QUALITY PROCEDURE MANUAL

(QPM)

GALAXY AEROSPACE (M) SDN. BHD.

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COPY NUMBER 01

HIGHLIGHT OF AMENDMENTS

ISSUE NO	REV. NO	HIGHLIGHT OF AMENDMENTS
01	1	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 – Qualification of Instructors • Added qualification and experience requirement for SPM holders or equivalent to be approved as an instructor.

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 Revisions shall be inserted to replace the superseded pages in this document with the revision date, insertion date and name of person incorporating the revision annotated in the appropriate block below.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

LIST OF EFFECTIVE PAGES

PART	TITLE	PAGE NO	ISSUE NO	REV NO	REV DATE
0	**INTRODUCTION**				
0.0	Title Page	1 to 1	01	1	30 July 2021
0.1	Highlight of Amendments	1 to 1	01	1	30 July 2021
0.2	Record of Revisions	1 to 1	01	0	20 May 2021
0.3	List of Effective Pages	1 to 2	01	1	30 July 2021
0.4	Table of Contents	1 to 1	01	0	20 May 2021
0.5	Distribution List	1 to 1	01	0	20 May 2021
0.6	Purpose of the Manual	1 to 1	01	0	20 May 2021
0.7	Control of Manual	1 to 1	01	0	20 May 2021
0.8	Abbreviations	1 to 1	01	0	20 May 2021
1	**MANAGEMENT**				
1.1	Organisation Chart – Quality Assurance Department	1 to 1	01	0	20 May 2021
1.2	Duties and Responsibilities of Quality Assurance Personnel	1 to 7	01	0	20 May 2021
2	**PROCEDURES**				
2.1	Preparation and Approval of Audit Plan	1 to 3	01	0	20 May 2021
2.2	Quality Audit Procedure	1 to 5	01	1	30 July 2021
2.3	Audit Checklists	1 to 2	01	0	20 May 2021
2.4	Quality Audit Remedial Action Procedure	1 to 4	01	1	30 July 2021
2.5	Vendor Approval	1 to 5	01	0	20 May 2021
2.6	Issue and Control of Stamps	1 to 3	01	0	20 May 2021
2.7	Issue of Personnel Authorisations	1 to 5	01	0	20 May 2021
2.8	Monitoring of Personnel Authorisations	1 to 3	01	0	20 May 2021
2.9	Internal Documents Control	1 to 2	01	1	30 July 2021
2.10	Forms Numbering System and Control	1 to 3	01	0	20 May 2021
2.11	Quality Audit Personnel	1 to 3	01	0	20 May 2021
2.12	Qualification of Instructors	1 to 4	01	1	30 July 2021
2.13	Limited Certification Authorisation Control Procedure	1 to 2	01	0	20 May 2021
2.14	Quality Review Meeting	1 to 4	01	0	20 May 2021
2.15	Mandatory Occurrence and In-Service Difficulty Reporting Procedure	1 to 5	01	0	20 May 2021

Prepared By	Approved By
	
Name : Omar bin Ahmad Position : Quality Assurance Manager Date : 30.07.2021	Name : Dato' Shamsul Kamar bin Samsudin Position : Managing Director Date : 30.07.2021

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DISTRIBUTION LIST

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

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.

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 Action Request Form No. GAM-Q/ 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 signed by the Quality Assurance 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.

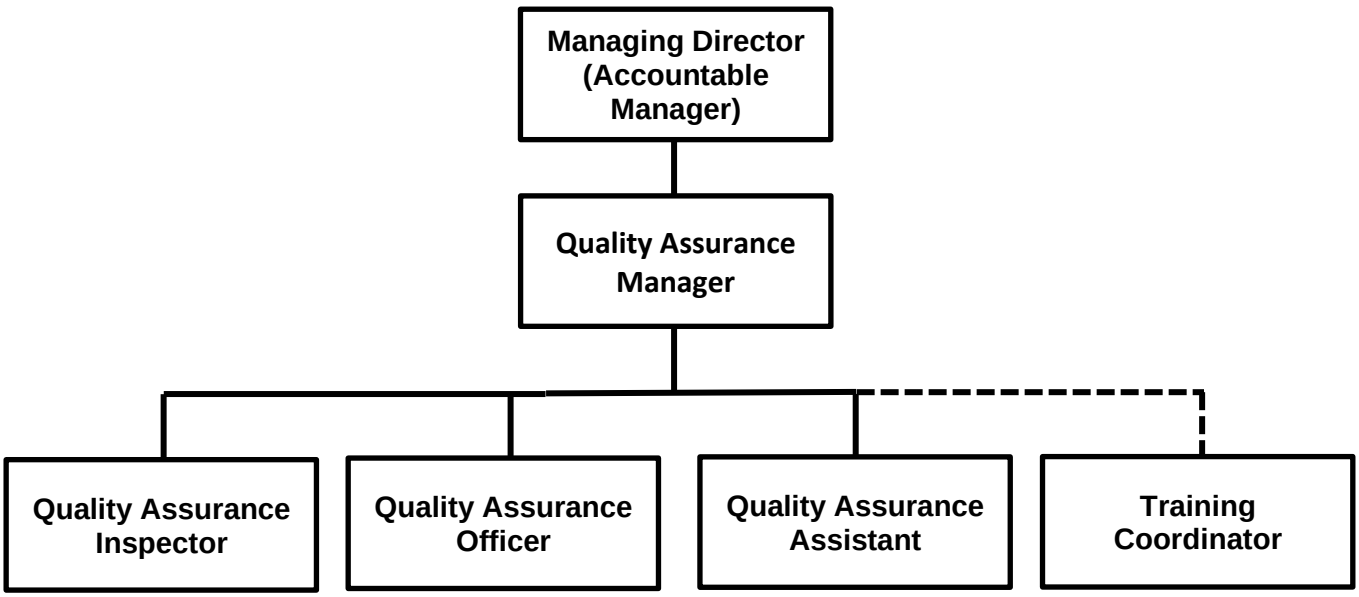
8. The Quality Assurance Manager is responsible to review this Manual at least once every 12 months so that its contents, where necessary, will be updated to reflect the latest operational and organisational setups in the Department. If the review has found no changes then a written confirmation shall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

ABBREVIATIONS

AM	Accountable Manager
AN	Airworthiness Notices
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
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 Control
FAA	Federal Aviation Authority
GAM	Galaxy Aerospace (M) Sdn Bhd
HC	Hard Copy
HOD	Head of Department
ISDR	In Service Difficulty Reporting
ISO	International Organistaion 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
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

QUALITY ASSURANCE DEPARTMENT
ORGANISATION CHART



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. 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 and to schedule the training as necessary.

11. To ensure the currency of staff's training.

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. 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 Assistant (QAO)

A. Designation

Quality Assurance Officer (QAO)

B. Immediate Superior

Quality Assurance Manager

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

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

1.2.4 Quality Assurance Assistant (QAA)

A. Designation

Quality Assurance Assistant (QAA)

B. Immediate Superior

Quality Assurance Manager

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

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

1.2.5 Training Coordinator

A. Designation

Training Coordinator (TC)

B. Immediate Superior

Quality Assurance Manager

C. Duties and Responsibilities

1. To ensure appropriate and adequate training is provided to all staff to standards acceptable to the company, Industry, customers and the Authorities.

2. Manage, coordinate, implement and organise all related training for all staff to meet organisation objectives.

3. Initiate and participate in the periodic review of the training needs of all staff according customer and Authorities' needs.

4. Manage Continuation Training for all staff so as to ensure they are provided the required training every 2 years.

5. Review course packages prepared by third parties together with Quality Assurance to ensure that they meet regulatory requirements.

6. Manage, identify, advise, monitor, develop, and expand training development programs based on individuals.

7. Prepare budget and all necessary training requirements e.g. classroom, training materials, instructor, etc.

8. Maintain training records for all staff.

9. Carry out any other task as directed by the superior.

PREPARATION AND APPROVAL OF AUDIT PLAN

1. PURPOSE

To provide detail procedures involved in the preparation and approval of yearly internal audit plan.

