriately. The Checklist will be filed together with the audit report.

d) The auditor shall seek objective evidence demonstrating whether the audited activities comply with the requirements of the documented quality system.

e) During course of audit, the auditor shall also perform sample check of product (if any) and its associated documentations.

f) At the discretion of the QAM, desktop audits can replace physical audits whenever evidence could be gathered through video clippings, photographs, or documents.

g) An exit meeting with HOD or Dept. Representative is held upon completion of the audit to debrief summary of audit. The attendees shall be recorded in Meeting/Training attendance (GAM/Q-022)

h) The auditor shall raise any non-conformance found during the audit using Non-Compliance Report (NCR) (GAM/Q-010) via NCR Module in GAMS Portal together with Audit Report (GAM/Q-009) within 21 working days upon completion of an audit.

i) For surveillance audit, the issuance of audit report is not required. However, if any non-conformance found during the surveillance audit, the NCR (GAM/Q-010) shall be issued within 21 working days upon completion of an audit.

j) Any non-conformance addressed shall be agreed upon between the management personnel responsible of the audit area and auditor.

k) The Non-conformances recorded by the auditor are classified under the following levels:

Level	Definition	Remarks
1	Any significant non-compliance with respect to the regulations which lowers the safety standard and hazards seriously the flight safety.	All Level-1 findings will be addressed immediately. Stop work shall be implemented until the issue resolved or until Crisis Management conducted i.a.w QPM Part 2-12 to determine the immediate corrective and preventive action
2	Any non-compliance with respect to the regulations which could lower the safety standard and possibly hazard the flight safety.	The proposed corrective/preventive action and expected completion date shall be responded to Quality Assurance by the Auditee/HOD/Workshop-in Charge within 14 days unless otherwise agreed by the QAM.
-	Observations are for the purpose of improvement and enhancement.	No NCR will be issued.

4. Response of audit non-conformance & remedial action procedure

a) It is the responsibility of auditee, or the department concerned to investigate and determine root cause of the problem upon received of the NCR.

b) The NCR response shall be returned to the auditor within 14 days from the date of issue, unless otherwise agreed by the auditor/QAM.

c) The Auditee/HOD/Workshop-in Charge shall further analyses/investigate the root causes and take necessary corrective and preventive actions as per the agreed timeline indicated in the NCR(s). In this regard, the preventive action should address the root causes of the respective finding to ensure there is no recurrence.

d) the concerned department HOD/Workshop-in Charge shall execute in correcting discrepancies as stipulated in NCR. If the corrective action required is going to take more time, this will be reflected in the NCR.

e) Auditors shall monitor the respond once audit report has been released to the auditee.

5. NCR Review

a) Auditor shall review proposed corrective and preventive action for each NCR raised.

b) Auditor shall accept the response of NCR if found satisfactory.

c) In the event of NCR response is rejected by the auditor, the new revision of NCR shall be raised automatically to HOD/Auditee/Workshop-in Charge via NCR Module in GAMS Portal.

6. Follow-up Audit

a) A follow-up audit shall be carried out to verify the implementation / effectiveness of the agreed corrective action by the initial auditor or other approved auditor.

b) If non-conformance has been rectified and/or found effective, the Non-Compliance Report is closed out by the auditor.

7. Closure of Audit

a) The completed/closed NCR shall be acknowledged by the Quality Assurance Manager.

b) Audit results shall be reviewed during management review meeting to ensure the documented quality system continues to be suitable and effective, meeting specified requirements stated in the documented quality policies and objectives.

c) The result of audit and the corrective action taken will be made available to the authority at anytime when requested.

d) All audit related documents such as audit reports, checklists used for audits, approved audit plans in both combination of hard and soft copies

will be stored and maintained under the custody of the QAM for a minimum period of 3 years. These documents will be stored in the designated place at the office of the QAM.

e) Copies of completed NCR are maintained electronically in GAMS Portal.

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AUDIT PLAN PROCESS FLOW

PROCESS FLOW	RESPONSIBLE PERSON
PREPARATION AND APPROVAL OF AUDIT PLAN	
PREPARE / REVISE OF AUDIT PLAN	QAM
SUBMISSION OF AUDIT PLAN	QAM
APPROVED	AM
NO	
YES	
DISTRIBUTE TO HEAD OF DEPT.	QAP
RETAIN OF AUDIT PLAN	QAM

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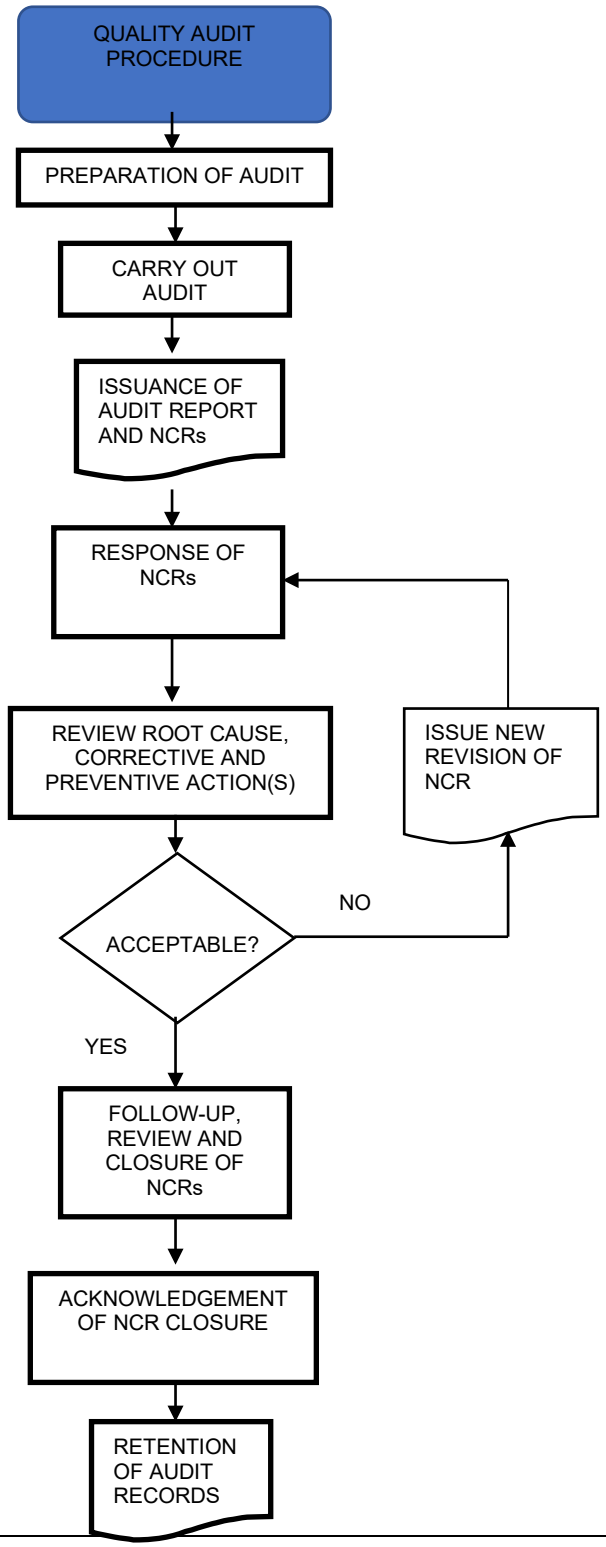
INTERNAL AUDIT PROCEDURE



QUALITY PROCEDURE MANUAL

VENDOR APPROVAL

1. PURPOSE

1.1 To ensure all parts, spares, tools, equipment's, or services purchased by GAM for the purpose of aircraft maintenance activities and operation are from an approved suppliers, contractors and sub-contractors, hereinafter referred as "vendor" which conforms to regulatory requirements and GAM procedures.

1.2 This procedure is to establish GAM vendor approval, monitoring and control procedure.

Note: Refer GAM/CAAM/MOE Part 2.1 Supplier Evaluation Procedure and Sub-Contract Control Procedure for definition of supplier, contractor and sub-contractor.

2. SCOPE

This procedure is applicable to vendors supplying aviation related materials (parts, spares, tools, equipment) and services to GAM.

3. RESPONSIBILITY

3.1 Engineering Manager, Supply Chain Controller and/or Senior Maintenance Manager are responsible for searching, selecting potential vendors and submitting the vendor request to QA department.

3.2 QAM is responsible for the evaluation, control, and approval of vendor into GAM quality system.

3.3 Quality Assurance Personnel (QAP) shall initiate and request all the necessary documentations from the vendor once received Vendor Request Form (GAM/E-011).

3.4 QAP is responsible to assess the vendor's quality system and needs before forwarding the recommendation to the QAM.

3.5 QAP shall register, maintain, and update the Approved Vendor List (GAM/Q-002) and Maintenance Support Network (GAM/Q-057) whenever required.

4. REFERENCE

4.1 GAM/CAAM/MOE Part 2.1 Supplier Evaluation Procedure and Sub-Contract Control Procedure

4.2 GAM/MMP Part 4.4.3 Maintenance Support Network

4.3 GAM/EPM/SA EPM 3-04 Vendor Audits

4.4 GAM/EPM/SA EPM 3-05 Vendor Approval

5. PROCEDURE

5.1 Request for Vendor Evaluation

5.1.1 Any request for evaluation shall be made to the QA Department using Vendor Request form (GAM/E-011). It shall be completed with the details of proposed vendor information and types of services that enquire.

5.2 Vendor Evaluation

5.2.1 Upon received the Vendor Request form (GAM/E-011), QA department shall initiate the evaluation process by submitting the Vendor Evaluation Questionnaire (GAM/Q-003) to vendor for fill up.

5.2.2 Vendor shall completed the Vendor Evaluation Questionnaire and revert back to QA department along with relevant supporting documents as required in the questionnaire.

5.2.3 Upon receipt of the completed Vendor Evaluation Questionnaire (GAM/Q-003), QA department shall evaluate the application. Vendor evaluation can be carried out either by a desktop audit – questionnaire and documentation or by a physical audit visit.

a) Desktop Audit:

i. Only desktop audit is required for vendor classified as Supplier.

ii. Classification of the vendor to be included into AVL shall be based on the information provided in the Vendor Request Form (GAM/E-011).

iii. For an initial survey, QAP will forward Vendor Quality Assurance Evaluation Questionnaire (GAM/Q-003) to the Vendor by an e-mail.

iv. Upon receipt, QAP shall assess and review the completed Vendor Quality Assurance Evaluation Questionnaire (GAM/Q-003) once received from vendor. Once satisfactory, completed GAM/Q-003 including all relevant supporting documents shall be forwarded to QAM for recommendation and further evaluation.

v. Upon receipt of the completed Vendor Quality Assurance Evaluation Questionnaire (GAM/Q-003) with relevant supporting documents from QAP, QAM shall evaluate the submitted information.

vi. If the required documentations found satisfactory, QAM will approve the vendor evaluation and register into Approved Vendor List (GAM/Q-002) and Maintenance Support Network (GAM/Q-057). Concurrently, QAP shall notify the requester and vendor on the acceptance and approval of evaluation.

vii. Vendor that does not have relevant authority certificate, established Quality Management System, etc. shall be subjected to on-site/physical audit by Quality Audit personnel for verification of the application if required.

b) On-site/Physical Audit

i. On-site/Physical Audit is required for vendor classified as Maintenance Contractor and Sub-contractor/Service Provider.

ii. Classification of the vendor to be included into AVL shall be based on the information provided in the Vendor Request Form (GAM/E-011).

iii. GAM requires on-site/physical audit to be carry out at least every 3 years or at minimum once throughout the duration of the vendor under GAM AVL or MSN.

iv. Upon receipt of the completed Vendor Evaluation Questionnaire (GAM/Q-003) with relevant supporting documents from QAP, QAM shall evaluate the submitted information.

v. GAM Quality Auditor shall initiate the vendor audit process with the vendor. Audit shall be conducted based on Vendor Audit Checklist (GAM/Q-071)

vi. Upon successful completion of the vendor audit, audit report shall be forwarded to QAM along with the vendor evaluation questionnaire for further evaluation and approval.

vii. If the required documentations and on-site/physical audit found satisfactory, QAM will approve the vendor evaluation and register into Approved Vendor List (GAM/Q-002) and Maintenance Support Network (GAM/Q-057). Concurrently, QAP shall notify the requester and vendor on the acceptance and approval of evaluation.

5.3 Criteria for Vendor

5.3.1 Engineering Manager, Supply Chain Controller and/or Senior Maintenance Manager shall identify prospective vendor based on, but not limited to:

a) It is an Original Equipment Manufacturer (OEM).

b) It is an approved maintenance organization from Authorities i.e. CAAM, EASA, FAA, TCCA etc.

c) Having quality system accreditation such as ISO9000 Series, AS9100 etc. or equivalent.

d) Having health and safety management system approvals i.e ISO 14001, OSHAS 18001 etc.

e) An accredited calibration laboratory by national standard i.e. SIRIM, NIST etc.

f) Competitive price

g) Quick Turn-around-time (TAT

5.4 Type of Vendors

5.4.1 Maintenance Contractor

c) An Approved AMO by CAAM or DGTA or other National Aviation Authority i.e. FAA, EASA, TCCA

d) Maintenance Repair Organisation

5.4.2 Service provider

a) Training organisations

b) Specialized work

c) Calibration

5.4.3 Supplier

a) Spares

b) Material

c) Consumables

5.5 Approved Vendor List (GAM/Q-002) and Maintenance Support Network (GAM/Q-057) are the listing of all the vendors approved by the QAM and under the custody of QAM.

5.6 Copy of up-to-date Approved Vendor List (GAM/Q-002) and Maintenance Support Network (GAM/Q-057) shall be made available to the Engineering Department and other departments as required.

