MANAGEMENT OF CHANGE (MOC)

INTRODUCTION

GAM will experience change over time due to expansion, contraction; changes to existing systems, equipment, programs, products, and services; and introduction of new equipment or procedures. Hazards may inadvertently be introduced into an operation whenever change occurs. *Safety management practices require that hazards that are a by-product of change be systematically and proactively identified and appropriate measures to manage the safety risks of the consequences of hazards be identified, implemented, and subsequently evaluated.*

Therefore, the Management of Change is a critical procedure that is used to plan and control changes that have a safety impact whenever there is a change. *MOC Report can be raised by anybody in GAM via GAMS Portal thru MOC module to justify the changes.*

https://gams.galaxyaerospace.my/index.php?r=site/index

Safety risk assessment shall be performed to assess the new arrangements/changes by using a Hazard Identification, Risk Mitigation and Management (HIRMM) to previously risk mitigation as applicable prior to the implementation. Assessment shall be in accordance with Part 9.0 in GAM SMS manual.

GAM continually changing in response to changes process and the need to improve service and quality to the company itself. The GAM Safety and Quality must be preserved in responding to these changes and changes must be properly planned and implemented so that service and quality level continue to be achieved. The primary objectives of MOC are:

• To manage and control changes made to the GAM environment.
• To minimize disruptions to the business and service that may be related to changes.
• To minimize the occurrence and impact of changes-related problems.

Thai Aviation Industries

MANAGEMENT OF CHANGE (MOC) PROCESS

This systematic approach in managing and monitoring organizational change should be disclosed through a process by section in sequence as below:

- Section A – MOC Details.
- Section B – Supervisor/Head of Department Approval.
- Section C – Accountable Executive Approval.
- Section D – Safety Management System Section.
- Section E – Quality Assurance Section.
- Section F – Implementation and Review.

GAM management of change incorporated together with the Quality Department's MOC to ensure a comprehensive management when there are any changes in the company.

CLASSIFICATION OF CHANGE

Safety should be enhanced as the result of such changes Caution must be adequately addressed to ensure that safety is not degraded during or because of changes in the system. A systematic approach to managing and monitoring organizational change is part of the risk management process. Procedures are established and maintained to manage safety risks associated with changes in the system. Safety issues associated with change are identified and standards associated with change are maintained during the change process. Changes that are likely to trigger formal change management include:

- Introduction of new technology or equipment.
- Changes in the operating environment.
- Changes in key personnel.
- Significant changes in staffing levels.
- Changes in safety regulatory requirements.
- Changes to aviation products.
- Changes to aircraft system or its operating procedures.
- Significant restructuring of the organization.
- Physical changes (new facility or base, aerodrome layout changes etc.).

MOC RESPONSIBILITIES AND DETAIL PROCESS

Requestor/All GAM staff

The requestor filling up the form must be entitled as an official staff for GAM, with appropriate staff identification and permission access to GAMS system using GAMS portal and with reference as per Appendix 8. The requestor will be filling up the form in a:

- Part A: MOC Details
- Part B: Description and Scope of changes

Respective Head of Department (HOD)

- To ensure all required data furnished with, to review, to analyze and to approve for the proposed changes to be analyzed in the next level.
- To ensure MOC form are properly filled up and completed by the requestor in accordance with MOC form procedure latest revision and review of all its content to ensure compliance.
- To ensure all requirements and procedures are met and in compliance with GAM MOE and SMS manual latest revision.
- To raise HIRMM if required or suggested by Safety Manager.

Safety Manager/Safety Department

- To decide if safety assessment required and to delegate and nominate person in charge of assessment if the task can't be carried out by the Safety Manager itself.
- To carry out management of change process as per SMS manual latest revision especially Part 14: Management of Change.
- To review HIRMM if required for each MOC raised.
- To ensure MOC report completed in accordance with procedures laid down in SMS manual latest revision, controlled and monitored for the purpose of records and audit.
- To approve and comments at Safety Management Section in the Part C: Safety Management System section.

Accountable Executive

- To review proposed changes and gives management support and commitment.
- To ensure all process and procedure within the MOE and SMS are adhered to.
- To give approval, decision, and comments on the management section after both item 6.1 i, and 6.1 ii, are satisfied in a Part D: Accountable Manager approval.

Quality Assurance Manager/Quality Assurance Department

- To carry out or delegate assessment or audit and issued audit report if required.
- To classify all proposed MOC in accordance with procedure laid down in Para 5.0 with justification.
- To approved non-significant change after all the mentioned requirements are met.
- To liaise and recommend to CAAM for approval of Significant change and provide all necessary assistance required related for the submitted changes in Part E: Quality Assurance Department section.

Part F: Implementation review, for tracking, evaluation review purposes.

Online Training