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

3.2 Accountable Manager is responsible to approve the audit plan.

4. REFERENCE

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

4.2 GAM/CAAM/CAME Part 2.1 Quality System

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

5. PROCEDURE

5.1 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. The products will cover each type of the aircraft for every line/base/station and component maintained by GAM as per the scope of approval.

d) vendor audit

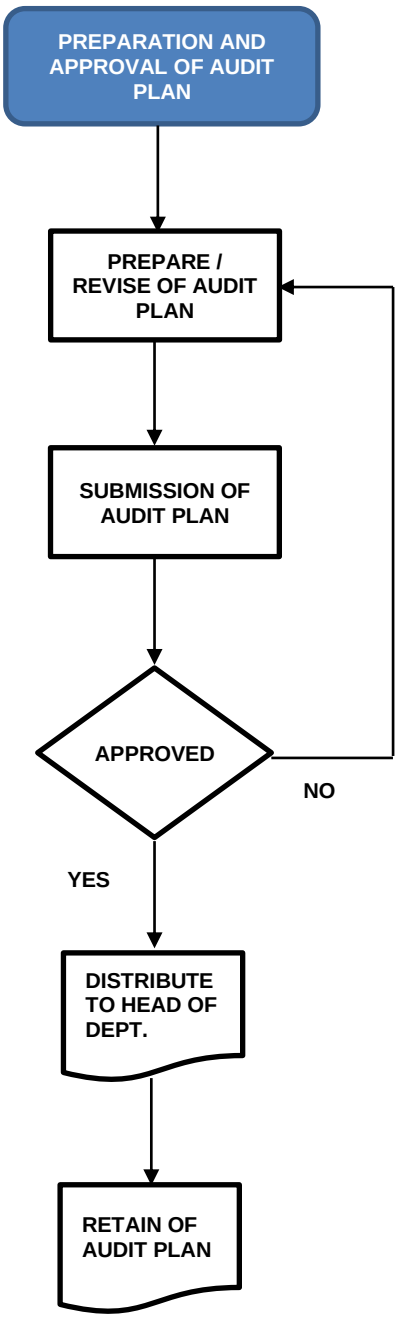
5.2 The frequency of areas or functions to be audited shall also take into consideration of the results of previous audit findings. However, each areas or functions shall be audited at least once in 12 months.

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

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

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

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

PROCESS FLOW	RESPONSIBLE PERSON
	QAM QAM AM QAP QAM

QUALITY AUDIT PROCEDURE

1. PURPOSE

1.1 To provide detail procedures involved in the performance of Quality Audit by the GAM authorised QA Auditor(s).

1.2 This part deals with the policies and procedures requirements of GAM for establishing an independent quality management system covering all the requirements of MOE, CAME and other relevant Authority requirements.

2. SCOPE

Applicable to all type of audits carried out by GAM authorised Auditor(s).

3. RESPONSIBILITY

3.1 QA Auditors are responsible to carry out audit assigned by the QAM

3.2 QAM is responsible to:

a) establish, implement and maintain the Quality Audit System.

b) Ensure the assigned auditors are adequately trained and qualified.

c) Monitor the implementation and closure of corrective and preventive action status.

3.3 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/CAME Part 2.1 Quality System

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

5. PROCEDURE

5.1 Preparation of audit

a) The assigned auditor shall inform via email to the respective HOD on the audit plan at least ***one week*** prior to the commencement of the audit.

b) However, no notice shall be given to HOD 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.

5.2 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 Meeting/Training attendance (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 (GAM-Q/008), DGTA Audit Checklist form (GAM-Q/008A), Audit Checklist for CAMO (GAM/CAMO-009) and Workshop Audit Checklist (GAM/Q-008C) appropriately. The Checklist will be filed together with the audit report. Where there is a need, a customised checklist will be prepared or existing checklist will be amended.

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

e) During the 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 wherever 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 Request (GAM/Q-010) together with Audit Report (GAM/Q-009) within 21 working days upon completion of an audit.

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

5.3 Response of audit non-conformance

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) On taking appropriate action to correct the discrepancies, the concerned department HOD will execute an action taken report within the time frame stipulated in the NCR. If the corrective action required is going to take more time, this will be reflected in the NCR.

d) QAP will monitor the respond timescale once audit report has been released to the auditee. QAP will send reminder(s) whenever the auditee does not respond, or the NCR(s) is still open. Maximum of *03 reminders* shall be sent to remind the auditee on the issue(s). The audit report shall then be escalated to the Management meeting after the 3rd reminder. The reminders are as follows:

Description	Remarks
1st Reminder	After 14 days of report released
2nd Reminder	After 07 days of 1st reminder

e) In the event that the NCR response is rejected by the auditor as specified in para 5.4 a, QAP will send a maximum of 1 further reminder if the NCR is either not responded to, or the NCR is still open. The audit report shall then be escalated to the Management meeting after the 7 days of the 1st reminder.

Description	Remarks
1st Reminder	After 07 days of NCR revision

5.4 NCR Review

a) Auditor shall review proposed corrective and preventive action for each NCRs raised. Whenever the action is considered not satisfactory, a new NCR shall be issued with a revision number for the auditee to respond to. Para 5.3 e shall be in effect for this case. The revision number shall be registered as follows :

i. NCR no: x Rn, where x is NCR number and n is revision number. Example: 003 R1

5.5 Follow-up of 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 auditor appointed by the Quality Assurance Manager.

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

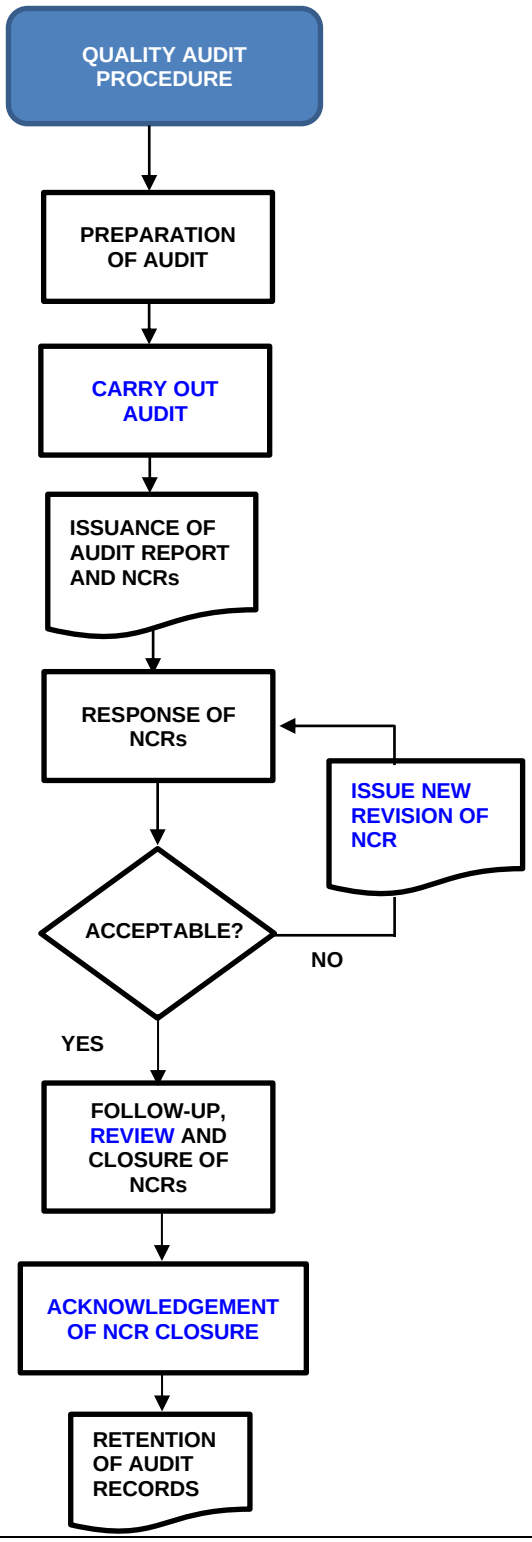
5.6 Closure of audit

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, NCRs, checklists used for audits, approved audit plans in both hard and soft copies will be stored and maintained under the custody of the QAM for a minimum period of 2 years. These documents will be stored in the designated place at the office of the QAM.