5.7 The Approved Vendor List (GAM/Q-002) and Maintenance Support Network (GAM/Q-057) shall contain leading vendor information:

a) Vendor's Full Name

b) Vendor's Address

c) Scope of Service

d) Authority's Approval Number

5.8 QAP shall review and update the Approved Vendor List (GAM/Q-002) and Maintenance Support Network (GAM/Q-057) whenever required or at least once a month.

5.9 Should there be any significant quality issues, GAM may suspend or remove the vendor from the Approved Vendor List (GAM/Q-002) and/or Maintenance Support Network (GAM/Q-057) where applicable.

5.10 The vendor's records will be kept in a file available in the QA Department for a minimum of 3 years.

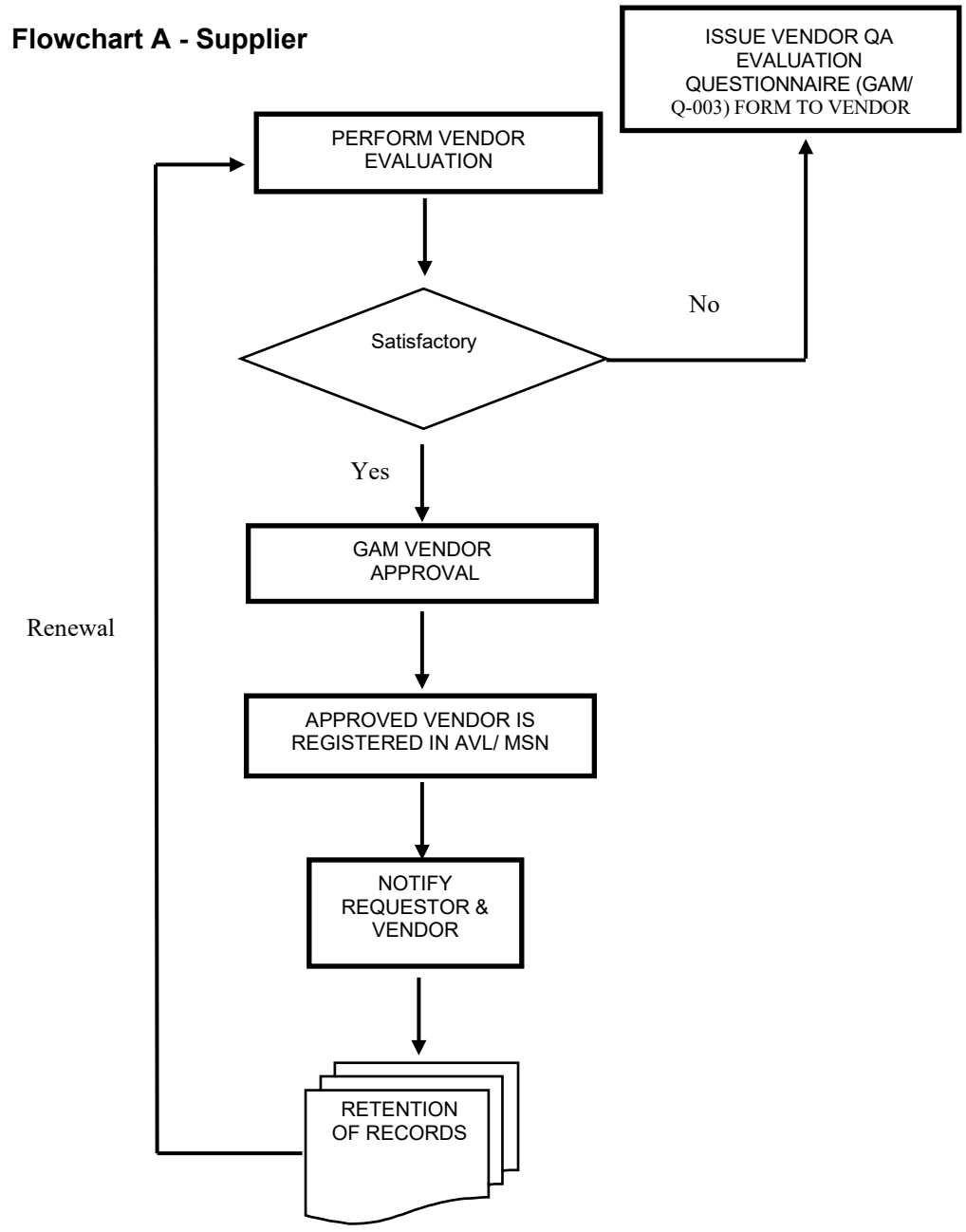
5.11 The validity of the vendor's authorization is 3 years. QAP shall monitor the validity of vendor's approval/accreditation and audit expiry due on the first week of every month. Should there be any vendor's approval/accreditation is expiring, QAP shall communicate with vendor to provide the latest copy of vendor's approval. Similarly, QAP shall arrange for audit if the validation of vendor closing to 3-year interval. Audit shall be conducted based on Vendor Audit Checklist (GAM/Q-071). Upon successful completion of the vendor audit, audit report shall be forwarded to QAM for approval.

5.12 If the required documentations and on-site/physical audit found satisfactory, QAM will register into Approved Vendor List (GAM/Q-002) and Maintenance Support Network (GAM/Q-057). Concurrently, QAP shall notify the requester and vendor on the acceptance and approval of on-site/physical audit.

QUALITY PROCEDURE MANUAL

PROCESS FLOW	RESPONSIBLE PERSON
VENDOR APPROVAL PROCEDURE	
REQUEST FOR VENDOR (VENDOR REQUEST FORM)	Engineering Manager / Supply Chain Controller
ISSUE VENDOR QA EVALUATION QUESTIONNAIRE (GAM/ Q-003) FORM TO VENDOR	QAP
VENDOR RETURNS VENDOR GAM/Q-003 FORM, ALONG WITH SUPPORTING DOCUMENTS	Vendor
ASSESS & REVIEW GAM/ Q-003 FORM WITH SUPPORTING DOCUMENTS	QAP
PERFORM VENDOR EVALUATION	QAP
Supplier? → Refer Flowchart A	
Maintenance Contractor or Sub-contractor/service provider → Refer Flowchart B	

Flowchart A - Supplier



QAP

QAP

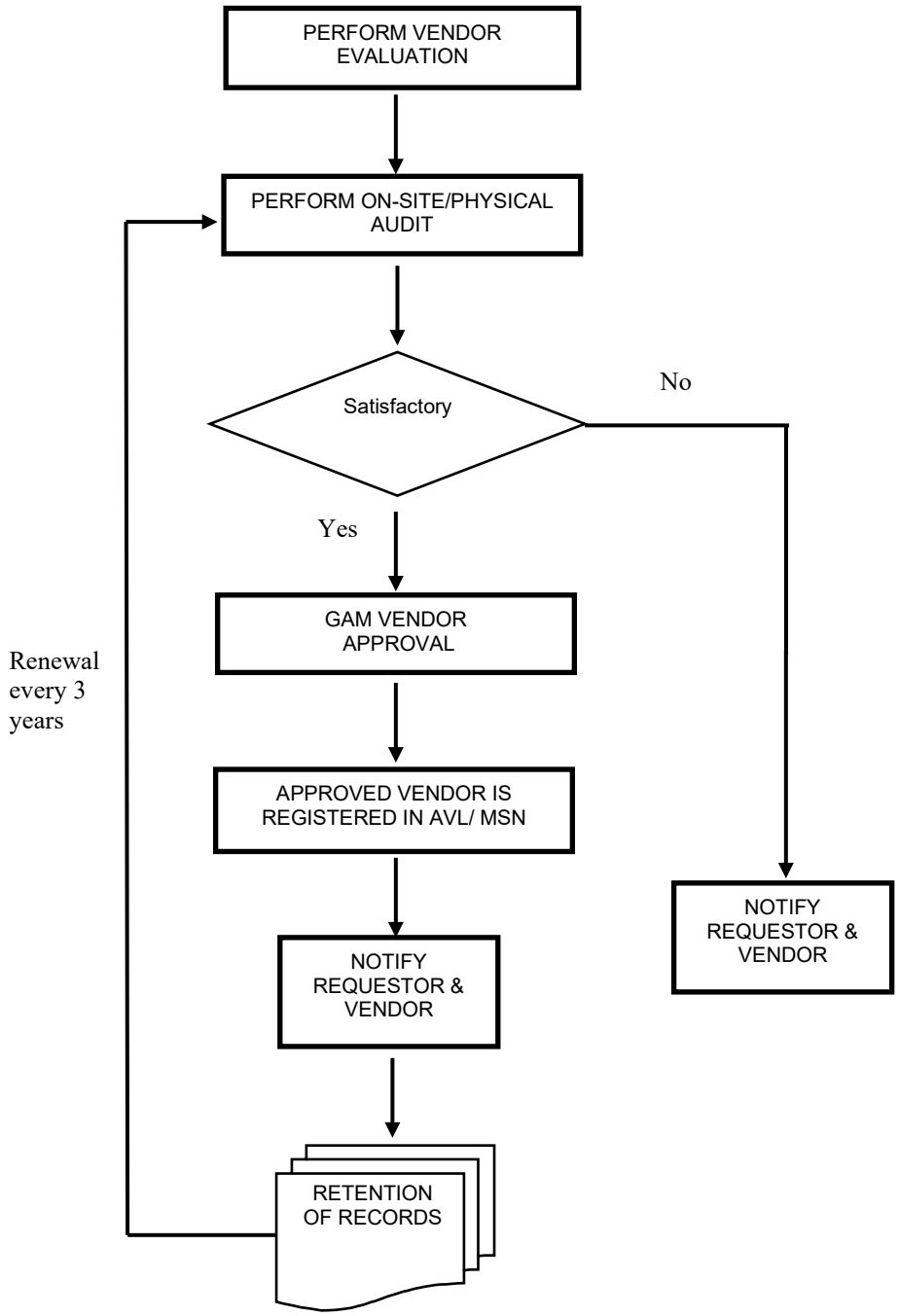
QAP

QAP

QAP

QUALITY PROCEDURE MANUAL

Flowchart B – Maintenance Contractor & Service Provider



QUALITY PROCEDURE MANUAL

ISSUE AND CONTROL OF STAMPS

1. PURPOSE

To provide guidelines for the design, issue and control of stamps provided to the approved and authorized GAM personnel.

2. SCOPE

2.1 Applicable to all approved/authorised GAM staff issued with inspection stamp for use of certifying the maintenance tasks and issue of Maintenance Release.

2.2 Applicable to all approved/authorized Airworthiness Review Staff (ARS) for issuing Airworthiness Review Report for aircraft C of A issuance/renewal and issuing Permit to Fly certificate.

2.3 Applicable to approved/authorized Weighing Engineer for aircraft weighing based on GAM Mass and Balance Program (MBP) Manual.

3. RESPONSIBILITY

3.1 QAM is responsible to issue and control of the approval stamps to the Approval Holders.

3.2 Approval Holder is responsible to inform QAM for the loss and replacement of approval stamp.

4. REFERENCE

4.1 GAM/CAAM/MOE Part 3.4 Certifying Staff Qualification and Training Procedures.

4.2 GAM/CAAM/CAME Part 4.1.1 Training, Qualification, Experience and Procedure

4.3 GAM/CAAM/MBP Part 3.2 Requirement for Weighing Engineer & Part 3.3 Renewal / Variation of Weighing Engineer

4.4 GAM/CL/P CLP-04 Resources

5. PROCEDURE

5.1 All approved personnel will be issued with stamps bearing their Approval numbers for certifying the maintenance activities performed by them. The stamp will be

circular, square, hexagon and triangle in shape and inscribed with “GAM” and with alpha-numerical Approval number.

Description		Sample
Approval Holder	Cat. A, B, C, E	
	Cat. W	
	Airworthiness Review Staff	
	Weighing Engineer	
	Calibration	

5.2 All stamps issued to contracted staff either on one off basis or for a limited period will be of the same design as mentioned above. It is not mandatory to issue stamps for contracted staff; however, the issue of Approval number and Company Approval Certificate (GAM/Q-013) is mandatory. In such cases, the approved personnel will quote the Approval numbers along with their signatures to certify the maintenance.

5.3 The stamps will be issued to the approved personnel along with the Company Approval Certificate (GAM/Q-013). The recipients of the stamps will sign with date in the Company Approval Certificate Register (GAM/Q-027), to indicate the receipt, which maintained by the QA Personnel. The register will indicate the reference number, company approval number, date of issue, name of the approval holder, remarks, and stamp column.

5.4 Whenever the stamps are worn out or the stampings are not legible, the respective Approval Holders will surrender the same to the QA Personnel for replacement. The issue of replacement stamps will be recorded in the Company Approval Certificate Register (GAM/Q-027).

5.5 The worn-out stamps are to be mutilated and discarded by QA Personnel.

5.6 If the stamps are lost all efforts to be made by the holder to trace it. If not traceable, Approval Holder shall report and request to the QAM for stamp replacement through the HOD.

5.7 Whenever any condition for revalidation of company approval is not met, or for any reason on rationale after due investigation, company approval granted to the approval holder can be limited, suspended, or revoked by QAM.

5.8 Following conditions may lead to limitation, suspension or revocation of company approval.

a) Certification has been performed for an aircraft / aircraft component / calibrated tools beyond scope / limitation of authorisation.
b) The aircraft maintenance engineer license for category A, B1, B2, & C are expired.
c) Company approval expired (submission of company approval renewal after expiry (lapse application))
d) Expiry of the ARS Certificate of Approval
e) Continuation training has not been provided to certifying staff.

5.9 In the case of the suspended approval holder, QAM shall notify via email to the Engineering Manager or CAMO CAMM or Workshop-In-Charge for the suspension of the approval. Engineering Manager or CAMO CAMM or Workshop-In-Charge shall distribute the information to relevant personnel. Approval holder shall return the approval stamp to QAM.

