



Flight Operations Standards Directorate
Commercial Air Transport Section - AOC Documents Evaluation
Quality Manual Compliance List

• Operator Name			
• Inspector Name			
• Operator Focal Point	Name	Phone No.	E-mail

CHAPTER	Quality Manual Compliance List
0	Administration and Control of the Manual
1	General
2	Quality Assurance Program
Appendix 1	Quality System Inspection Checklist(s)
Appendix 2	Quality System Finding and Corrective Action Report



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CHAPTER 0	ADMINISTRATION AND CONTROL OF THE MANUAL
0.1	Introduction
0.2	System of Amendment and Revision



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CHAPTER 0	ADMINISTRATION AND CONTROL OF THE MANUAL
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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
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0	Administration and Control of the Manual
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0.1	Introduction
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a	A statement that the manual complies with all applicable regulations and with the terms and conditions of the applicable Air Operator Certificate	1.1045 App. 1 A 0.1 (a)					
(1)	An operator shall provide an operations manual in accordance with subpart P for the use and guidance of operations personnel	1.200					
(2)	An operator shall ensure that the contents of the operations manual, including all amendments or revisions, do not contravene the conditions contained in the Air Operator Certificate (AOC) or any applicable regulations and are acceptable to or where applicable approved by CARC	1.1040 (b)					
(3)	Unless otherwise approved by CARC, or prescribed by national law, an operator must prepare the operations manual in the English language. In addition, an operator may translate and use that manual, or parts thereof, into another language	1.1040 (c)					
(4)	Should it become necessary for an operator to produce new operations manuals or major parts/volumes thereof, he must comply with subparagraph (3) above	1.1040 (d)					
(5)	An operator shall ensure that the operations manual is amended or revised so that the instructions and information contained therein are kept up to date. The operator shall ensure that all operations personnel are made aware of such changes that are relevant to their duties	1.1040 (g)					
(6)	Each holder of an operations manual, or appropriate parts of it, shall keep it up to date with the amendments or revisions supplied by the operator	1.1040 (h)					
(7)	An operator shall supply CARC with intended amendments and revisions in advance of the effective date. When the amendment concerns any part of the operations manual which must be approved in accordance with JCAR, this approval shall be obtained before the amendment becomes effective. When immediate amendments or revisions are required in the interest of safety, they may be published and applied immediately, provided that any approval required has been applied for	1.1040 (i)					
(8)	An operator shall incorporate all amendments and revisions required by CARC	1.1040 (j)					



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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
(9)	An operator must ensure that information taken from approved documents, and any amendment of such approved documentation, is correctly reflected in the operations manual and that the operations manual contains no information contrary to any approved documentation. However, this requirement does not prevent an operator from using more conservative data and procedures	1.1040 (k)					
(10)	An operator must ensure that the contents of the operations manual are presented in a form in which they can be used without difficulty. The design of the operations manual shall observe human factors principles	1.1040 (l)					
(11)	An operator may be permitted by CARC to present the operations manual or parts thereof in a form other than on printed paper. In such cases, an acceptable level of accessibility, usability and reliability must be assured	1.1040 (m)					
(12)	An operator must ensure that all operations personnel are able to understand the language in which those parts of the operations manual which pertain to their duties and responsibilities are written	1.025 (a)					
(13)	The operator must make arrangements for the production of manuals, amendments and other documentation	App. 2 to OPS 1.175 (e)					
b	A statement that the manual contains operational instructions that are to be complied with by the relevant personnel	1.1045 App. 1 A 0.1 (b)					
(1)	An operator shall ensure that the operations manual contains all instructions and information necessary for operations personnel to perform their duties	1.1040 (a)					
(2)	An operator shall ensure that all operations personnel have easy access to a copy of each part of the Operations Manual which is relevant to their duties.	1.1040 (f)					
(3)	An operator shall ensure that, all employees are made aware that they shall comply with the laws, regulations and procedures of those States in which operations are conducted and which are pertinent to the performance of their duties; and all crew members are familiar with the laws, regulations and procedures pertinent to the performance of their duties	1.020 (a) & (b)					
(4)	An operator must ensure that all crew members can communicate in a common language	1.025 (a)					



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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
c	A list and brief description of the various parts, their contents, applicability and use	1.1045 App. 1 A 0.1 (c)					
(1)	An operator shall ensure that the contents of the Operations Manual are in accordance with Appendix 1 to OPS 1.1045	1.1045 (b)					
(2)	An operator shall ensure that, the detailed structure of the Operations Manual is acceptable to the authority	1.1045 (c)					
(3)	An operator may issue an operations manual in separate volumes	1.1040 (e)					
d	Explanations and definitions of terms and words needed for the use of the manual	1.1045 App. 1 A 0.1 (d)					



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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
0.2	System of Amendment and Revision						
a	Details of the person(s) responsible for the issuance and insertion of amendments and revisions.	1.1045 App. 1 A 0.2 (a)					
b	A record of amendments and revisions with insertion dates and effective dates	1.1045 App. 1 A 0.2 (b)					
c	A statement that handwritten amendments and revisions are not permitted except in situations requiring immediate amendment or revision in the interest of safety	1.1045 App. 1 A 0.2 (c)					
d	A description of the system for the annotation of pages and their effective dates.	1.1045 App. 1 A 0.2 (d)					
e	A list of effective pages	1.1045 App. 1 A 0.2 (e)					
f	Annotation of changes (on text pages and, as far as practicable, on charts and diagrams)	1.1045 App. 1 A 0.2 (f)					
g	Temporary revisions	1.1045 App. 1 A 0.2 (g)					
h	A description of the distribution system for the manuals, amendments and revisions.	1.1045 App. 1 A 0.2 (h)					