PROCESS FLOW	RESPONSIBLE PERSON
	

RESPONSIBLE PERSON
Auditor
Auditor
Auditor
Auditee / HOD
Auditor
Auditor
Auditor
Auditor
QAM
Auditor

AUDIT CHECKLISTS

1. PURPOSE

To provide guidelines for the preparation, amendment, and usage of audit checklist(s).

2. SCOPE

Applicable to all audits to be carried out by the authorised GAM QA Auditor(s).

3. RESPONSIBILITY

3.1 QAM shall prepare and approved the audit checklist as to capture all the activities performed under an established or proposed Quality System.

3.2 QA auditor(s) shall use the audit checklist as the audit tool.

4. REFERENCE

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

4.2 GAM/CAAM/CAME Part 2.1 Quality System

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

5. PROCEDURE

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

5.2 The QAM shall prepare, 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:

a) Audit area for which the checklist is applicable

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

c) Remark column to record the findings/observations/evidence references

d) Clause of applicable regulations or document references.

e) Date of audit

5.3 On completion of the audit, the respective auditor shall retain the working copy of the checklist together with the objective evidence, NCRs and audit reports for a minimum period of three years from the closure of the NCRs.

QUALITY AUDIT REMEDIAL ACTION PROCEDURE

1. PURPOSE

To ensure that all findings/observations emerging from the internal audits of GAM are properly investigated/analysed and corrective/preventive actions are taken in a timely manner.

2. SCOPE

Applicable to all deviations from the set procedures and shortfalls recorded by the auditors during the audit.

3. RESPONSIBILITY

3.1 QA Auditors are responsible to review and verify corrective and preventive action taken by the auditee/HOD

3.2 QAM is responsible to monitor the audit implementation and the corrective action status and final acceptance of the corrective/preventive actions.

3.3 HOD is responsible to take necessary corrective/preventive actions within the specified time frame.

4. REFERENCE

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

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

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

5. PROCEDURE

5.1 The findings recorded as non-conformance will be classified as per their severity and their effect on flight safety.

5.2 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.
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 within 14 days unless otherwise agreed by the QAM.
-	Observations are for the purpose of improvement and enhancement.	No NCR will be issued.

5.1 The proposed corrective/preventive action and expected completion date shall be responded to Quality Assurance by the Auditee/HOD within 14 days.

5.2 The Auditee/HOD shall make necessary corrections initially and further analyse/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.

5.3 The Auditee/HOD shall establish the root causes and take the necessary corrective/preventive actions and indicate the details in the corrective action column.

5.4 The Auditor will verify the corrective actions taken, completed, or implemented by the departments, if found satisfactory he/she will close the audit report.

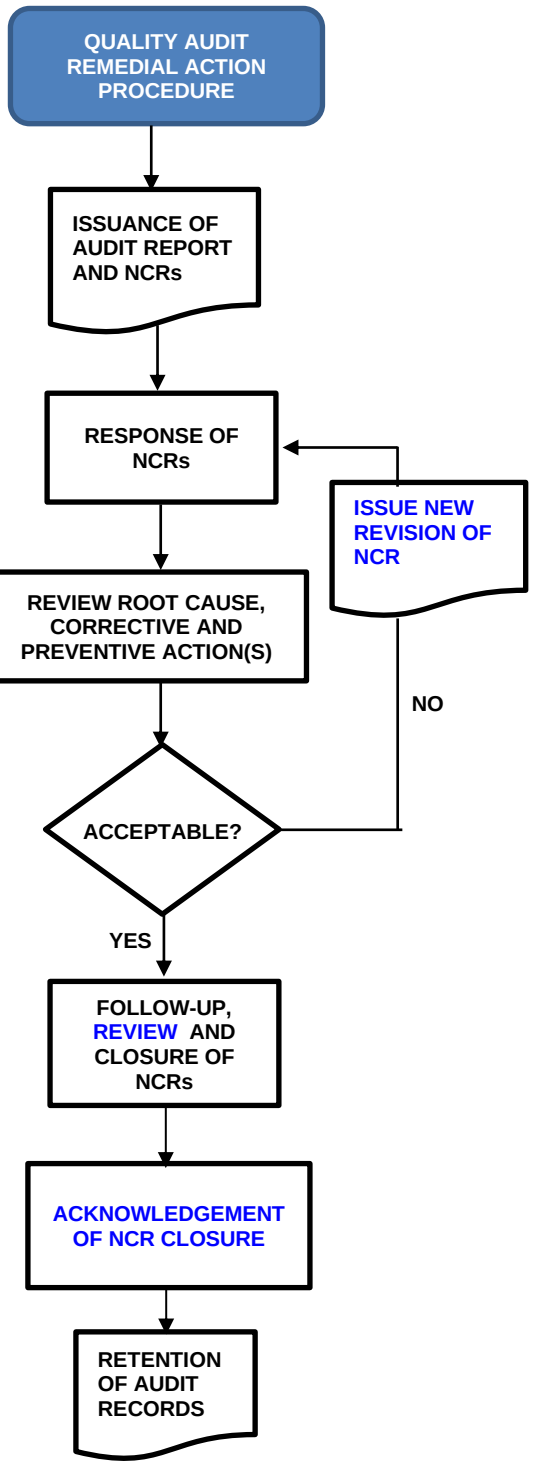
5.5 The verification is based on the evidence forwarded by the Auditee/HOD for level 2 non-conformances and through follow up audits for all level 1 non-conformances.

5.6 If either the corrective or preventive action taken is not considered to be satisfactory, the issue will be highlighted to the Auditee/HOD for further necessary action so the Auditee/HOD will re-analyse the non-conformances and address necessary corrective/preventive actions.

5.7 The Auditor will perform follow up audits for the reverification of the satisfactory closure of audit findings if felt necessary.

5.8 The Auditor will forward the completed NCR(s) to Quality Assurance Manager for the final acceptance and closure of the corrective/preventive actions.

5.9 All records pertaining to the quality audit such as audit program, audit reports, check lists used for performing audits, minutes of the management reviews etc., will be retained by the Quality Assurance Manager (QAM) in his/her office for a minimum period of 3 years after the date of closure of non-conformances and will be readily available for reference when needed.

PROCESS FLOW	RESPONSIBLE PERSON
	Auditor Auditee / HOD Auditor Auditor Auditor QAM Auditor

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 and/or Warehouse & Logistics Manager are responsible searching and selecting potential vendors.

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

3.3 QAP shall initiate and request all the necessary documentations from the vendor once received vendor request form from the related department.

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) whenever required.

4. REFERENCE

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

5. PROCEDURE

5.1 Criteria for Vendor

5.1.1 Engineering Manager and/or Warehouse & Logistic 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)

5.2 Request for Vendor Evaluation

5.2.1 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.

5.3 Vendor Evaluation

5.3.1 Upon received the Vendor Request form (GAM/E-011), QA Department will initiate the evaluation process. Vendor evaluation can be carried out either by: a desktop audit - questionnaire and documentation or by a physical audit visit.

a) Desktop Audit:

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

ii. Upon receipt of the completed Vendor Quality Assurance Evaluation Questionnaire **(GAM/E-003)** with relevant supporting documents, QAM shall evaluate the submitted information.

iii. If the required documentations found satisfactory, QAM will approve the vendor evaluation and register into Approved Vendor

List **(GAM/Q-002).** Concurrently, QAP shall notify the requester and vendor on the acceptance and approval of evaluation.

b) On-site/Physical Audit:

i. Due to logistic factor, GAM requires on-site/physical audit to be carry out to those vendors that are located domestically which are under Part 145 maintenance organization, sub-contractors (special process i.e. NDT, welding) and calibration agencies.

ii. Quality Auditor will audit the vendor and submit the Audit Report to QAM for his evaluation and approval.

iii. Successful vendor will be added in the AVL **(GAM/Q-002).**

5.4 Approved Vendor List **(GAM/Q-002)** is a listing of all the vendors approved by the QAM and under the custody of QAM.