5.10 In the case of the revocation of the approval holder, QAM shall notify via email to the Engineering Manager or CAMO CAMM or Workshop-In-Charge on the revocation of the approval holder. Approval holder shall return the approval stamp to QAM. The returned stamp shall be kept with the approval holder personal file.

5.11 Suspension/Revocation of the certifying staff approval shall be in-force at minimum of one month or at the discretion of QAM or until the completion of the investigation by Quality Department and/or HOD.

5.12 Decision of returning the approval to the approval holder under suspension shall be at the discretion of Quality Assurance Manager

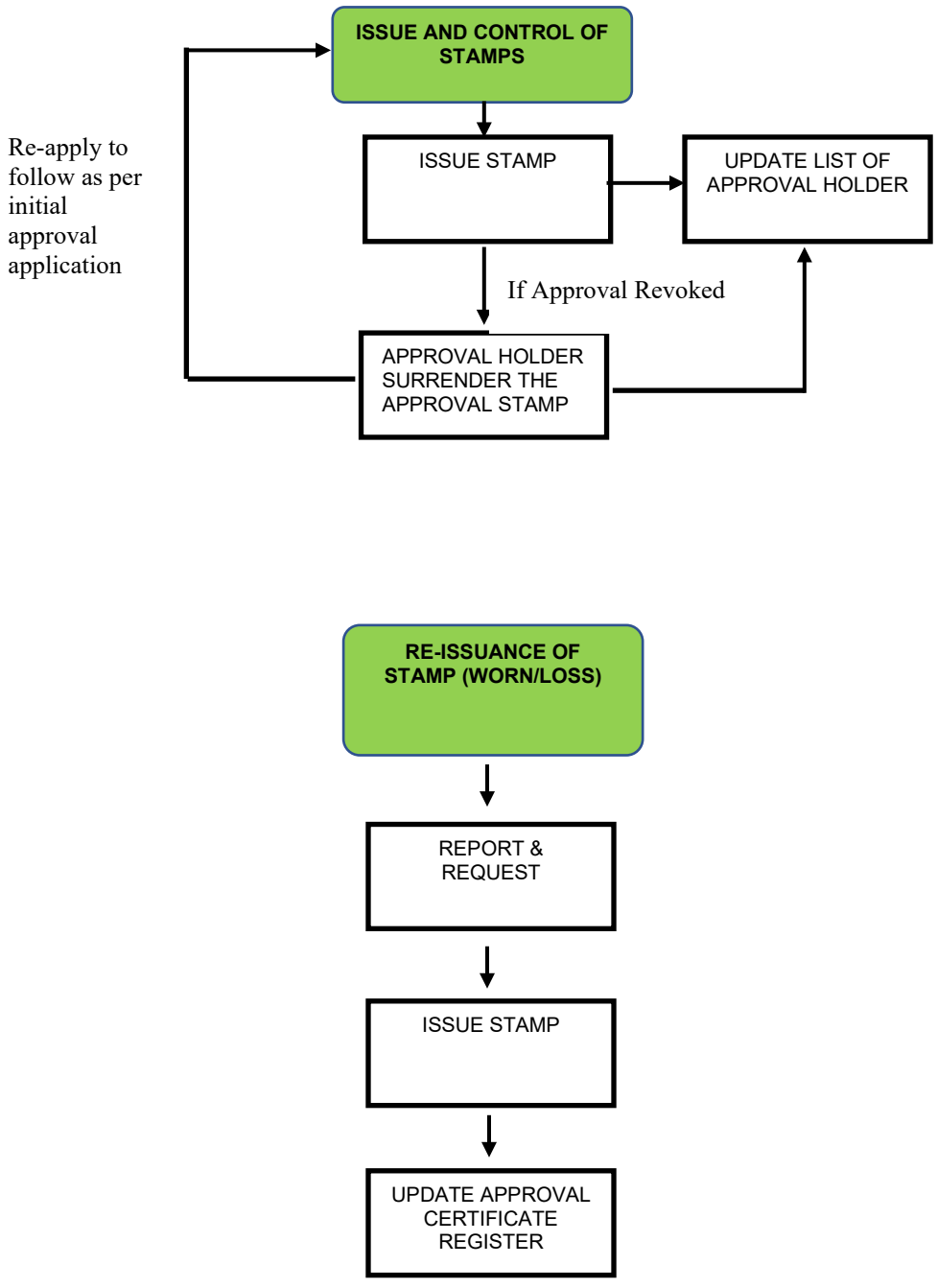
5.13 Reduction of the suspension/revocation approval period shall be at the discretion of Quality Assurance Manager.

5.14 After the revocation action has been lifted, application of the company authorization by the affected personnel shall be treated as initial application based on the QPM Section 2-4 Issue of Personnel Authorisation

5.15 HOD will notify the Quality Assurance Manager in the event a stamp holder leaves the company or change the job position. In such case the Company approval certificate and the stamp will be returned to the Quality Assurance Manager. A returned stamp will be removed from use and kept together with their personal file. Stamp & stamp no shall not be re-use.

5.16 QAP shall update the List of Approval Holder (LOAH) within 2 weeks after the stamp holder leaves the company or change the job position.

QUALITY PROCEDURE MANUAL

PROCESS FLOW	RESPONSIBLE PERSON
	QAP Approval Holder AH/HOD QAP QAP

QUALITY PROCEDURE MANUAL

ISSUE OF PERSONNEL AUTHORISATION

1. PURPOSE

To provide procedure details for issue of personnel authorisations to support/certifying staff based on the requirements of the Engineering Department.

2. SCOPE

Applicable to all GAM staff issued with GAM company approval/authorization.

3. RESPONSIBILITY

3.1 QAM is responsible for the issue and control of the approval stamps to the Approval Holders.

4. REFERENCE

4.1 GAM/CAAM/MOE Part 3.4 Certifying Staff Qualification and Training Procedures

4.2 GAM/CAAM/CAME Part 4.1.1 Training, Qualification, Experience and Procedure

4.3 GAM/CAAM/MBP Part 2.2 Qualification of MBR Signatory

4.4 GAM/CAAM/MBP Part 3.2 Qualification of MCGS Signatory

4.5 GAM/CL/P CLP-04 Resources

5. PROCEDURE

5.1 Applicant or HOD shall submit the nomination for personal authorization to QAM for processing. Nomination maybe made by email supported by relevant supporting documents to support the nomination including the Application for Company Approval (GAM-Q/012).

5.2 Upon receipt of the nomination, QAP will verify the completeness of the supporting documents

5.3 QAP will verify the qualification and experience requirements as per the applicable annexure in each respective manual ie, MOE, CAME, CLP and MBP.

5.4 QAP shall check the authenticity of the qualification and experience attached with the application with the original documents.

Documents to be submitted with the company approval application;

Category	Initial	Renewal	Extension
A & B	Refer MOE Part 3.4	Refer MOE Part 3.4 (N1)	1. Copy of CAAM AMEL endorsed with require type rating and/or category. 2. Copy of current Company Approval Certificate.
C	Refer MOE Part 3.4 (N1)	Refer MOE Part 3.4	1. Copy of CAAM AMEL endorsed with require type rating and/or category. 2. Copy of current Company Approval Certificate
E1	Refer MOE Part 3.7	Refer MOE Part 3.7 (N1)	N/A
W	Refer MOE Part 3.4 (N1)	Refer MOE Part 3.4 (N1)	1. Copy of Component Specialised training certificate OR copy of Company Approval from previous company. 2. Evidence of maintenance experience at the area as per MOE annexures
Airworthiness Review Staff	1. Copy of CAAM Part-66 license OR relevant engineering degree acceptable to CAAM 2. Copy of Relevant Aircraft General	1. Evidence of Continuation training. 2. Evidence of continuing airworthiness	1. Copy of Relevant Aircraft General Familiarisation Certificate

Category	Initial	Renewal	Extension
	Familiarisation Certificate 3. Evidence of at least five years' experience in aircraft maintenance field and/or continuing airworthiness activities.	experience. 3. Evidence of having conducted at least one airworthiness review in the last twelve months period, **or** 4. Evidence of having conducted a satisfactory level of airworthiness review under the supervision of the CAAM or, if accepted by the CAAM, under the supervision of another currently valid authorised airworthiness review staff of the concerned CAMO in accordance with an approved procedure in the CAME.	
Weighing Engineer	1. Copy of engineering degree certificate 2. Copy of MOE training 3. Copy of Air legislation training 4. Copy of Safety training certificate 5. Copy of Human Factor training certificate 6. Copy of Relevant Aircraft General Familiarisation Certificate 7. Copy of Aircraft Weight and Balance training certificate. 8. Evidence of practical training	1. Evidence of Continuation training.	2. Copy of Relevant Aircraft General Familiarisation Certificate

Category	Initial	Renewal	Extension
Calibration	1. Copy of electrical engineering or related field certificate; and 2. Copy of ISO/IEC 17025 Training Certificate; and 3. Copy of Certificate of Competency for Verification of Crimping & Lugging Tools; or 4. Copy of Certificate of Competency for Pressure Calibration; or 5. Copy of Certificate of Competency for Caliper and Micrometer Calibration; or 6. Copy of Certificate of Competency for Hand Torque; and 7. Copy of SMS training certificate and 8. Copy of Human Factor Training Certificate	1. Copy of Certificate of Competency for Verification of Crimping & Lugging Tools; or 2. Copy of Certificate of Competency for Pressure Calibration; or 3. Copy of Certificate of Competency for Caliper and Micrometer Calibration; or 4. Copy of Certificate of Competency for Hand Torque; and 5. Copy of Human Factor Training Certificate; and 6. Copy of SMS training certificate	1. Copy of certificate of Competency for additional rating applied

Notes:

N1: 180 tasks or 100 days (7/8 hours for a day) using GAM-Q/039

5.5 QAP shall check the validity of all the mandatory trainings and/or refresher training.

5.6 QAP will use relevant Assessment Checklist *(GAM/Q-015 for Cat A, B, E & W, GAM/Q-015B for Component Certifying Staff, GAMQ-015C for Cat. C Certifying Staff, GAM/Q-051 for ARS, GAM/Q-037A for Weighing Engineer)* to verify staff competency. For calibration personnel application, assessment shall be carried out based on Calibration Assessment Checklist (GAM/Q-085).

5.7 To satisfy the requirements as mentioned in Para 5.3 and 5.4 above, QAP shall arrange with the applicant for oral and competency assessment. The assessment shall be conducted by QAM or his/her appointed assessor.

5.8 In the case of the satisfactory assessment with condition (checkpoint), applicant shall provide the written checkpoint answer to assessor within stipulated time given by assessor by email. Assessor will review the checkpoint answer and shall notify the applicant on the answer given by email (satisfactory or unsatisfactory).

5.9 In the case of the unsatisfactory assessment by QAM or his/her appointed assessor, notification by email shall be made to the HOD notifying the unsuccessful assessment including the reason of the unsuccessful application. The package shall be kept by QAP and included into the personnel file for record purposes.

5.10 For ARS & Mass & Balance Approval Signatory application (initial and/or renewal and/or variation), upon satisfactory completion of the assessment, QAP shall submit the recommendation for the application to CAAM for acceptance. Package submitted to CAAM shall include but not limited to

a. CAAM Approved Signatory Application Form
b. QA Assessment Checklist
c. Applicant Qualification and Certificate
d. Applicant Resume
e. Applicant Appointment Letter
f. Applicant OJT Logbook
g. Payment to CAAM

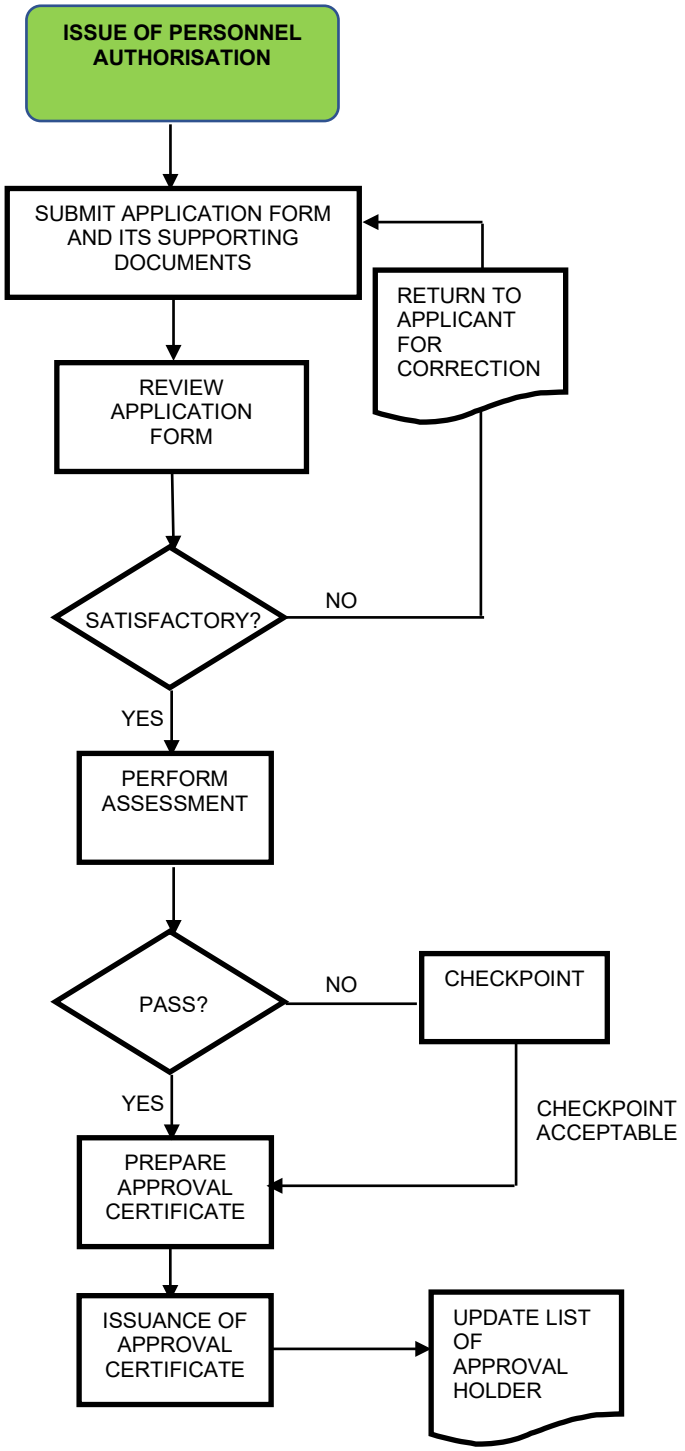
5.11 For application other than ARS & Mass & Balance Signatory Approval, upon satisfactory assessment of the candidate, QAP will prepare the Approval Certificate as per the relevant format *(GAM-Q/013 for Cat. A, B, C, E, W & Calibration* and forward to Quality Assurance Manager (QAM) for his/her authorisation and signature.

