

# Observation and Recommendation Report

## CAAM PART 145 – MAINTENANCE ORGANISATION APPROVAL

Audit Date: 22 – 24 AUGUST 2023

|                 |                                |              |                                |
|-----------------|--------------------------------|--------------|--------------------------------|
| Organisation    | GALZXY AEROSPACE (M) SDN. BHD. | Site Audited | SZB                            |
| Audit Start:    | 22 AUGUST 2023                 | Auditors:    | MOHAMAD SOFIAN BIYAMIN         |
| Audit End:      | 24 AUGUST 2023                 |              | AZ AFZAN ZUHAIRI MOHAMED AZHAR |
| Audit Reference | CAD 8601                       |              | MOHD ZOHDI MAT ZALI            |

| CAAM        |                               |                   |  | Organisation  |           |                               |         |
|-------------|-------------------------------|-------------------|--|---|-----------|-------------------------------|---------|
| Observation |                               |                   |  | Corrective Action   |           |                               |         |
| No.         | Scope                         | Req. Reference    | Observation  | Action  | Due       | Status (to be filled by CAAM) | Auditor |
| 1.          | Equipment, tool and material. | CAD 8601 para 5.4 | During the audit at facility PGU SZB for KA, it found Open End Wrench 1 1/2" x 1 5/8" (G2689) not in the dedicated store and not book out properly.  | Open end wrench 1 2/3" x 1 5/8" (G2689) has been booked out on 6/6/2023 and the item will be permanently placed in Ipoh ( <b>Appendix 1</b> ). Record of the movement of the tool has been register in book out of base GAM/E-043 Rev 1<br><br>EIC shall monitor all tools movement and check the record in the book at the end of the day. | 17 Nov 23 |                               | MSB     |
| 2.          | Maintenance Data              | CAD 8601 para 5.6 | Currently procedure MOE 2.27 not in practise as current date. Furthermore, if any amendment related to inaccuracy, the person should inform the Technical Service CAMO using the official email by LAE or appropriate personnel. | MOE Part 2.27 was amended to include the process of notification to CAMO department in the event of inaccuracy/ ambiguity of maintenance data ( <b>Appendix 2</b> )   | 17 Nov 23 |                               |         |

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| No.         | Scope                          | Req. Reference     | Observation  | Action   | Due       | Status (to be filled by CAAM) | Auditor |
| 3.          | Maintenance Data               | CAD 8601 para 5.6  | "Ref to the work order ref: 2023-15940 and found the document Work Pack Control Sheet (GAM/E-001A) not available at PGU AMO KA office at SZB. Furthermore, for AMO records, there is acknowledge acceptance signatory from CAMO, ref: GAM/C-004."  | <p>Workpack Control Sheet GAM/E-001A is made available for work order ref: 2023-15940 (<b>Appendix 3</b>)</p> <p>GAM AMO is now able to access CAMO Google Drive for accepted workpack (<b>Appendix 4</b>)</p> <p>EPM 4-01 will be amended to include:</p> <p>a. PPC will be able to extract accepted workpack from CAMO Google Drive.</p> <p>b. explanation on utilization of workpack release by CAMO (Form GAM/C-005)</p> | 17 Nov 23 |                               |         |
| 4.          | Certification of Maintenance   | CAD 8601 para 5.9  | No policy and procedures on correction of issued maintenance release with unintentional errors or mistakes.  | MOE Part 2.13 was amended to include the policy & process of returned documentation from CAMO to AMO for correction and/or amendment. ( <b>Appendix 5</b> )  | 17 Nov 23 |                               |         |
| 5           | Mandatory Occurrence Reporting | CAD 8601 para 5.11 | During the audit, sample of MOR 324/23, 9M-JPM event on 20 May 2023 has been reviewed. Final MOR report has been submitted to CAAM on 25/05/2023 within 5 days from the event, it was reviewed, however it was found out nil QA investigation report was carried out before final closure of MOR submitted and the MOR listing is not updated with | <p>QPM Part 2-20 was introduced for the process of accident or incident investigation &amp; analysis (<b>Appendix 6</b>)</p> <p>MOR listing was updated for rectification &amp; action taken on MOR 324/23 with regards to 9M-JPM occurrence (<b>Appendix 7</b>)</p>   | 17 Nov 23 |                               |         |

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|             |  |   | the final action taken. (REF: CAD 1900 para 10.3 & 10.4)  |  |           |                               |         |
| 6           | Safety and Quality Policy                      | CAD 8601 para 5.12  | Ref made to the Audit Plan 2023 and found two different types of audits, physical and desktop whereby there is no evidence of physical audit at all to the for the companies in the Audit Plan 2023 desktop audit. Furthermore, some elements in the checklist such as MOE distribution and documentation unable to verify. | <p>QPM 2.2 Vendor Approval has been revised to clarify type of vendors that require physical audit and desktop (<b>Appendix 8</b>)</p> <p>Form GAM/Q-003 Vendor QA Evaluation Questionnaires has been revised to identify mandatory documents to be included when completing this form by vendor (<b>Appendix 9</b>)</p> <p>QAM to ensure that all vendors that require on-site/physical audit to be included and monitored in Audit plan.</p> | 17 Nov 23 |                               |         |
| 7.          | Continuation of Approval                       | CAD 8601 para 7.1   | Sample of last notification to CAAM PMI, for KCH, nil MOC submitted, and it found not as per procedures MOE 1.10  | <p>Missing MOC submitted via email to CAAM on 6 Nov 2023 (<b>Appendix 10</b>)</p> <p>Other documents reflected on MOE Part 1.10 has been submitted to CAAM via email on 14 July 2023 (<b>Appendix 11</b>) and hardcopy submission to CAAM on 25 July 2023 (<b>Appendix 12</b>)</p>   | 17 Nov 23 |                               |         |
| 8.          | Safety Management System Continuous Assessment | CAD 19 Component 1: Safety Policy and Objectives Element 1.1: Management Commitment | SMS manual not yet to be approved, SMS Manager not accepted yet, some SPI and SPT require amendments include concession/dispensation part of SPI also, unable to show dedicated SMS training plan follow dedicated  | <p>New SMS Manual Issue No. 3 is in progress and will be submitted to CAAM by 1/12/2023.</p> <p>SMS Manager has been accepted by CAAM on 4/10/2023. (<b>Appendix 13</b>)</p>   | 17 Nov 23 |                               |         |

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|             |       |                | responsibility function, unable to identify member of SRB and SAG from the current manual. | <p>The SPI and SPT has been submitted on 14/3/2023 for CAAM feedback. GAM also discussed with PMI on 6/9/023 and will be submitted as part of SMS Manual Issue No. 3 to CAAM for their feedback and acceptance by 1/12/2023 (<b>Appendix 14</b>)</p> <p>The dedicated training and responsibility will be updated in SMS Manual Issue 3 Part 12 (<b>Appendix 15</b>)</p> <p>The SRB &amp; SAG members will be updated accordingly in SMS Manual that will be submitted to CAAM by 1/12/2023 (<b>Appendix 16</b>)</p> |     |                               |         |