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

5.6 The Approved Vendor List **(GAM/Q-002)** shall contain leading vendor information:

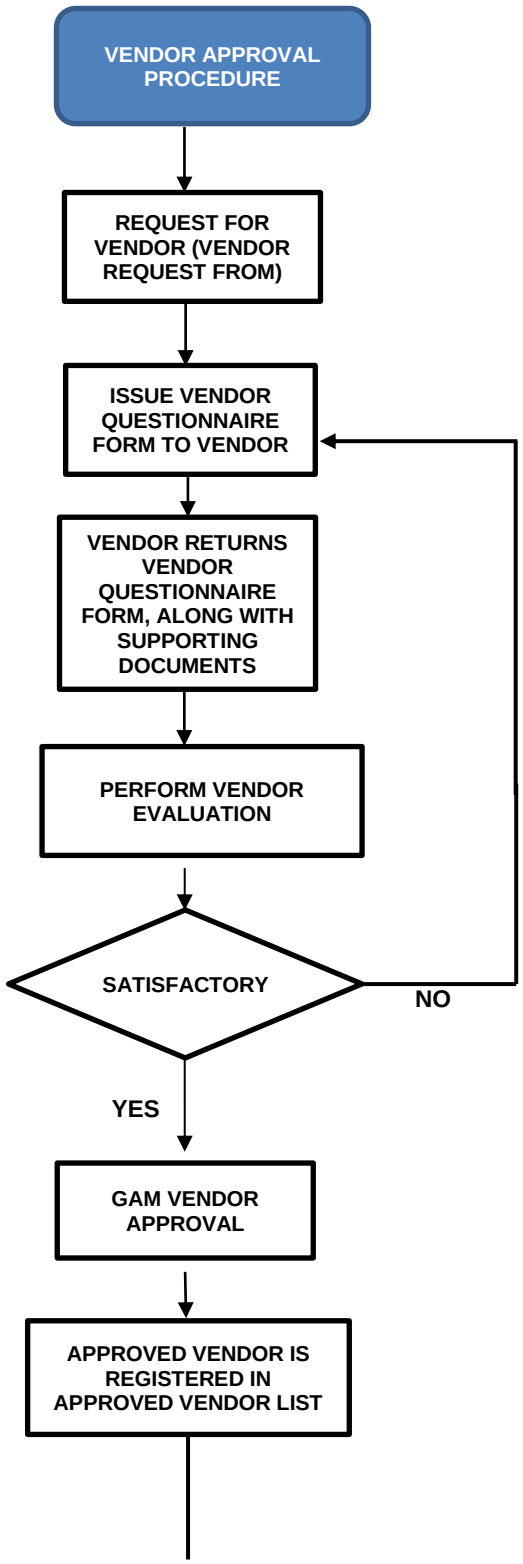
a) Vendor's Full Name
b) Vendor's Address
c) Scope of Service
d) Authority's Approval Number

5.7 QAP shall review and update the Approved Vendor List **(GAM/Q-002)** whenever required or at least once a year.

5.8 Should there be any significant quality issues, GAM may suspend or remove the vendor from the Approved Vendor List **(GAM/Q-002).**

5.9 The vendor's records will be kept in a file available in the QA Department for a minimum of 2 years.

5.10 The validity of the vendor's authorization is 2 years. A revalidation of the vendors shall be carried out by the QA Department before the expiry of the validation by re-evaluate the vendor using same procedure for the initial validation.

PROCESS FLOW	RESPONSIBLE PERSON
	

Engineering Manager / Warehouse and Logistic Manager

QAP

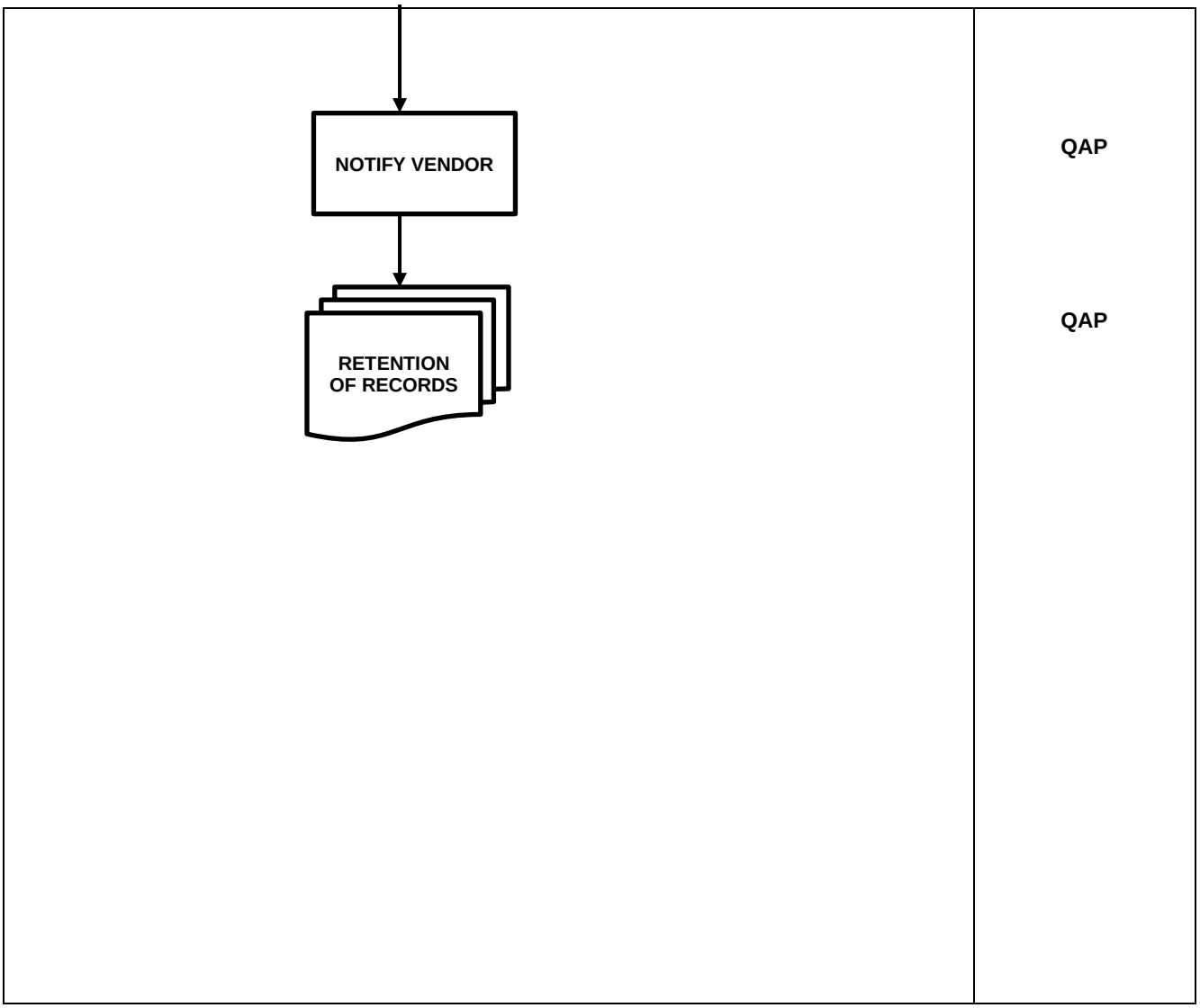
Vendor

QAM

QAP

QAM

QAP


NOTIFY VENDOR
RETENTION OF RECORDS
QAP
QAP

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

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

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.

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	

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 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.

PROCESS FLOW	RESPONSIBLE PERSON
ISSUE AND CONTROL OF STAMPS	
↓	
ISSUE STAMP	**QAP**
↓	
UPDATE APPROVAL CERTIFICATE REGISTER	**QAP**
RE-ISSUANCE OF STAMP (WORN/LOSS)	
↓	
REPORT & REQUEST	**AH**
↓	
ISSUE STAMP	**QAP**
↓	
UPDATE APPROVAL CERTIFICATE REGISTER	**QAP**

ISSUE OF PERSONNEL AUTHORISATIONS

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 to 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/WBM Issue 1/20 Part 2.0 Approved Weighing Engineer

5. PROCEDURE

5.1 Upon receipt of Application for Company Approval (GAM-Q/012), QAP will verify the completeness of the application form.