5.12 Upon acceptance of CAAM for the ARS & Mass & Balance Signatory Approval, QAP will prepare the Approval Certificate as per the relevant format (*GAM-Q/013A for ARS, GAM-Q/013W for Weighing Engineer)* and forward to Quality Assurance Manager (QAM) for his/her authorisation and signature

5.13 QAM shall verify the contents of the Approval Certificate and issue authorisation through signature, stamp, and date.

5.14 QAP shall update the Company Approval Certificate register (GAM-Q/027), obtain the signature of the Approval Holder and update the List Approval Holder (GAM-Q/001) within *07 working days.*

QUALITY PROCEDURE MANUAL

PROCESS FLOW	RESPONSIBLE PERSON
	

Applicant

QA Personnel

QA Personnel

QAM / Assessor

QAM/ QAP

QAP

QAM

QUALITY PROCEDURE MANUAL

MONITORING OF PERSONNEL AUTHORISATIONS

1. PURPOSE

To monitor the personnel authorisations of the Approval Holders on a regular basis to ensure that timely action is initiated for renewal/revalidation.

2. SCOPE

Applicable to all Approval Holders under GAM Quality System.

3. RESPONSIBILITY

3.1 QAM is responsible to maintain and approve the List of Approval Holder (GAM/Q-001).

3.2 QAP is responsible to monitor the List of Approval Holder and notify the holder of the approval expiry whenever necessary.

4. REFERENCE

4.1 GAM/CAAM/MOE Part 3.5 Certifying Staff Records

4.2 GAM/CAAM/CAME Part 4.1.1 Training, Qualification, Experience & Procedure

4.3 GAM/CAAM/MBP Part 3.3 Renewal/Variation of Weighing Engineer

4.4 GAM/CL/P CLP-04 Resources

5. PROCEDURE

5.1 QAM is responsible to maintain and approve List of Approval Holders (GAM/Q-001) for whom company authorisations are issued. The list shall contain the following but not limited to:

a) Name of the Authorisation Holder
b) AMEL No
c) Approval No
d) Approval Expiry Date
e) Approval Rating
f) Staff No
g) Category of Authorisation

h) Scope of Authorisation (function)

5.2 QAP shall review and monitor the expiry of personnel approval/authorisation on the first week of every month.

5.3 Personnel holding/renewing the authorization shall provide QAP with:

a) Return of completed Application for Company Approval Form (GAM/Q-012)

b) Copy of AMEL (if applicable)

c) Evidence of continuation training

d) Completed personal logbook for the experience logged since last issue/renewal of authorization,

e) Evidence of completed training on latest technology update, if applicable

5.4 The completed Application for Company Approval Form (GAM/Q-012) together with its supporting documents as defined in Para 5.3 above to QA Department at least 4 weeks prior to its expiry or as early as 3 months before approval expiry.

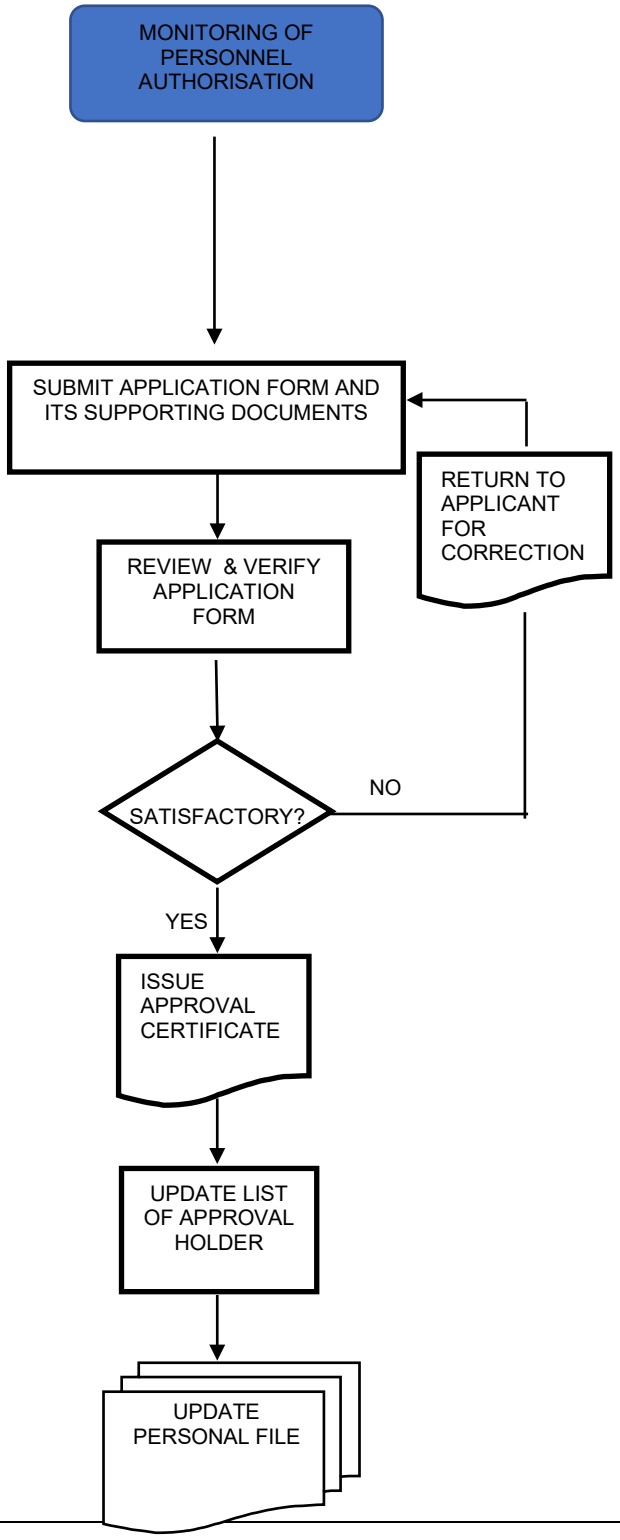
5.5 Once receipt renewal application from Approval Holder, QAP shall review and verify all required documentations are satisfactorily met. For renewal, oral and competency assessment are not required.

5.6 If the renewal application package satisfactorily meets the requirements, QAP will issue new Approval Certificate with QAM's approval and signature.

5.7 QAP shall update List of Approval Holder (GAM/Q-001) and upload to GAMS portal.

5.8 QAP shall retain copies of renewal application package in the personnel file for record retention.

QUALITY PROCEDURE MANUAL

PROCESS FLOW	RESPONSIBLE PERSON
	

QUALITY PROCEDURE MANUAL

QUALITY PROCEDURE MANUAL

INTERNAL DOCUMENTS CONTROL

1. PURPOSE

1.1 To provide a centralized Internal Document Control so that only current internal generated documents are used by all GAM Departments.

1.2 To control the documents requiring change(s) are revised in a timely manner and receive the required approval(s).

1.3 To define the method for establishing, approving, changing, maintaining, replacing and distribution of the controlled documents i.e. Forms, Manuals to users.

1.4 To provide an Internal Documents Master List (GAM/Q-067) with the latest revision status that is available at GAMS portal.

2. SCOPE

2.1 Applicable to all documents that are internally generated and used by GAM Part 145 AMO and GAM CAMO.

Note: Documents shall refer to forms and manuals/exposition.

3. RESPONSIBILITY

3.1 Engineering Manager is responsible to notify and forward a new or revised form/manual to QA Department for register or update.

3.2 CAMM or DCAMM is responsible to notify and forward a new or revised form/manual to QA Department for register or update

3.3 QAM is responsible to register and update all controlled forms/manuals used in GAM.

4. REFERENCE

4.1 GAM/CAAM/MOE 2.8 Maintenance Instruction and Relationship To Aircraft / Aircraft Component Manufacturer's Instructions Including Updating and Availability To Staff

4.2 GAM/CAMO/CAMP Part 6.1 – Internal Form Control

5. PROCEDURE

5.1 All internally generated documents such as forms and manuals that are applied in the course of maintenance work shall be registered and controlled.

5.2 QAM is responsible to register, control and maintain Internal Document Master list (GAM/Q-067).

5.3 All documents shall be forwarded to QA Department for acceptance, registration and control of form.

5.4 Document Change Notice

a) Those intending to register or amend a document shall a complete package comprising of the following to QA Department:

i. Document Change Request Form (GAM/Q-070)
ii. Draft of document
iii. Instruction for filling up form (if new form)

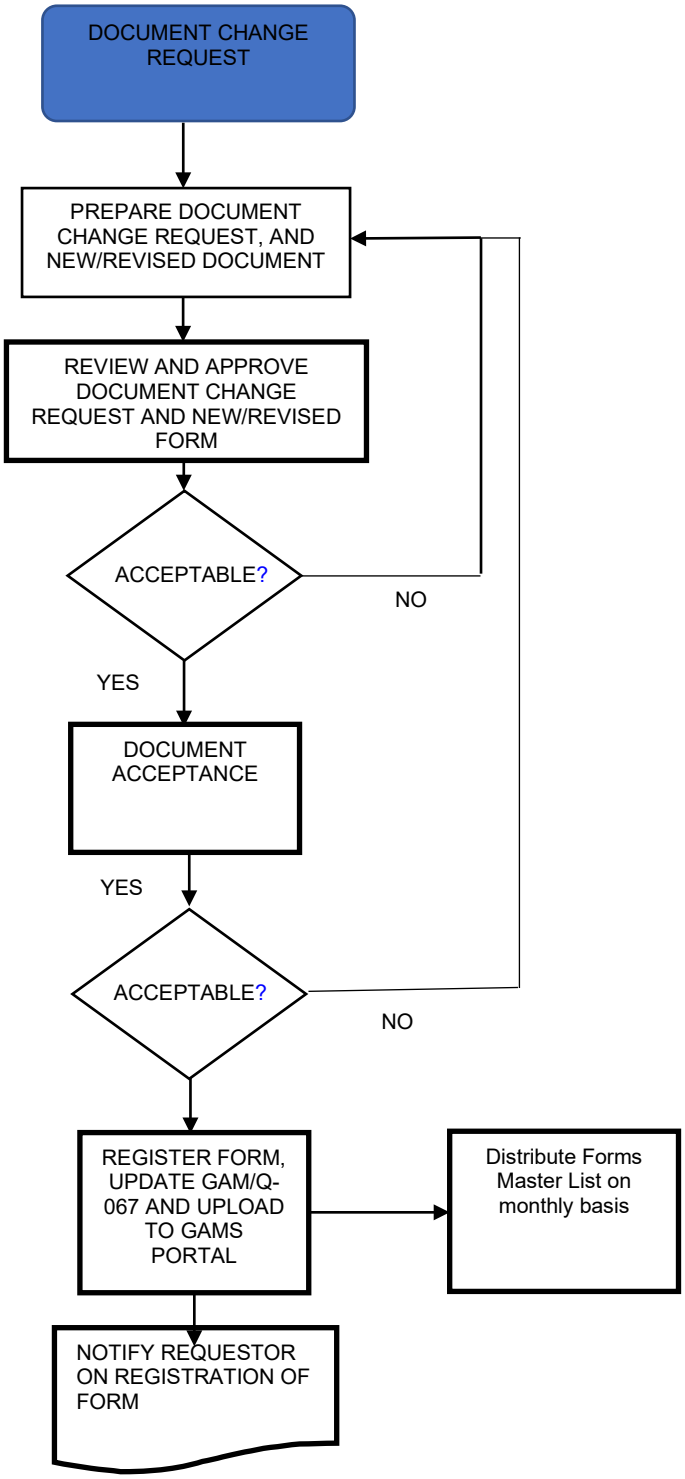
b) Prior to submission to QA Department, the Document Change Request (GAM/Q-070), along with the draft of document and the instruction for filling up form (if applicable) shall be reviewed and approved by each immediate HOD, or his/her appointed delegate if the HOD is not available.

c) Upon submission of complete package to QA department, QAM or his/her appointed delegate shall review its compliance. Once found satisfactory, it shall then be registered in GAM Internal Publication Masterlist (GAM/Q-067).

d) QA personnel shall upload the registered document to GAMS portal, where it will be made available to all GAM personnel. A notification shall be sent to the requestor via email to indicate that the document has been accepted and registered by QA Department.

e) QAP shall distribute the Internal Publication Masterlist to the CAMO & AMO on monthly basis

QUALITY PROCEDURE MANUAL

PROCESS FLOW	RESPONSIBLE PERSON
	QAP Requestor HOD QAM QAP QAP

QUALITY PROCEDURE MANUAL

FORMS NUMBERING SYSTEM AND CONTROL

1. PURPOSE

1.1 To define a standardized format for all forms which are addressed in the GAM Maintenance Organisation Exposition (MOE) and Continuing Airworthiness Management Exposition (CAME) and its related procedures.

1.2 To ensure all forms (hardcopy and softcopy) held by all areas are controlled and kept up to date.

2. SCOPE

It is applicable to all forms issued by Quality Assurance, Engineering Departments and CAMO.

3. RESPONSIBILITY

3.1 It is the responsibility of Engineering Manager to notify and forward a new or revised Engineering form to QA Department for form register or update.

3.2 It is the responsibility of CAMM or DCAMM to notify and forward a new or revised Engineering form to QA Department for form register or update

3.3 QA Manager is responsible to register and update all controlled quality and engineering forms used in GAM.

4. REFERENCE

4.1 GAM/CAAM/MOE Part 2.13 Maintenance Documentation In Use And Its Completion Of Same

4.2 GAM/CAMO/CAMP Part 6.1 – Internal Form Control

5. PROCEDURE

5.1 Form Identification

a) All forms are normally identified by their title, form number, revision number and date.

b) It shall conform to a standard abbreviated nomenclature that can be easily understood and interpreted.

c) The nomenclature shall have direct or at least direct relationship to the respective department or function concerned.

d) The numbering system is as follows:

GAM / [*a*] - [*b*] Rev [*c*] (MM/YY)

Where:

GAM - Galaxy Aerospace Sdn Bhd

a - Represents department:
Q – Quality Department
E – Engineering Department
C – CAMO Department

b - Represents form running number i.e 001, 002, 003 etc.

c - Represents for revision running number i.e. 0, 1, 2 etc.

MM - Indicates month i.e. 1, 2, 3 etc.

YY - Indicates year i.e. 19, 20, 21 etc.

Example:

GAM / Q – 012 Rev 1 (04/20)

5.2 All forms (new or revised) shall be forwarded to QA Department for document register prior to release.

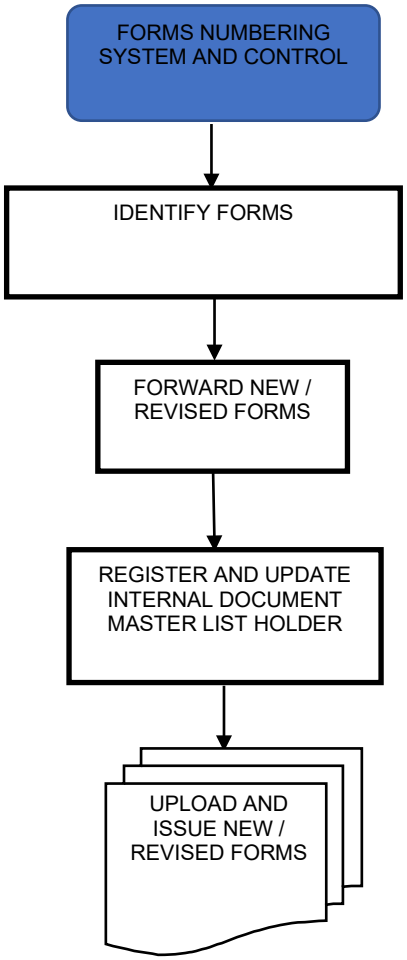
5.3 Quality Assurance Manager shall register and maintain all controlled forms into Internal Document Master List (GAM/Q-067).

5.4 Quality Assurance Manager shall ensure that:

a) the new or revised forms have been uploaded into GAMS portal, and updated into Internal Document Master List (GAM/Q-067)

b) the superseded forms have been removed from the system.

QUALITY PROCEDURE MANUAL

PROCESS FLOW	RESPONSIBLE PERSON
	QAP Engineering Manager/CAMM/DCAMM/QAP QAM / QAP QAM / QAP

QUALITY PROCEDURE MANUAL

QUALITY AUDIT PERSONNEL

1. PURPOSE

To provide procedure details for Quality Audit Personnel including Internal Independent Auditor to carry out internal audit, surveillance of GAM activities and its sub-contractors/suppliers and shall be completely independent from the areas they are auditing.

2. SCOPE

It is applicable to all Internal Quality Auditor including Internal Independent Auditor under GAM Quality System.

3. RESPONSIBILITY

3.1 It is the responsibility of Quality Assurance Manager to ensure internal auditors including Internal Independent Auditor are qualified, trained and competence to perform audit.

3.2 QA Manager is responsible to maintain List of Approved Auditors.

4. REFERENCE

4.1 GAM/CAAM/MOE Part 3.6 (Quality Audit Personnel)

4.2 GAM/CAAM/CAME 2.6 Quality Audit Personnel

4.3 GAM/DGTA/MMP 4.4.4 Quality Management System

5. PROCEDURE

5.1 Quality Audit Personnel shall meet the following requirements:

a) Qualification:

i. Hold a valid and current Aircraft Maintenance Engineer's License which is issued or validated by CAAM or;

ii. A degree or diploma holder in aviation, engineering or science related courses.

b) Training including re-current training

i. Refer to QPM Section 2-17 – Quality Personnel Training Needs

c) Experience

i. Minimum of 2 years of aviation experience either in aircraft maintenance or aircraft support workshops;

ii. By derogation to paragraph 5.1 (c) (i), experience in administering maintenance organization is also acceptable, and

iii. Perform a minimum of 2 complete audits including report writing, under supervision of qualified auditor. The evidence of audit participation is documented in Auditor's Audit Logbook (GAM/Q-035).

iv. In case of Auditor drawn from other departments, he/she shall have

1. Minimum of 2 years of aviation experience either in aircraft maintenance or aircraft support workshops;

2. By derogation to paragraph 5.1 (c) (i), experience in administering maintenance organization is also acceptable, and

3. Perform a minimum of 1 complete audit including report writing in one year, under supervision of qualified auditor**.** The evidence of audit participation is documented in Auditor's Audit Logbook (GAM/Q-035)

5.2 QAM or his delegate shall review and assess the qualification of auditors using the Quality Auditor Assessment Checklist (GAM/Q-034A).

5.3 Once assessment process is completed and Quality Assurance Manager is satisfied on the qualification, competency, and experience of the personnel, authorisation will be issued to the auditors. Authorisation shall only be issued by Quality Assurance Manager

5.4 QAP shall ensure all the assessment records including the authorization and supporting documents is completed and kept in the QAM office

5.5 Authorisations for auditors will be issued in the forms of Authorisation Approval by QAM (GAM/Q-034).

5.6 QAM shall monitor the Auditor Authorisation every 6 months and arrange for the re-assessment as required.

5.7 QAM shall conduct re-assessment on the Auditor on 2 years basis from the date of the last assessment.

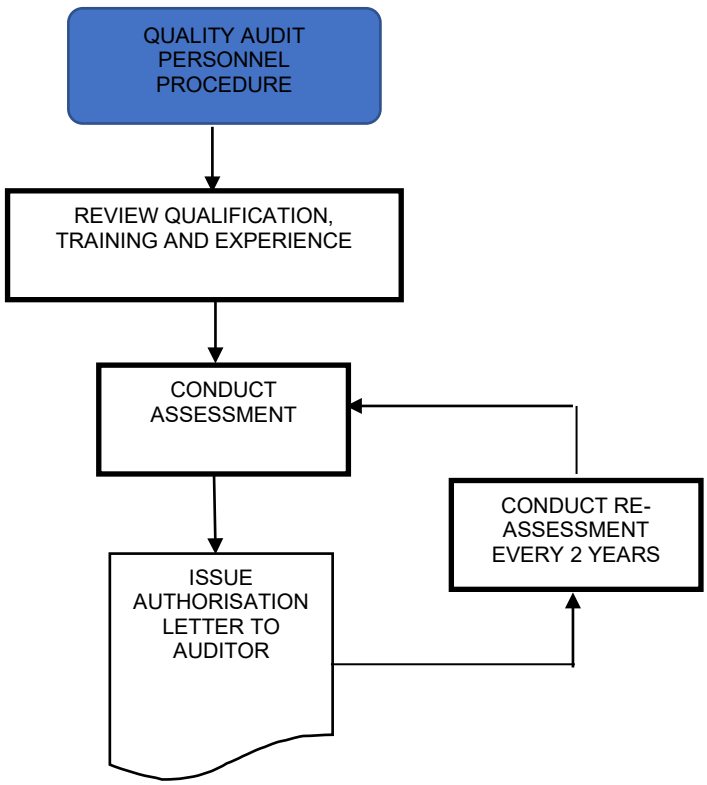
5.8 Assessment record shall be kept in the auditor personal file.

5.9 In case of shortage of Quality Audit personnel, auditors would be drawn from other departments (Internal Independent Auditor) who meet the requirements stated under paragraph 5.1.

5.10 The auditors drawn from other departments would not be involved in auditing their routine department work during their assigned auditing period. The auditor auditing the Quality Assurance department shall be independent from the Quality Assurance Department.

5.11 Auditor records shall be kept for 3 years after the auditor has left the company. For external auditor outside the company, records shall be kept for 3 years from the date of last audit.

QUALITY PROCEDURE MANUAL

PROCESS FLOW	RESPONSIBLE PERSON
	QAM QAM QAM

QUALITY PROCEDURE MANUAL

QUALIFICATION OF INSTRUCTORS

1. PURPOSE

To provide general guidelines on qualifying Instructors to conduct basic and/or technical training to GAM personnel.

2. SCOPE

It is applicable to all training instructors, who derived from the following:

a) Internal GAM personnel

b) Outsourced Trainers/Instructors

3. RESPONSIBILITY

3.1 Training Department is responsible for managing adequately trained and qualified instructors of the various categories to cater for the company's training requirements.

3.2 Head of Department is responsible to propose the external training providers via GAMS Portal training request.

3.3 Training Department is responsible to manage the training request for External Training Provider to conduct training where GAM Training Section is not capable to conduct.

4. REFERENCE

4.1 GAM/CAAM/MOE Part 3.13 Human Factors Training Procedure

4.2 FAA Training Program Manual (TPM) Part 4 Selection of Training Method

4.3 Training Procedure Manual (TPM) Part 3.6 Qualifying the Instructor

5. PROCEDURE

5.1 GAM utilizes both in-house Instructors and External Training Service Providers to provide the necessary training for the employees. Therefore, it is imperative that the training provider, both in-house and external must have the necessary experience and qualification to conduct the required courses.

5.2 Instructors Qualifications

Instructor qualifications shall be based on GAM Part 147 Training Procedure Manual (TPM) Part 3.6 Qualifying the Instructor

5.3 Authorisations

Authorisation process shall be based on GAM Part 147 TPM Part 3.6.4 Issue and Control of Stamps

5.4 External Training Service Provider

In the event that in-house Instructors are deemed not qualified to conduct a particular course, and External Training Service Provider is deemed necessary, GAM Part 147 Training Department will manage the training request based on the proposed training provider by QAM.

Training requisition shall be raised via GAMS Portal including the relevant supporting documents i.e Training Organisation, Training Cost, Training Syllabus (if available), etc for further processing by Training Department.

If approved, The Training Department will arrange for the training based on the training request.

QUALITY PROCEDURE MANUAL

LIMITED CERTIFICATION AUTHORISATIONS CONTROL PROCEDURE

1. PURPOSE

To define the procedure to regulate granting of GAM Part 145 company authorization for pilot to carry out specified task to the required standard. The inspection is performed in accordance with the Approved Maintenance Program and approved RFM.

2. SCOPE

This procedure is applicable for CAMO management and Part 145 - QA Department in GAM. This authorization however shall exclude the clearing of any defect including deferment of defect.

3. RESPONSIBILITY

3.1 Quality Assurance Manager (Part 145 – AMO) is responsible to control and monitor the pilot authorization.

3.2 QAM may issue the authorization upon being satisfied that Pilot/Commander has received adequate instruction to perform such tasks.

3.3 Continuing Airworthiness Management Manager (CAMM) is responsible to submit the completed Limited Certification Authorization Application (GAM/Q-043) or Pilot Authorization Form (GAM/Q-043A) together with supporting documents to QAM for approval.

4. REFERENCE

4.1 GAM/CAAM/MOE Part 3.14 Limited Certification Authorisations Control Procedure

4.2 GAM/CAAM/CAME Part 1.11 Pre-Flight Inspection

4.3 GAM/CAAM/CAME Part 1.13 Check Flight

5. PROCEDURE

5.1 For Pilot Daily Inspection/Airworthiness Check application

a. Whenever such a case as below arises, Continuing Airworthiness Management Manager (CAMM) shall submit an application to the Quality Assurance Manager (Part 145 - AMO) for limited certification authorization using Limited Certification

Authorization Application (GAM/Q-043). Whereby such request shall be categorized under the following areas:

a) Category 1A - Limited certification authorization to the aircraft commander and/or the flight engineer for in the case of aircraft operating away from a supported location to accomplish the specified task to the required standard.

b) Category 1B - Limited certification authorization to the aircraft commander and/or the flight engineer for a repetitive pre-flight airworthiness directive which specifically states that the flight crew may carry out such airworthiness directive.

b. Application shall be made by GAM CAMO to QA department using forms GAM/Q-043 together with following supporting document:

a. Pilot Airworthiness Check/Daily Inspection training attendance
b. Pilot License
c. Task Training Syllabus

5.2 For Pilot AFTS/MFTS Application

a. Whenever such a case as below arises, Continuing Airworthiness Management Manager (CAMM) shall submit an application to the Quality Assurance Manager (Part 145 - AMO) for limited certification authorization using Pilot Authorization Form (GAM/Q-043A).

b. Application shall be made by GAM CAMO to QA department using forms GAM/Q-043A together with following supporting document:

1. CAAM acceptance letter for Pilot's application to conductAirworthiness Flight Test (for Airworthiness Flight Test application only)
2. Copy of current and valid pilot's Malaysian flight license
3. Evidence of pilot total flying hours and recent experience ofthe particular aircraft type

5.3 QAP shall verified the pilot application to ensure completeness, company authorization requirement and/or applicable CAAM requirement are met.