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

5.3 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	1. Copy of Company procedure & regulations training certificate 2. Copy of Safety Management System training certificate	1. Copy of Continuation training certificate. 2. Evidence of 6/24 month maintenance experience. (N2)	1. Copy of DCAM AMEL endorsed with require type rating and/or category. 2. Copy of current Company

Category	Initial	Renewal	Extension
	3. Copy of Human Factor training certificate 4. Copy of DCAM AMEL endorsed with require type rating and/or category. 5. Copy of Fuel Tank Safety training certificate (N1) 6. Evidence of 6 months maintenance experiences. 7. Copy of EWIS training certificate 8. Radio Telephony Training certificate (N4) 9. Engine Ground Run training (N4)	3. Evidence of at least 1 EGR on each aircraft type for last 2 years. (N4)	Approval Certificate. 3. Engine Ground Run training (N4) 4. Evidence of EGR practical experience (N4).
C	1. Copy of DCAM AMEL endorsed with require type rating and/or category. 2. Evidence of 3 years' experience in the intended aircraft type rating. 3. Copy of current Company Approval Certificate	N/A	1. Copy of DCAM AMEL endorsed with require type rating and/or category. 2. Evidence of 3 years' experience in the intended aircraft type rating. 3. Copy of current Company Approval Certificate
E1	1. Copy of Company procedure & regulations training certificate 2. Copy of Safety Management System training certificate 3. Copy of Human Factor training certificate 4. Copy of Dangerous Goods Training 5. Evidence of 3 months maintenance experiences. 6. Copy of ESD Training (N3)	1. Copy of Continuation training certificate. 2. Evidence of 6/24 month maintenance experience. (N2)	N/A
W	1. Copy of Company procedure & regulations training certificate 2. Copy of Safety Management System training certificate	1. Copy of Continuation training certificate. 2. Evidence of 6/24 month maintenance experience. (N2)	1. Copy of Component Specialised training certificate OR copy of Company Approval from previous company.

Category	Initial	Renewal	Extension
	3. Copy of Human Factor training certificate 4. Copy of Dangerous Goods Training 5. Copy of Type training certificate of the component OR copy of Company Approval from previous company. 6. Copy of ESD Training (N3) 7. Evidence of maintenance experience at the area as per MOE annexures		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 Familiarisation Certificate 3. Evidence of at least five years' experience in aircraft maintenance field and/or continuing airworthiness activities.	1. Evidence of Continuation training. 2. Evidence of 6/24 month continuing airworthiness 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 Director General or, if accepted by the Director General, under the supervision of another currently valid authorised airworthiness review staff of the concerned CAMO in accordance with an approved procedure in the CAME.	1. Copy of Relevant Aircraft General Familiarisation Certificate
Weighing Engineer	1. Copy of engineering degree certificate 2. Copy of MOE training 3. Copy of Air legislation training	Evidence of Continuation training.	1. Copy of Relevant Aircraft General Familiarisation Certificate

Category	Initial	Renewal	Extension
	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		

Notes:

N1: For Large aircraft (turbojet aircraft or aircraft fitted with 2 engines, or MTOW of 3175 for rotorcraft, or MTOW 5700 for fixed wing aircraft)
N2: 180 tasks or 100 days (7/8 hours for a day) using GAM-Q/039
N3: For store personnel & avionics workshop (ELT) personnel
N4: For personnel authorized to perform Engine Ground Run (Fixed Wing Aircraft)

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

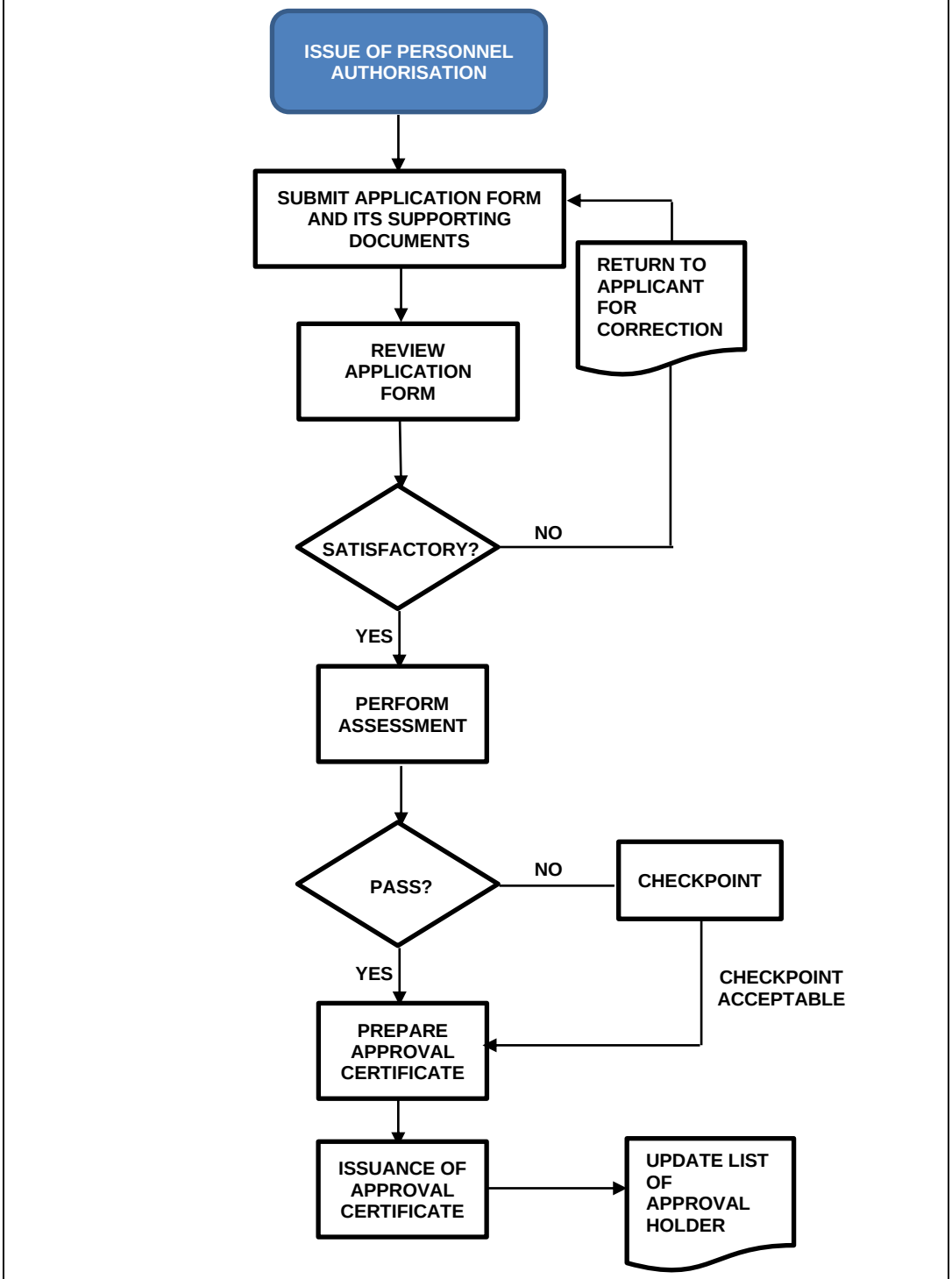
5.5 QAP will use relevant Assessment Checklist *(GAM-Q/015 & QAM-Q/015A for Cat A, B, E & W, GAM-Q/015B for Cat. C, GAM-Q/036 for ARS, GAM-Q/037A for Weighing Engineer)* and verify staff competency.

5.6 On satisfying 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.

5.7 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, GAM-Q/013A for ARS, GAM-Q/013W for Weighing Engineer)*** and forward to Quality Assurance Manager (QAM) for his/her authorisation and signature.

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

5.9 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.*

PROCESS FLOW	RESPONSIBLE PERSON
	

Applicant

QA Personnel

QA Personnel

QAM / Assessor

QAM/ QAP

QAP

QAM

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

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. He/She shall notify the approval holder via email at least 2 months prior to its expiry for renewal application.