5.4 For Pilot Daily Inspection/Airworthiness Check, QAM may issue the authorization upon being satisfied that Pilot/Commander has received adequate instruction to perform such tasks using form Limited Certification Authorization Approval (GAM/Q-044).

5.5 For MFTS/AFTS, QAM may issue the authorization upon being satisfied that Pilot/Commander has received adequate instruction to perform such tasks using form Pilot Authorization Approval (GAM/Q-044A).

5.6 A signed copy of the authorization is then forwarded to the respective pilot thru CAMO personnel.

5.7 Copy of Authorization Approval which has been signed by the QAM is filed in QA Department as records and for filing and update.

5.8 QAM is responsible to maintain the list of pilot authorizes to carry out the Daily Inspection/Airworthiness Check and AFTS/MFTS approval.

5.9 For continuing validity of the authorization, certifying pilot must complete recurrent training whenever necessary i.e., changes to the pre-flight checklist in Aircraft Maintenance Program

5.10 For pilot holding Daily Inspection/ Airworthiness Check approval, certification on the Aircraft Journey Log (AJL) shall be made using pilot signature, pilot license number and dated.

QUALITY PROCEDURE MANUAL

QUALITY REVIEW MEETING

1. PURPOSE

To document how the management review of the Quality Management System is performed to ensure its continuing suitability, adequacy and effectiveness as required the applicable regulatory standard/requirements.

2. SCOPE

This procedure covers the review of Galaxy Aerospace (Malaysia) Sdn Bhd documented quality management system.

3. RESPONSIBILITY

3.1 The Accountable Manager, Quality Assurance Manager and Head of Departments shall be responsible for reviewing the adequacy and effectiveness of the quality management system and implementing agreed-upon actions.

3.2 Quality Assurance Manager is responsible for scheduling of quality review meeting (QRM) and maintaining the records of quality review meeting.

4. REFERENCE

4.1 GAM/CAAM/MOE Part 3.1 Quality Audit of Organisation Procedures

4.2 GAM/DGTA/MMP Part 4.4.4 Quality Management System

5. PROCEDURE

5.1 Schedule Meeting:

a) Quality Assurance Manager shall schedule the meeting at a suitable time and date after consultation with Accountable Manager. The minimum frequency for the management review shall be conducted at least every 6 months. However, it shall be increased if required by the Accountable Manager on recommendation by the Quality Assurance Manager.

b) Quality Assurance Manager shall notify by email on schedule and agenda of quality review meeting to relevant Head of Departments.

5.2 Gather Inputs:

a) Quality Assurance Manager shall coordinate preparation of materials to address the agenda with the relevant personnel.

b) The input of the meeting shall be prepared by Quality Assurance Manager but not limited to the review of:

i. results of audits and requests for corrective actions from authorities and/or customers
ii. incident/accident reports
iii. process performance and product conformity
iv. status of corrective and preventive actions (NCR status)
v. follow-up actions from previous quality review meeting
vi. changes that could affect the quality management system
vii. recommendations for improvement.

5.3 Hold Meeting

a) The quality review meeting is chaired by the Accountable Manager or his designate and attended by Head of Departments and related personnel.

b) The Accountable Manager shall be responsible to assign responsibilities and target date to the related personnel for completion of items brought up during the quality review meeting.

c) The output from the quality review meeting shall include any decisions and actions related to:

i. improvement of the effectiveness of the quality management systems and its processes

ii. improvement of process related to customer requirements

iii. resource needs.

5.4 Prepare Minutes of Meeting (MOM)

a) Quality Assurance Manager shall prepare and forward the minutes of meeting (MOM) consisting of responsibilities and target dates to the attendees.

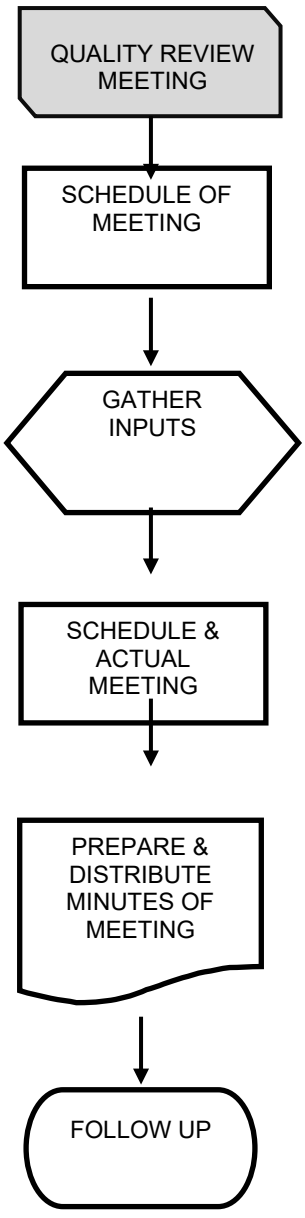
b) The minutes of meeting shall be prepared and distributed within 14 days from QRM date.

5.5 Follow-up

a) Quality Assurance Manager shall follow-up on action items upon expire of target date to ensure that they are resolved satisfactorily.

b) A follow-up meeting with the respective Head of Departments, if necessary, shall be held at a regular interval until all action items close.

QUALITY PROCEDURE MANUAL

PROCESS FLOW	RESPONSIBLE PERSON
	QAM QAM AM, QAM, HODs QAM QAM

QUALITY PROCEDURE MANUAL

MANDATORY OCCURRENCE REPORT

1. PURPOSE

1.1 To define the procedure to report any particular incident/accident occurred to aircraft or component on GAM AMO facility or aircraft managed by GAM-CAMO.

1.2 To comply with MCAR 2016 Regulation 165 Mandatory Occurrence Reporting, CAD 6801 Para 2.2 MOR – Airworthiness Aspect and CAD 8601 Para 5.11 MOR – Airworthiness Aspect

2. SCOPE

This procedure is applicable to GAM personnel involves in the aircraft maintenance and continuing airworthiness activities to report in particular any incident/accident occurred on GAM AMO facility or components or aircraft Managed by GAM-CAMO to QA department

3. RESPONSIBILITY

3.1 Quality Assurance Manager is responsible to initiate, investigate and report to Authority, TC holder and/or operator upon discovery of incident/accident or unairworthy conditions.

3.2 The Crisis Management Team is responsible to investigate and recommend necessary corrective and preventive actions to prevent recurrence.

4. REFERENCE

4.1 GAM/CAAM/MOE Part 2.18 Reporting of Defects to CAAM/Operator/Manufacturer

4.2 GAM/CAAM/CAME Part 1.7.5 MOR – Airworthiness Aspect

4.3 MCAR 2016 Regulation 165 – Mandatory Occurrence Reporting

4.4 CAAM The Mandatory Occurrence Reporting (MOR) Scheme

4.5 CAAM CAD 1900 – Safety Reporting System

4.6 CAAM Airworthiness Guidance AG 8503 MOR – Airworthiness Aspect

5. PROCEDURE

5.1 Upon discovering a serious defect, incident/accident or any unairworthy conditions by any GAM personnel, notification or alert shall be made to the immediate superior via Safer Card and GAM Occurrence Report (GAM/Q-038).

5.2 Engineer-In-Charge shall raise Safer Card and GAM Occurrence Report (GAM/Q-038) within 12 hours with details of incident/accident. Photos of incident/accident, relevant maintenance documents are necessary to be enclosed.

5.3 Immediate superior shall forward the Safer Card and GAM Occurrence Report (GAM/Q-038) to Safety Manager and/or Quality Assurance Manager as soon as practicable.

5.4 Once received such notification or news of incident/accident, QAM/SM shall initiate and convene Crisis Management Team for meeting. Independent accident/incident investigation shall be conducted by Quality Assurance Department based on QPM Part 2-20.

a) Crisis Management Team consists of:

i. Quality Assurance Manager (Chairman)
ii. Managing Director/Accountable Manager (Advisor)
iii. Chief Operation Officer
iv. Safety Manager
v. Engineering Manager or his/her delegates (Deputy Engineering Manager and/or Chief Engineer)
vi. Continuing Airworthiness Manager or his/her delegates
vii. QA Inspector (Secretary)

b) Additional members will be added as necessary to assist the investigation process.

c) Root Cause Corrective Action and/or 5-Why Analysis approach may be used during investigation

5.5 The Crisis Management Team will investigate and recommend the corrective(s) and preventive action(s) to eliminate and/or minimize the root causes of incident/accident. Minutes of Meeting (MoM) shall be raised by QAI (secretary) after completion of Crisis Management Meeting for Corrective & Preventive Action records and monitoring

5.6 Determination of reportable incident shall be referred to AG 8503 MOR – Airworthiness Aspect and CAD 1900 Safety Reporting System

5.7 QAM shall report to CAAM within 48 hours after its discovery (any serious defect or other recurring unairworthy condition). The report and the relevant information with regards to the occurrence shall be inserted in https://safetyreporting.caam.gov.my.

5.7 QAM shall notify GAM CAMO and/or AMO CAAM Inspector on the submitted report via email including the relevant supporting documents related to the occurrence.

5.8 If the incident/accident could result in an imminent hazard to work, QAM shall use the most expeditious method it can to inform the Authorities such as via telephone.

5.10 QAI (Secretary) shall follow up the Corrective & Preventive Action (CPA) addressed in the Crisis Management Meeting and convene meeting if necessary.

5.11 QAM or his/her delegates shall co-ordinate with Safety Department to perform Hazard Identification & Risk Assessment and participated by relevant department.

5.12 QAM shall submit the CAAM Follow up report of the occurrence to CAAM within 30 days of the occurrence. Report shall be submitted in https://safetyreporting.caam.gov.my. Minimum information to be included into the preliminary report

a) Cause of the occurrence
b) Hazard Identification & Risk Assessment
c) Corrective & Preventive action taken or to be taken

5.13 After 3 months of the occurrence, QAM shall submit the Final Analysis Report of the occurrence to CAAM. Report shall be submitted in https://safetyreporting.caam.gov.my

5.14 All the records not limited to Crisis Meeting, MOR, Preliminary Analysis, Final Analysis or other documents related to each occurrence shall be retained by QAM and made available upon request by CAAM or GAM AM/MD. Minimum information to be retain for each occurrence as below:

a) GAM Occurrence Report (GAM/Q-038)
b) Safer Card
c) HIRM
d) Crisis Management Meeting MoM

5.15 Secretary of Crisis Management Team shall maintain and update MOR listing.

5.16 QAM shall conduct yearly Safety Review during Quality Review Meeting and submit a yearly Safety Review Report to CAAM that includes below information:

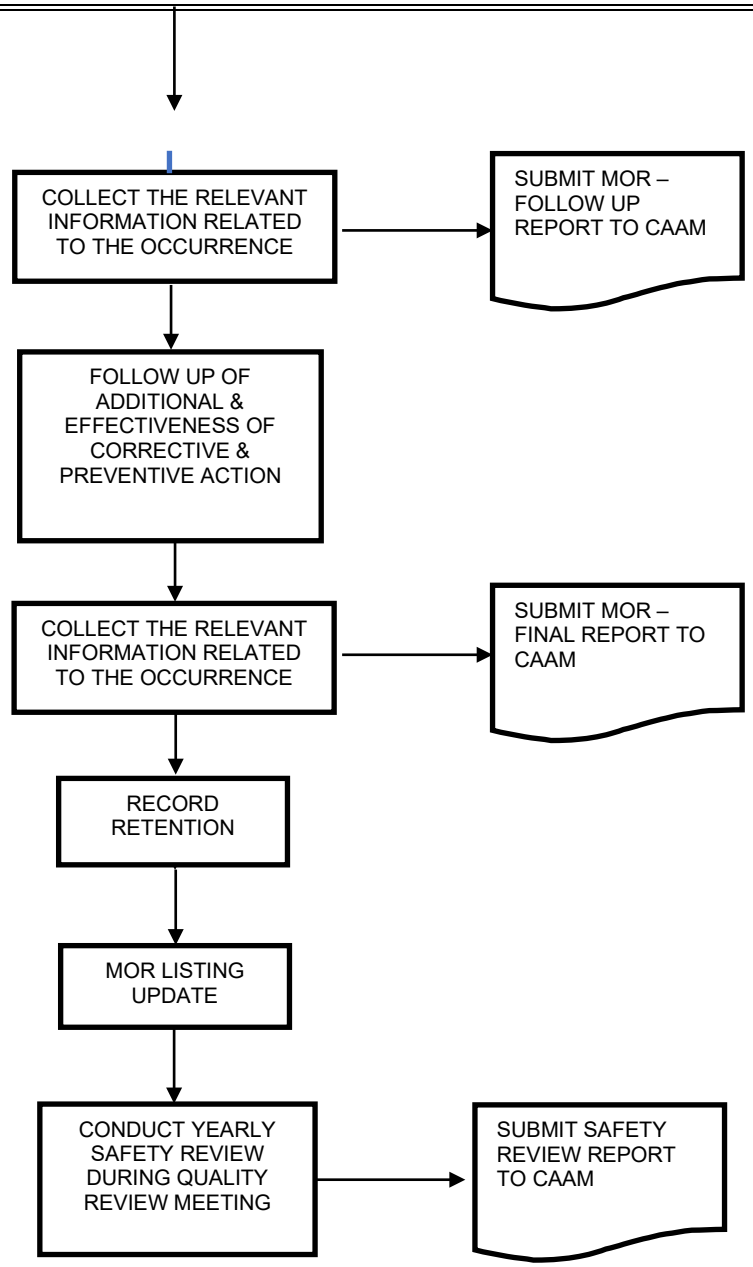
a) Contain aggregated information on the type of occurrences and safety- related information reported through its mandatory occurrence reporting system

b) Identify trends

c) Identify the action it has taken

QUALITY PROCEDURE MANUAL

PROCESS FLOW	RESPONSIBLE PERSON
MOR – AIRWORTHINESS ASPECT PROCEDURE	
REPORT TO IMMEDIATE SUPERIOR	Staff
CARRY OUT IMMEDIATE CORRECTIVE ACTION	Immediate Superior
RAISE SAFER CARD AND OCCURRENCE REPORT WITHIN 12 HOURS	Immediate Superior
CALLOUT FOR CRISIS MANAGEMENT	QAM/SM
INVESTIGATE ACCIDENT/INCIDENT & MoM ISSUANCE	Crisis Management Team / QAI (Secretary)
COLLECT THE RELEVANT INFORMATION RELATED TO THE OCCURRENCE → SUBMIT MOR – INITIAL REPORT TO CAAM	QAM
CO-ORDINATE WITH SAFETY DEPARTMENT TO PERFORM HIRA	QAM
FOLLOW UP OF CORRECTIVE & PREVENTIVE ACTION RASIED DURING CRISIS MANAGEMENT MEETING	QAI (Secretary)


COLLECT THE RELEVANT INFORMATION RELATED TO THE OCCURRENCE
SUBMIT MOR – FOLLOW UP REPORT TO CAAM
QAM
FOLLOW UP OF ADDITIONAL & EFFECTIVENESS OF CORRECTIVE & PREVENTIVE ACTION
QAI (Secretary)
COLLECT THE RELEVANT INFORMATION RELATED TO THE OCCURRENCE
SUBMIT MOR – FINAL REPORT TO CAAM
QAM
RECORD RETENTION
QAM
MOR LISTING UPDATE
QAI (Secretary)
CONDUCT YEARLY SAFETY REVIEW DURING QUALITY REVIEW MEETING
SUBMIT SAFETY REVIEW REPORT TO CAAM
QAM

QUALITY PROCEDURE MANUAL

QUALITY ASSURANCE RECORD KEEPING

1. PURPOSE

To provide procedure details for Quality Assurance Record keeping.

2. SCOPE

Applicable to quality records kept by the Quality Assurance Department.

3. RESPONSIBILITY

3.1 QAM is responsible for retention of records for items specified in this part.

4. REFERENCE

4.1 GAM/CAAM/MOE Part 3.5 Certifying Staff Records

4.2 GAM/CAAM/MOE Part 3.6 Quality Audit Personnel

4.3 GAM/CAAM/MOE Part 2.1 Supplier Evaluation Procedure and Subcontract Control Procedure

4.4 QPM Part 2-5 Vendor Approval

4.5 GAM/CAAM/MBP Chapter 3 Approved Weighing Engineer

5. PROCEDURE

5.1 Details of document record keeping are as follows.

No	Description	Type of documents	Duration	Medium
1	Certifying staff records	1. Identity 2. Date of Birth 3. Certifying staff Company Approval 4. Experience 5. Copy of AMEL license (if	3 years	Hard Copy/Soft Copy

		applicable) 6. Copy of Diplomas 7. Copy of training certificate 8. Continuation training record 9. Certifying staff assessment record and its associated documents 10. List of Approval Holder (kept separate from above details)		
2	Quality audit record	1. Audit Notification (for scheduled audit) 2. Audit Report (if applicable) 3. Audit Checklist 4. NCR (if applicable)	3 years from closure of audit finding	Hard Copy/Soft Copy
3	Vendor	1. Vendor Quality Assurance Evaluation Questionnaire 2. Vendor Evaluation Questionnaire 3. Applicable Vendor approval documents 4. Approved Vendor List	3 years	Hard Copy/Soft Copy
4	Quality Personnel	1. Resume 2. Company Employment Letter 3. CAAM/DGTA Post Holder Acceptance (for Post Holder) 4. Quality Auditor Authorisation (if applicable) 5. Employee Training Record 6. Relevant Certificate	3 years	Hard Copy/Soft Copy

5.2 The documents specified above are under the supervision of the QAM and shall be retained for a duration as specified in the table above.

5.3 Access to the records above are restricted only to the Quality Assurance Department, unless otherwise specified, or with the agreement of QAM.

QUALITY PROCEDURE MANUAL

INDEPENDENT AUDIT OF QUALITY ASSURANCE SYSTEM

1. PURPOSE

To provide procedure details for Independent Audit of Quality Assurance System.

2. SCOPE

It is applicable to independent auditor assigned by QAM.

3. RESPONSIBILITY

3.1 It is the responsibility of Quality Assurance Manager to ensure Quality Assurance Department is audited by independent auditor (internal or external) for ensuring GAM quality system is in compliance with regulatory requirements.

3.2 QA Manager is responsible to initiate and take corrective and preventive actions on the NCR issued by independent auditor to QA Department.

4. REFERENCE

4.1 GAM/CAAM/CAME Part 2.8 Independent Audit of the Quality System

4.2 GAM/CAAM/MOE Part 3.1 Quality Audit of Organisation Procedure

5. PROCEDURE

5.1 QAM shall appoint an independent auditor (internal or external) to conduct an independent audit on Quality System

5.2 Internal Independent Auditor shall meet the requirement stated on QPM 2-8 (Quality Audit Personnel).

5.3 To be authorized as an External Independent Auditor, he/she shall meet:

a) Qualification:

i. Hold a valid and current Aircraft Maintenance Engineer's License which is issued or validated by CAAM or;

ii. A degree or diploma holder in aviation, engineering or science related courses.

b) Training

i. Attended and completed Lead Auditor Course and

ii. Air legislation training and

iii. Human factor training and

iv. Attended training of Part M or Part 145 or Technical Airworthiness Maintenance Management Training

c) Experience

i. Minimum of 2 years of aviation experience either in aircraft maintenance or aircraft support workshops;

ii. Provide proof of current employment

5.4 The independent auditor shall be assessed i.a.w QPM Part 2-8 and issued with the authorization letter from QAM upon successful of assessment.

5.5 Independent Audit tentative shall be based on the approved audit plan. Audit shall be carried out i.a.w QPM Part 2-1 Internal Audit Process.

QUALITY PROCEDURE MANUAL

QUALIFYING PRACTICAL ASSESSORS

1. PURPOSE

To provide procedure details for qualifying Practical Assessors to ensure highest quality of OJT delivered during training.

2. SCOPE

It is applicable to process of qualifying Practical Assessor in Galaxy Aerospace (M) Sdn. Bhd.

3. RESPONSIBILITY

3.1 It is the responsibility of Quality Assurance Manager to ensure Practical Assessors are qualified, trained and competent.

3.2 QA Manager is responsible to maintain List of Practical Assessor.

4. REFERENCE

4.1 CAAM CAD 1821 – Maintenance Training Organisation Approval

5. PROCEDURE

5.1 Assessing the Competency of Practical Assessors

The assessment of the competency for initial and subsequent nomination of practical assessors are key-steps and must be conducted accordingly.

a. The assessment shall emphasis on the key elements such as the qualification, training, skill and experience.

b. The QAM is responsible for the assessment as well as the criteria used by GAM to determine the eligibility of a candidate to a specific position of practical assessor.

c. The criteria established in CAD 1821, provide guidance for GAM to demonstrate whether the candidates fulfil the conditions specified in this QPM

d. The assessment shall be a face-to-face interview with the candidate including review of their credentials such as training certificates, experience records or others as applicable.

e. Where appropriate, the assessment should also consider a period of “OJT” (instruction under supervision) allowing a fine-tuned assessment before confirming the nomination of a candidate as a practical assessor.

f. The assessment shall be verifiable by CAAM and therefore be documented. Supporting documents such as training certificates, working experience records, assessment records etc. shall be kept in the individual file.

g. GAM shall conduct regular assessments of their practical assessors to ensure the competency remains.

h. The preceding principles should be equally applied for the extension of an existing scope of assessment held by a staff already exercising such activities within the organisation. A lighter assessment process essentially centred on the specialty knowledge would however be appropriate.

5.2 Qualification, experience and criteria for practical assessors

Qualification/ Experience	Criteria	Remarks
Specialty knowledge	Attained Part 147 certificate of recognition with successful completion of training and examination including practical element of relevant aircraft type training at level 3. The Certificate of Recognition should address the category of license corresponding to the specialty of the assessor, for example assessor for landing gear shall meet the criteria of landing gear elements practical instructor); and	
Pedagogical Skills	Completion of a "Train the assessor course"; and Assessment performed and documented by GAM QAM	The training course syllabus shall at minimum include the following elements: - a) Roles and responsibility of assessor; b) Assessment standard in accordance with CAGM1801 Appendix 3 c) Conduct of practical skill test/ assessment; and be evaluated in accordance with process and procedure documented in the MTOE approved by CAAM
Other knowledge	Proficient in English language; and Specific training to the GAM procedures addressing practical assessment and to the Part 66	

Qualification/ Experience	Criteria	Remarks
	assessment standard, such as training on CAAM regulation; Completion of basic Part 66 & Part 147 and detailed Part 145 training course; and Training on specific assessment methods or devices used by GAM, such as simulators, synthetic task trainers etc. Familiarisation with the TNA for practical aspect.	
Specialty Experience	For other than large aircraft, 3 years of relevant maintenance experience including 1 years of experience exercising certification privileges in line and/ or base (hangar) maintenance on the relevant aircraft type. For large aircraft, 5 years of relevant maintenance experience including 2 years of experience exercising certification privileges in line and/ or base (hangar) maintenance on the relevant aircraft type; or Sufficient experience in performing technical training functions in OEM training organisation which is acceptable to CAAM	The experience shall be representative of the subject to be taught and gained in approved civil aviation environment or acceptable equivalent Does not apply for new type certified aircraft. The experience required will be determined by CAAM on case-to-case basis.

5.3 Acceptance of practical assessors

5.3.1 The proposed candidate is formally accepted through an approval letter/certificate by QAM.

5.3.2 The acceptance of proposed candidate through the approval shall also be supported with relevant documents and evidence such as assessment record, licence and/or degree, training certificates and etc.

5.3.3 The personal authorisation document/ certificate as well as other records shall be kept in a manner established.

5.4 Continuation/ revalidation of authorization

5.4.1 GAM-MTO shall maintain the qualifications of practical assessors by ensuring them to undergo updating training programme which as a minimum comply with CAD 1821 para 4.2(k) requirements.

5.4.2 The updating training programme shall be a minimum of 35 hours within the 24-month period relevant to the current technology, practical skills, human factors, in addition, to remain conversant with the latest revision of the CAAM Part 147 requirements, standards and guidance material.

5.4.3 GAM shall deliver continuation training to all its practical assessors in the form of classroom, briefings, seminars, or others depending upon their scope and authorisation.

5.4.4 The continuation training will be monitored and managed under the purview of the QAM and updated in the individual's file.

5.4.5 Practical assessors must be able to provide evidence of recency as part of the continuation of an approval by adopting the standard industry default of 6 months experience in a 24-month period.

5.4.6 For the renewal of authorisation document/ certificate, practical assessors shall submit renewal application form together with evidence of continuation training or other relevant training completion to the QAM. Upon successful review of documents and assessment, QAM shall issue the renewal of personal authorisation document/ certificate.

5.4.7 In order for a practical assessor authorisation to be revalidated following renewal / expiry / withdrawal, reinstating criteria should take into consideration the length of time the individual has been away from that specific training environment or discipline.

5.4.8 Any practical assessor who has passed 24-month period without exercising the privileges of his authorisation, as a minimum, shall comply with the Table 1 below:

Inactive Period	Recovery action
24 to 30 months	35 hours update training + Continuation training + Training organisation procedures and processes + 2 monitored training sessions with another instructor covering both theoretical and practical aspects.
30 months 60 months	As above plus two sit-ins on the type course for the authorisation being sought.
60 months and longer	Re-training in the core subject with successful examination.

Table 1: Recovery action for inactive period

QUALITY PROCEDURE MANUAL

QUALIFYING COMPANY APPROVAL ASSESSORS

1. PURPOSE

To provide procedure details for qualifying Assessors to ensure highest quality of Personnel in GAM

2. SCOPE

It is applicable to Company Approval Assessor in Galaxy Aerospace (M) Sdn. Bhd.

3. RESPONSIBILITY

3.1 It is the responsibility of Quality Assurance Manager to ensure Assessors are qualified, trained and competence.

3.2 QA Manager is responsible to maintain List of Assessor.

4. REFERENCE

4.1 GAM/CAAM/MOE – Part 3.4.1 Certifying Staff Qualification And Training Procedures

4.2 GAM/CAAM/CAME – Part 4.1 Airworthiness Review Staff

4.3 GAM/CAAM/MBP – Part 2.2 Qualification of MBR Signatory

4.4 GAM/CAAM/MBP – Part 3.2 Qualification of MCGS Signatory

5. PROCEDURE

5.1 Company Approval Assessor shall meet the following requirements:

a) Qualifications

i. Hold a valid and current Aircraft Maintenance Engineer's License which is issued or validated by CAAM or;

ii. A degree or diploma holder in aviation, engineering or science related courses.

b) Training

i. Air legislation training, and

ii. Maintenance Organisation Exposition or

iii. Continuing Airworthiness Management Exposition, and

iv. Human factor training, and

c) Experience

i. Minimum of 5 years of aviation experience either in aircraft management, aircraft maintenance or aircraft support workshops;

ii. By derogation to paragraph 5.1 (c) (i), experience in administering maintenance organization is also acceptable

5.2 QAM shall review the qualifications of auditor before authorisation the assessor by including his/her name into the List of Assessor (GAM/Q-078).