5.3 Contents of email notification given to approval holder shall also include:

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 authorisation

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

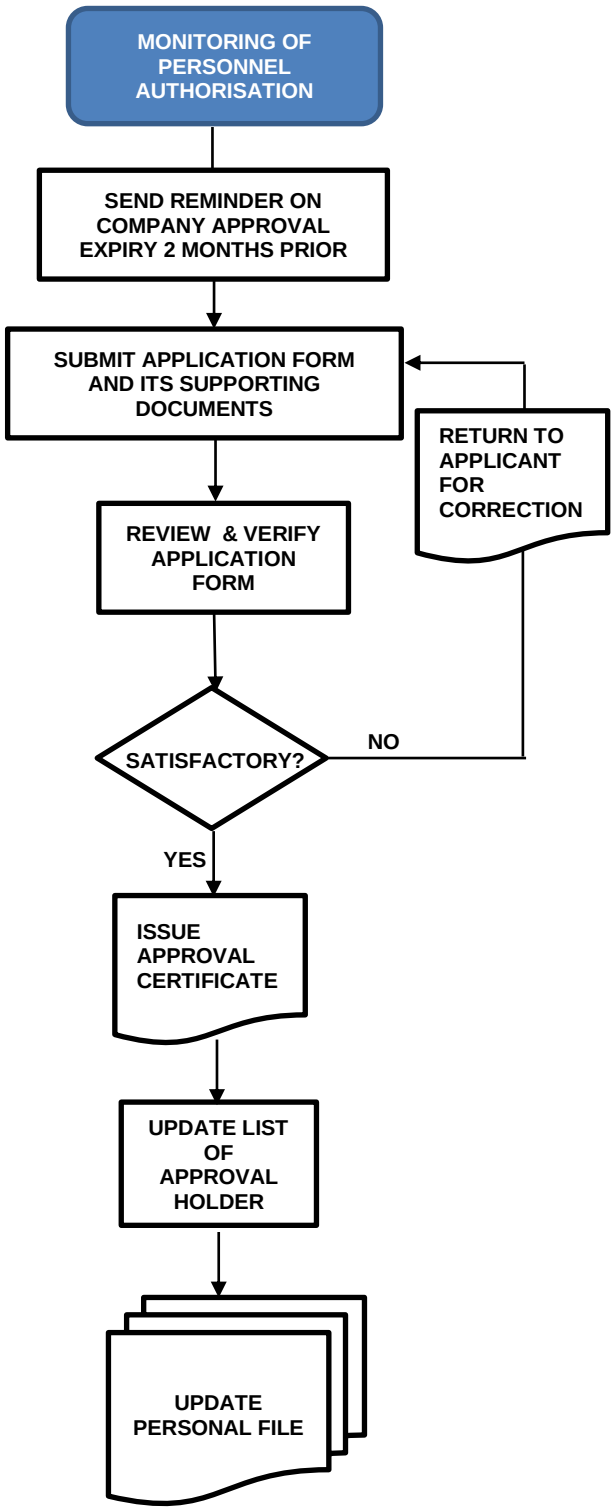
5.4 The completed Application for Company Approval Form (GAM/Q-012) together with its supporting documents as defined in Para 5.3 above to QA Department at least 2 weeks prior to its expiry.

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.

PROCESS FLOW	RESPONSIBLE PERSON
	

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 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 and Engineering Departments.

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 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

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)

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 only.

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 QAM is responsible to register and update all controlled form/manual 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

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

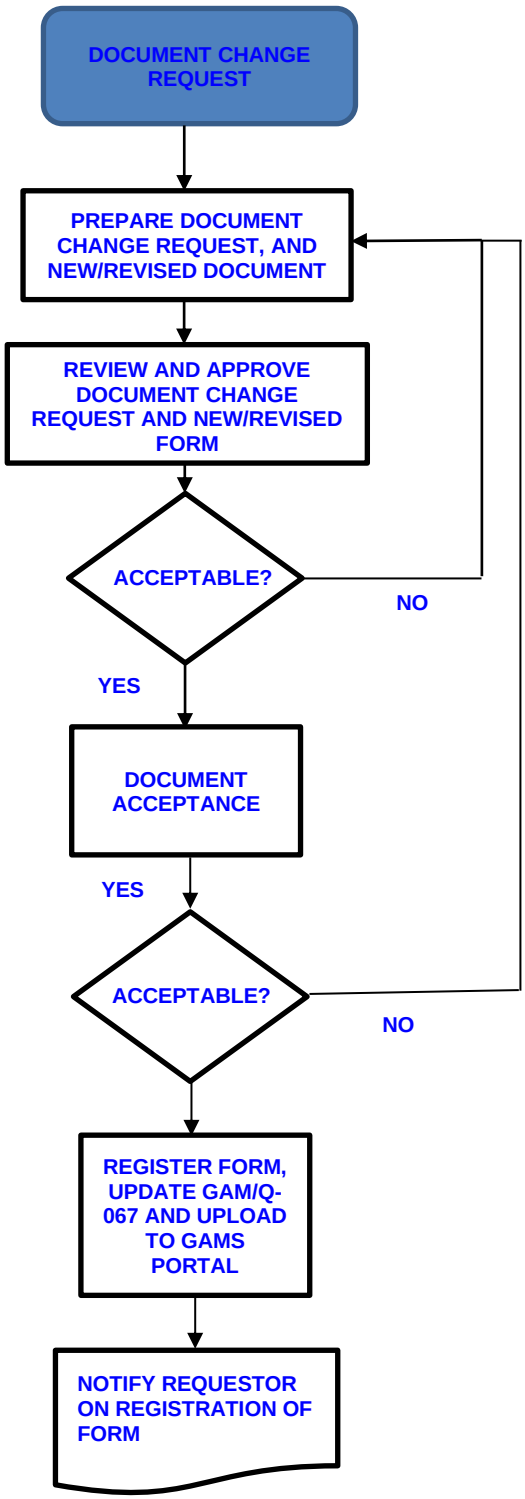
a) Those intending to register or amend a document shall a complete package comprising of the following to QA Department:

1. Document change request form (GAM/Q-070)
2. Draft of document
3. 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 and ensure that it meets the requirements stated in QPM 2.10. The form 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.

PROCESS FLOW	RESPONSIBLE PERSON
	

Where:

GAM	-	Galaxy Aerospace Sdn Bhd
a	-	Represents department: Q – Quality Department E – Engineering 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)

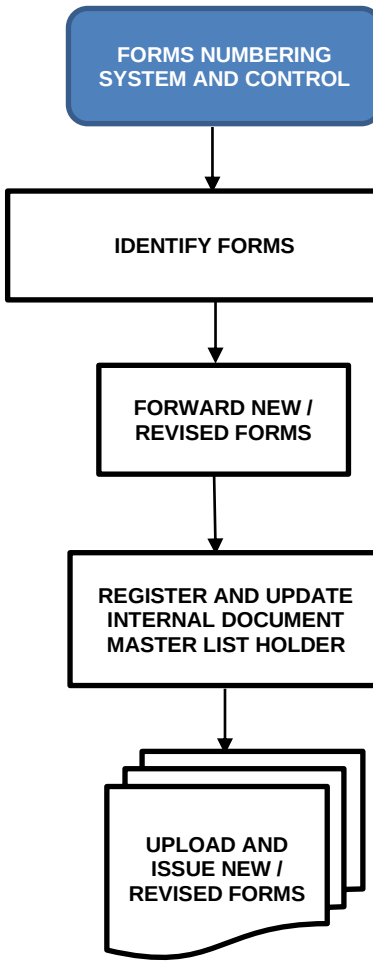
5.2 All forms (new or revised) shall be forwarded to QA Department for document register prior to release.

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.

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

QUALITY AUDIT PERSONNEL

1. PURPOSE

To provide procedure details for Quality Audit Personnel 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 under GAM Quality System.

3. RESPONSIBILITY

3.1 It is the responsibility of Quality Assurance Manager to ensure internal auditors 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

i. Completed and attended Quality audit techniques and

ii. Air legislation training or

iii. Technical Airworthiness Maintenance Management Training (for DGTA) and

iv. Maintenance Organisation Exposition or

v. Continuing Airworthiness Management Exposition or

vi. Maintenance Management Plan and

vii. Human factor training

c) Experience

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

ii. By derogation to paragraph E (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)**.**

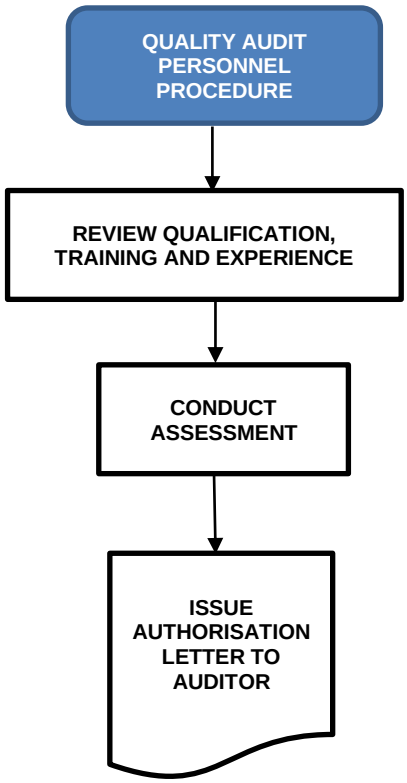
5.2 QAM shall review and assess the qualification of auditors before authorising them as qualified auditors and the assessment is recorded in Quality Auditor Assessment Checklist (GAM/Q-034A).

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.

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

5.5 In case of shortage of Quality Audit personnel, auditors would be drawn from other departments who meet the requirements stated under paragraph 5.1.

5.6 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.

PROCESS FLOW	RESPONSIBLE PERSON
	QAM QAM QAM

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 Quality Assurance Manager is responsible to ensure that all personnel to be qualified as Instructors are competent and proficient with qualification before qualifying them as Instructors.

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

3.3 Training Coordinator and Quality Assurance Manager to select the 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

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

a) Instructor must be adequately trained, competent and experienced on a specific subject, process, an appropriate category of a specific aircraft type, components, or model/series of engines before he/she can be deemed to be qualified by Quality Assurance Manager to conduct training for that particular subject, process, aircraft/component category or engine type.

b) The Instructors shall meet the following requirements:

	Basic / Regulatory Training	Technical / Specific Training
Qualification	i. Hold a valid and current Aircraft Maintenance Engineer's License which is issued or validated by CAAM or other NAA; or ii. A diploma/degree holder in related field; or iii. SPM holder or equivalent	i. Hold a valid and current Aircraft Maintenance Engineer's License which is issued or validated by CAAM or other NAA; or ii. Company Approval Holder; or iii. Degree holder in related field;
Training	i. Completed and attended Instruction technique / Train the Trainer; and ii. Attended and experienced in specific subject to be taught.	i. Completed and attended Instruction technique / Train the Trainer; and ii. Attended and experienced in specific subject to be taught.
Experience	i. Minimum of 3 years of aviation experience either in aircraft maintenance or experience in administering maintenance organization is also acceptable. ii. For SPM holders or equivalent, minimum 5 years of aviation experience either in aircraft maintenance or experience in administering maintenance organization.	i. Minimum of 3 years of aviation experience either in aircraft maintenance or aircraft support workshops

5.3 Authorisations

a) QAM shall review and assess the qualification of instructors before authorising them as qualified instructor. The assessment is recorded in Training Instructor Assessment Checklist **(GAM/Q-048).**

b) Once assessment process is completed and Quality Assurance Manager is satisfied on the qualification, competency, and experience of the personnel,

authorised instructors will be listed in the List of Approved Instructor **(GAM/Q-020).**

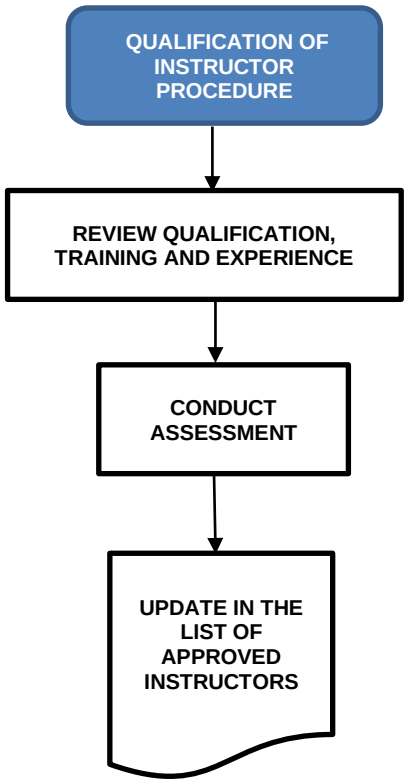
c) Training Coordinator shall maintain a List of Approved Instructor **(GAM/Q-020)** for the types of courses to be conducted. The listing is available at the Quality Assurance Department.

d) For OJT Instructor, Quality Assurance Manager accepts supervisors with Company Authorization for that particular operation or process to conduct OJT on that particular operation or process.

e) For each classroom course performed at GAM facility, Training Evaluation Form (GAM/QA-045) will be completed. The Training Coordinator shall compile and address issues that require corrective action which may include additional training or support for the Instructor to Quality Assurance Manager.

5.4 External Training Service Provide**r**

a) In the event that in-house Instructors are deemed not qualified to conduct a particular course, and External Training Service Provider is deemed necessary, Training Coordinator and Quality Assurance Manager to determine and select the qualified External Training Service provider.

PROCESS FLOW	RESPONSIBLE PERSON
	QAM QAM Training Coordinator

LIMITED CERTIFICATION AUTHORISATIONS CONTROL PROCEDURE

1. PURPOSE

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

2. SCOPE

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

3. RESPONSIBILITY

3.1 Quality Assurance Manager is responsible to control and monitor the pilot authorization.

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

3.3 Engineering Manager is responsible to submit the completed Pilot Authorisation Form (GAM/Q-043) together with supporting documents to QAM for approval.

4. REFERENCE

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

5. PROCEDURE

5.1 Whenever such a case as below arises, pilot shall submit an application to the Quality Assurance Manager and/or Engineering Manager GAM-145 for limited certification authorization using form Application for limited certification authorisation GAM/Q-043, clearly defining specific period of time to facilitate / continue the operation without compromising the safety / airworthiness standards. 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.

5.2 Engineering Manager shall submit to QAM the completed Pilot Authorisation Form **(GAM/Q-043)** together with following supporting document:

a) Copy of pilot license (ATPL).

b) Evidence of attended the task trained program as per MOE part 3.4.5 and has passed the competency assessment evaluated by the approved instructor.

5.3 QA Department shall vet through to ensure completeness, company authorisation requirement and applicable CAAM requirement are met.

5.4 The QAM may issue the authorisation upon being satisfied that GAM Pilot/Commander has received adequate instruction to perform such tasks using form Limited Certification Authorisation Approval **(GAM/Q-044)**.

5.5 Copy of Authorisation Approval which has been signed by the Pilot is filed in QA Department as records and for filing and update.

5.6 QA Department is responsible to maintain the current list of pilots authorised by QAM to certify pre-flight check and their refresher/continuation trainings.

5.7 For continuing validity of the authorisation, certifying pilot must complete recurrent training on every two years.

5.8 Certification on the Aircraft Journey Log (AJL) shall be made using pilot signature and properly dated once aircraft back to base.

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)

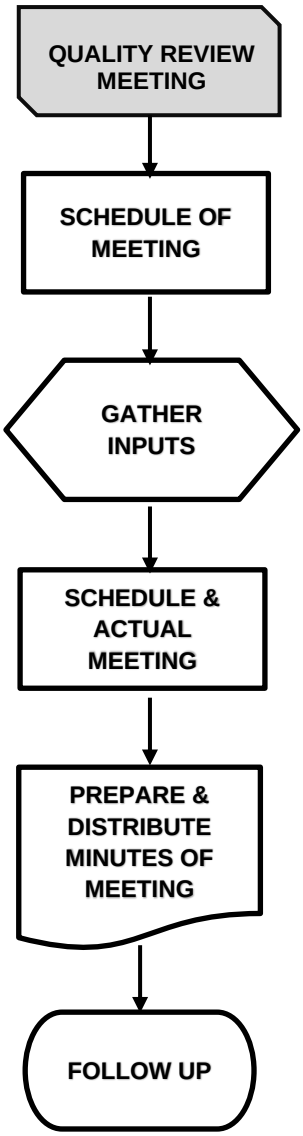
a) Quality Assurance Manager shall prepare and forward the minutes of meeting (MOM) consisting of responsibilities and target dates to the attendees.