5.3 QAM shall update the List of Assessor when he/she has authorised new assessor.

5.4 QAM is deemed to revoke the authorisation of assessor where he/she found the assessor not fit or abuse the etiquette in assessing the candidate.

QUALITY PROCEDURE MANUAL

PERSONNEL TRAINING NEEDS

1. PURPOSE

To provide procedure details for CAMO Post Holder and Quality personnel training needs requirement including recurrent training.

2. SCOPE

It is applicable to all GAM CAMO Post Holder and Quality Personnel working under GAM Quality System.

3. RESPONSIBILITY

3.1 It is the responsibility of Quality Assurance Manager to ensure all quality personnel is fully qualified, trained and competence to carry out the intended quality assurance function

3.2 QAM shall be responsible to review the training needs yearly or when significant change occurs with CAAM, DGTA, or other relevant regulation and organization procedure.

3.3 QAM is responsible for monitoring of CAMO post holder training requirements

4. REFERENCE

4.1 GAM/CAAM/MOE Part 3.6 (Quality Audit Personnel)

4.2 GAM/CAAM CAME 2.6 Quality Audit Personnel

4.3 GAM/DGTA/MMP 4.4.4 Quality Management System

4.4 GAM/CAAM/CAME 0.3.9.2 Training Policy

5. PROCEDURE

5.1 QAM shall access the training needs for CAMO Post Holder and all quality personnel.

5.2 QAM shall arrange the relevant training required to be attended by the personnel.

5.2 For external training arrangements, CAMO or QAP shall raise the training requisition including the relevant supporting documents i.e Training Organisation, Training Cost, Training Syllabus (if available), etc. via GAMS Portal to QAM for review &

approval before further processing with the Training Department & others based on the GAMS Portal approval flow.

5.3 If approved, The Training Department will arrange for the training based on the training request.

5.4 For internal training arrangements, CAMM/DCAMM or QAP shall submit monthly training request for all Quality Personnel to Training department based on the training plan provided by Training departments for the specified months.

5.5 Each QAP shall be responsible to manage each individual QA personal file.

5.6 At a minimum, all quality personnel shall attend all training as reflected on below table

5.7 Recurrent/Continuous training shall be attended every 2 years.

5.8 QAM shall assign one QAP to monitor the training program for CAMO Post Holder and all QAP.

5.9 Assigned QAP shall review the training due on monthly basis. He/She shall arrange with the training department for training based on the training plan provided by Training department.

5.10 For details training requirement for each personnel, refer to Training Needs Assessment Matrix , GAM/Q-074

QUALITY PROCEDURE MANUAL

QUALITY PERSONNEL MANHOUR PLANNING

1. PURPOSE

To provide manhour planning details for quality personnel

2. SCOPE

It is applicable to all GAM Quality Personnel working under GAM Quality System.

3. RESPONSIBILITY

3.1 It is the responsibility of Quality Assurance Manager to ensure all sufficient quality department manpower to support GAM Quality System

3.2 QAM shall be responsible to review the manhour planning at least yearly or when significant change occurs with GAM Quality System

4. REFERENCE

4.1 GAM/CAAM/CAME Part 0.3.8 – Manpower Resource and Training Policy

4.2 GAM/CAAM/MOE Part 1.7 – Manpower Resources

5. PROCEDURE

5.1 The Quality Personnel manhour planning was calculated based on the available manhour against required manhours.

i. Available manhours

The amount of work for a day is 8 hours for each personnel. Based on the company working days, 5 days a week, the available working hours for one personnel in a year, 52 weeks, is:

[52 (weeks/year) x 5 (days/weeks) x 8 (hours/day)] – [14 (Annual Leaves/year) x 8 (hours/day)] – [7 (Medical Leave/year (50% utilisation) x 8 (hours/day)] – [18 (Public Holiday/year) x 8 (hours/day)] – [260 (unproductive hours/year) = **1508 hours/year**

ii. Required manhours

These are the man hours for a GAM QA personnel to complete a particular task. The man hours are then total up to achieve the required man hours for each personnel within GAM QA department

Current GAM QA Manpower Resource

Designation	Name	Availability (HRS)/YEAR
QAM/Auditor	Omar bin Ahmad	1508
QAI/Auditor	Yusof bin Ahmad	377*
QAI/Auditor	Amira binti Zakaria	1508
QAI/Auditor	Wan Ahmad Fadhil bin Wan Fauzi	1508
QAI/Auditor	Muhammad Izzuddin bin Ibeharim	1508
QAE/Auditor	Muhammad Arzat bin Anuar	1508
QAE	Nor Shaheera Idayu binti Mustafa	1508
QAE	Farah Nabilah binti Muhd Sahadan	1508

*Utilization of 25% from total availability per year

Current GAM Company Auditor

Refer to List of Quality Auditor (Form No: GAM/Q-069)

Below QA Personnel Manhour calculation as of 01 Aug 2024.

QUALITY PROCEDURE MANUAL

QAM

Tasks	Monthly	Yearly
Established, manage & implement GAM Quality System	32	384
Liaison with relevant authority (CAAM/DGTA/FAA/SIRIM)	32	384
Responsible on all MOC form raised, to ensure proper registration is kept in MOC Master List, filed and stored	8	96
Review the training needs of Quality Department personnel and to schedule the training as necessary	1.5	18
Reporting any incident and accident occurrences to the authorities and aircraft manufacturers	8	96
Responsible and answerable to the GAM Managing Director or assigned delegated person in-charge	12	144
Internal/External Meeting (1.5 days per month)	12	144
Continuous Training (6 days per year)	-	48
Attend Internal/External Request (1.5 days per month)	12	144
	Total	1458
	Available Manhours	1508
	Balance Manhours	50
	Utilization %	96%

QAI

Tasks	Monthly	Yearly
Established & manage internal audit plan	1.5	18
To respond positively to the findings of Customer and Regulatory audits and initiate the necessary corrective and preventive actions	16	192
Conduct the verification for initial/extension/variation/once-off of company capability approval	16	192
Manual (CAME/MOE/MMP(6) /RSQPM/QPM/CLP) review (est. 11 manual/year x 50H)	-	550
Processing and evaluating of approved signatory approval and authorization (2H per approval x est. 150 per year)	-	300
Company Approval Assessment (4H x 5 applicant per month)	20	240
Liaison with relevant authority	8	96
Internal/External meeting (est. 8 per month x 3H per meeting)	24	288
Continuous training (6 days per year x 4 QAI)		192
Attend Internal/External request	16	192
Company Internal Training (8H x 4 days)	32	384
Any other task as assign by Head of Department	24	288
	Total (a)	2932
	Total available manhours (b) (3 QAI x 754H) + (1 QAI x 377H)	2639
	Balance manhours (b - a)	- 293
	Utilization %	111.1

AUDITOR

Tasks	Monthly	Yearly
Internal & external audit for CAMO/AMO/DGTA/FAA/Vendor & Subcontractor including variation audit (15 audit per month x 1 days per audit)	**120**	**1440**
Annual audit for AMO/Contracted AMO/CAMO (12 audit/year x 2 days per audit)	**16**	**192**
Surveillance Audit for AMO/CAMO/DGTA) (2 per month x 2 day per audit)	**32**	**384**
Audit report and NCR issuance (estimate 156 audit x 8h per audit)		**1248**
NCR Follow up & closure (est. 150NCR per year x 4H per NCR)		**600**
Any other task as assign by Head of Department	**40**	**480**
	Total (a)	**4344**
	Total available manhours (b) (8 Company Auditor)	**6032**
	Balance manhours (b - a)	**1688**
	Utilization %	**72.0%**

QAE

Tasks	Monthly	Yearly
Maintain an effective record of all support/certifying staff and other approved staff records (2H x 5 approval)	**10**	**120**
GAM Vendor management	**80**	**960**
Management of GAM AMO/CAMO/DGTA/FAA/Calibration documents	**24**	**288**
Maintain and ensure an up-to-date and accurate register of all Product, Surveillance, Vendor audits, and related documents (1H per audit x 156 audit per year)		**156**
Maintain, update and tracking of all Audit reports for QA Department (1H per audit x 156 audit per year)		**156**
Ensure all replies to audit reports are filed in an orderly manner for ease of retrieval (1H x 156 audit per year)		**156**
Maintaining and keeping an up-to-date records of GAM personnel Authorisation/Approvals (2H x 90 approval holder)		**180**
Internal/External meeting (est. 8 per month x 3H per meeting)	**24**	**288**
Continuous training (6 days per year)		**240**
Attend Internal/External request	**16**	**192**
Company Internal Training (8H x 4 days)	**32**	**384**
To carry out any other task as directed by the superior	**40**	**480**
	Total (a)	**3600**
	Total available manhours (b) (3 QAE x 1504 H availability)	**4524**
	Balance manhours (b - a)	**924**
	Utilization %	**79.6%**

QUALITY PROCEDURE MANUAL

INITIAL/EXTENSION/VARIATION OF CAPABILITY APPROVAL

1. PURPOSE

To provide process of initial/extension/variation of current GAM capability approval

2. SCOPE

It is applicable to all CAMO, AMO, DGTA, workshop for initial/extension/variation of current GAM capability approval.

3. RESPONSIBILITY

3.1 It is the responsibility of Quality Assurance Manager to maintain the current GAM capability approval

3.2 It is the responsibility of Quality Assurance Manager to ensure initial/extension/variation of capability approval from CAMO, AMO, DGTA or workshop is processed for approval

3.2 It is the responsibility of Quality Assurance Manager to submit the initial/extension/variation of capability approval to the authority.

3.3 It is the responsibility of the HOD or his/her delegates to complete the Capability Evaluation Checklist prior submission to QA department.

3.4 It is the responsibility of QAP to carry out an audit to verify the compliance with the authority regulation for the scope of initial/extension/variation of capability approval.

4. REFERENCE

4.1 GAM/FAA/RSQCM Part 4.3 – Capability Extension

5. PROCEDURE

5.1 When there is a need to add new capabilities or change the existing capabilities, Engineering Manager or his/her delegates, or Continuing Airworthiness Management Manager (CAMM) or his/her delegates or Workshop-In-Charge shall make a request to Quality Assurance Manager to initiate the addition or change of capability by raising Management of Change in GAMS portal.

5.2 Upon submission of the MOC on GAMS Portal, Engineering Manager or his/her delegates, or Continuing Airworthiness Management Manager (CAMM) or his/her

delegates, or Workshop-In-Charge shall complete the Capability Evaluation Checklist (GAM/Q-066) and forwarded to Quality Assurance Manager via email.

5.3 Engineering Manager or his/her delegates, or Continuing Airworthiness Management Manager (CAMM) or his/her delegates or Workshop-In-Charge shall ensure availability of the necessary facilities, tooling and test equipment, relevant trained and qualified personnel, provision of technical instructions and manuals and any additional requirements to ensure smooth introduction of the capability.

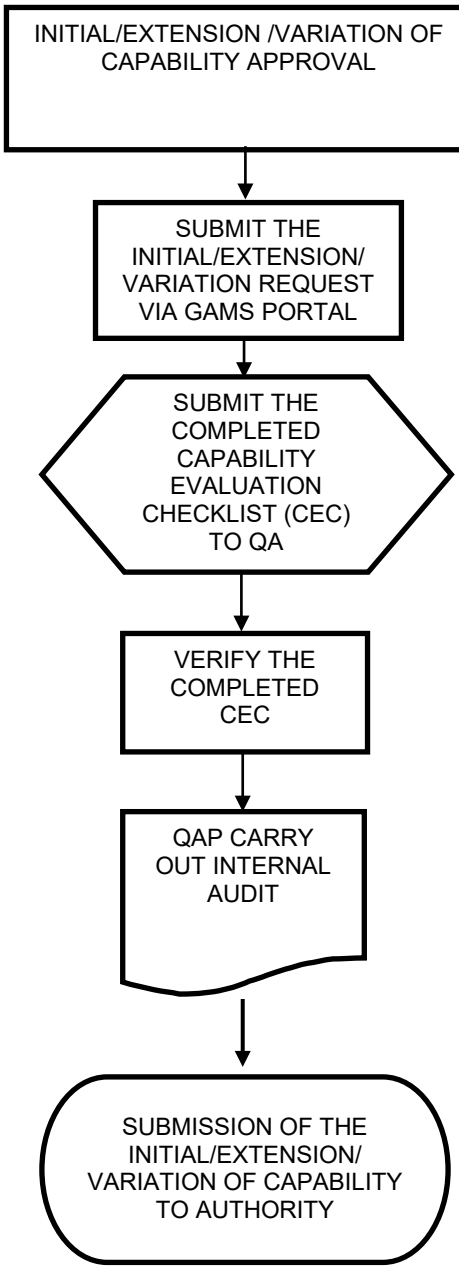
5.4 Quality Assurance Manager or his/her delegates shall evaluate and verify on the completed Capability Evaluation Checklist (GAM/Q-066) by audit. Scope of the audit shall be based on the scope of requested capability and shall at least cover

a. Justification for the proposed change or addition to the existing capabilities.
b. Availability of the approved technical manuals/instructions to perform the task.
c. Adequate tooling and test equipment required to perform the task and functional test.
d. Adequate number of trained personnel with the relevant training and qualification to perform the particular task.

5.5 Refer to QPM Part 2.1 – Internal Audit Process for internal audit process.

5.6 Once the Capability Evaluation Checklist (GAM/Q-066) is verified by the QA during the audit, QAM shall submit the application of initial/variation/extension of capability approval to the authority.

QUALITY PROCEDURE MANUAL

PROCESS FLOW	RESPONSIBLE PERSON
	HOD HOD QAM QAP QAM

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

NIL

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.

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.