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.

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

MANDATORY OCCURRENCE AND IN SERVICE DIFFICULTY REPORTING PROCEDURE

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, AN6101 Para 4.2. In-service Difficulty Reporting and AN6501 Para 7.11. In-service difficulty reporting

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 In-service Difficulty Reporting (ISDR)

4.3 MCAR 2016 Regulation 165 – Mandatory Occurrence Reporting

4.4 CAAM The Mandatory Occurrence Reporting (MOR) Scheme

4.5 CAAM Airworthiness Guidance AG 8503 In Service Difficulty Reporting

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.

5.2 Immediate superior shall forward the report to Safety Manager and/or Quality Assurance Manager as soon as practicable.

5.3 Engineer-In-Charge shall raise The Accident/Incident/Occurrence/ISDR Report (GAM/Q-038) within 12 hours with details of incident/accident. Photos of incident/accident, relevant maintenance documents are necessary to be enclosed.

5.4 Once received such notification or news of incident/accident, QAM/SM shall initiate and convene Crisis Management Team for meeting and investigation.

a) Crisis Management Team consists of:

i. Quality Assurance Manager (Chairman)
ii. Managing Director/Accountable Manager (Advisor)
iii. Chief Technical Operation Officer
iv. Safety Manager
v. Engineering Manager
vi. Engineering Controller
vii. Continuing Airworthiness Manager
viii. 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.

5.6 Determination of reportable incident shall be referred to AG 8503 In Service Difficulty Reporting and Mandatory Occurrence Reporting (MOR) reporting scheme.

5.7 QAM shall report to CAAM within 48 hours after its discovery (any serious defect or other recurring unairworthy condition). The report will be made in writing (refer below) without holding any pertinent information:

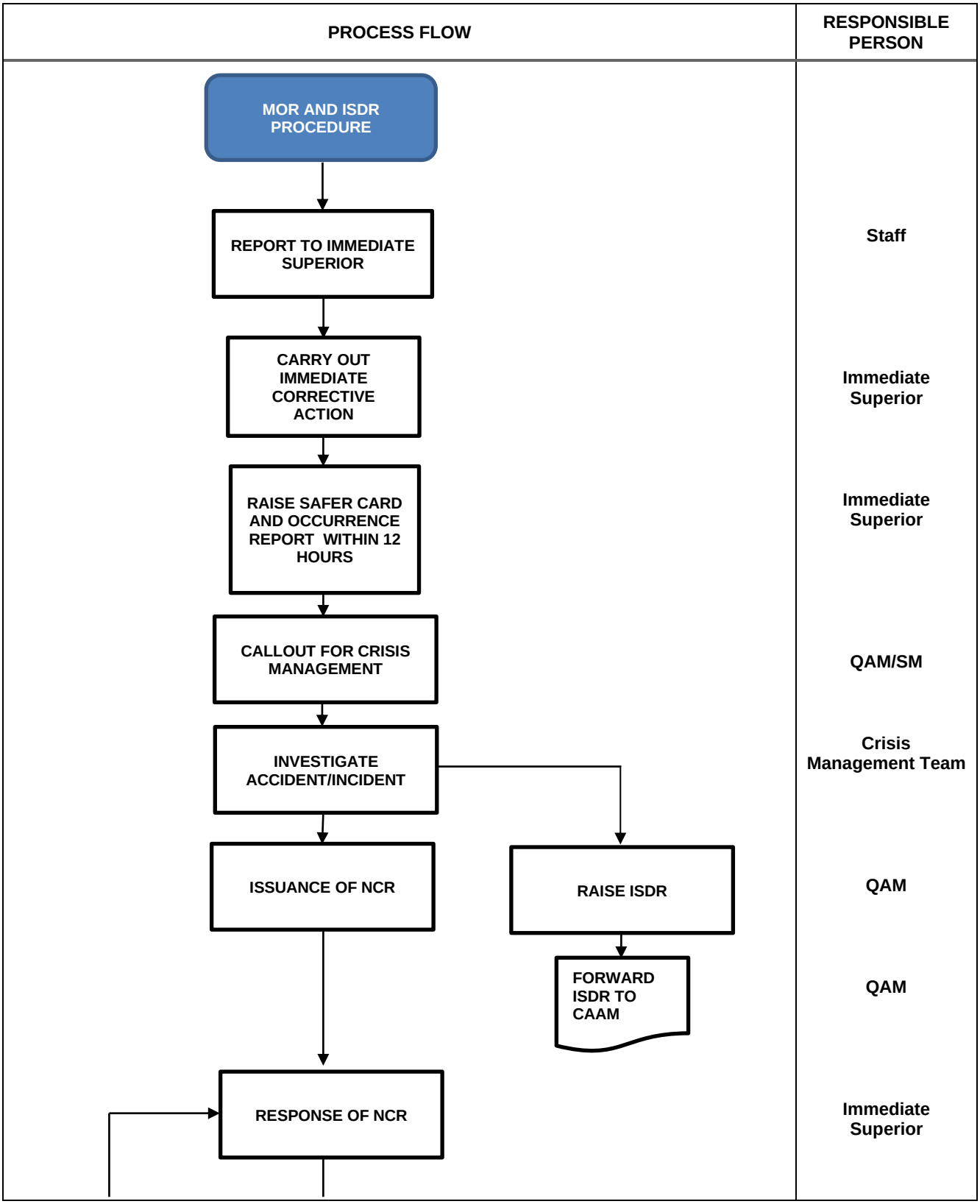
a) For ISDR, using CAAM Form CAAM/AW/8503-01 and email to "isdr@caam.gov.my".

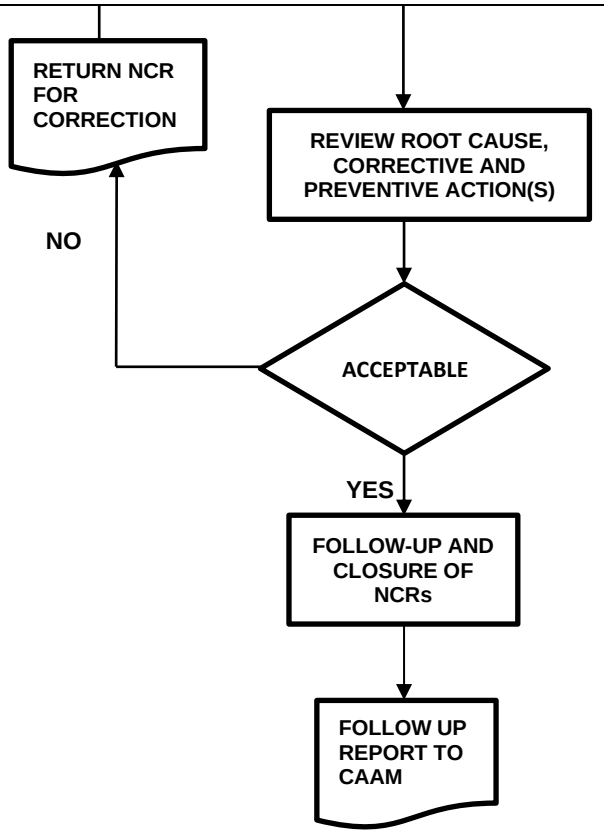
b) For MOR, using CAAM Form CAAM Borang 9 and email to "safety.MOR@caam.gov.my

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.

5.9 QAM shall raise NCR on the incident/accident as a result of the investigation should there be any need. The NCR shall be addressed in accordance with QPM part 2.4, Quality Audit Remedial Action.

5.10 Follow up report shall be forwarded to CAAM through email once the NCR has been resolved.


PROCESS FLOW
RESPONSIBLE PERSON
MOR AND ISDR 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
Crisis Management Team
ISSUANCE OF NCR
QAM
RAISE ISDR
FORWARD ISDR TO CAAM
QAM
RESPONSE OF NCR
Immediate Superior


RETURN NCR FOR CORRECTION
REVIEW ROOT CAUSE, CORRECTIVE AND PREVENTIVE ACTION(S)
NO
ACCEPTABLE
YES
FOLLOW-UP AND CLOSURE OF NCRs
FOLLOW UP REPORT TO CAAM

QAP
QAM
QAM