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CHAPTER 1	GENERAL
1.1	Introduction
1.2	Terminology
1.3	Quality Policy
1.4	Purpose of the Quality System
1.5	Quality Manager
1.6	Quality System
1.7	Quality Assurance Responsibility for Sub-Contractors
1.8	Quality System Training



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CHAPTER 1	GENERAL
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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
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1.1	Introduction
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1.1.1	In order to show compliance with JCAR OPS 1.035, an operator should establish his Quality System in accordance with the instructions and information contained in the following paragraphs	AMC OPS 1.035					
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1.2	Terminology
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1.2.1	Accountable manager. The person acceptable to CARC who has corporate Authority for ensuring that all operations and maintenance activities can be financed and carried out to the standard required by CARC, and any additional requirements defined by the operator	AMC OPS 1.035					
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1.2.2	Quality assurance. All those planned and systematic actions necessary to provide adequate confidence that operational and maintenance practices satisfy given requirements	AMC OPS 1.035					
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1.2.3	Quality manager. The manager, acceptable to CARC, responsible for the management of the quality system, monitoring function and requesting corrective actions	AMC OPS 1.035					
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1.3	Quality Policy
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1.3.1	An operator should establish a formal written quality policy statement that is a commitment by the accountable manager as to what the quality system is intended to achieve. The quality policy should reflect the achievement and continued compliance with JCAR OPS 1 together with any additional standards specified by the operator	AMC OPS 1.035					
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1.3.2	The accountable manager is an essential part of the AOC holder's management organization. With regard to the text in JCAR OPS 1.175 (h) and the above terminology, the term 'accountable manager' is intended to mean the chief executive / president / managing director / director general / general manager etc. of the operator's organization, who by virtue of his position has overall responsibility (including financial) for managing the organization	AMC OPS 1.035					
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CHAPTER 1	GENERAL
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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
1.3.3	The accountable manager will have overall responsibility for the AOC holder's Quality System including the frequency, format and structure of the internal management evaluation activities	AMC OPS 1.035					
1.4	Purpose of the Quality System						
1.4.1	The quality system should enable the operator to monitor compliance with JCAR OPS 1, the operations manual, the operator's maintenance management exposition, and any other standards specified by that operator, or CARC, to ensure safe operations and airworthy aircraft	AMC OPS 1.035					
1.5	Quality Manager						
1.5.1	The function of the quality manager to monitor compliance with and the adequacy of procedures required to ensure safe operational practices and airworthy airplanes as required by JCAR OPS 1.035(a), may be carried out by more than one person by means of different, but complementary, quality assurance programs	AMC OPS 1.035					
1.5.2	The primary role of the quality manager is to verify, by monitoring activity in the fields of flight operations, maintenance, crew training and ground operations, that the standards required by CARC, and any additional requirements defined by the operator, are being carried out under the supervision of the relevant nominated post holder	AMC OPS 1.035					
1.5.3	The quality manager should be responsible for ensuring that the quality assurance program is properly established, implemented and maintained	AMC OPS 1.035					
1.5.4	The quality manager should:	AMC OPS 1.035					
a	Have direct access to the accountable manager	AMC OPS 1.035					
b	Not be one of the nominated post holders; and	AMC OPS 1.035					
c	Have access to all parts of the operator's and, as necessary, any sub-contractor's organization	AMC OPS 1.035					



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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
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1.5.5	In the case of small/very small operators, the posts of the accountable manager and the quality manager may be combined. However, in this event, quality audits should be conducted by independent personnel. It will not be possible for the accountable manager to be one of the nominated post holders	AMC OPS 1.035					
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1.6	Quality System						
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1.6.1	The operator's quality system should ensure compliance with and adequacy of operational and maintenance activities requirements, standards and operational procedures	AMC OPS 1.035					
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1.6.2	The operator should specify the basic structure of the quality system applicable to the operation	AMC OPS 1.035					
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1.6.3	The quality system should be structured according to the size and complexity of the operation to be monitored	AMC OPS 1.035					
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1.6.4	Scope	AMC OPS 1.035					
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a	As a minimum, the quality system should address the following:	AMC OPS 1.035					
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(1)	The provisions of JCAR OPS 1	AMC OPS 1.035					
(2)	The operator's additional standards and operating procedures	AMC OPS 1.035					
(3)	The operator's quality policy	AMC OPS 1.035					
(4)	The operator's organizational structure	AMC OPS 1.035					
(5)	Responsibility for the development, establishment and management of the quality system	AMC OPS 1.035					
(6)	Documentation, including manuals, reports and records	AMC OPS 1.035					
(7)	Quality procedures	AMC OPS 1.035					
(8)	Quality assurance program	AMC OPS 1.035					
(9)	The required financial, material, and human resources	AMC OPS 1.035					
(10)	Training requirements	AMC OPS 1.035					



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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
1.6.5	Feedback System	AMC OPS 1.035					
a	The quality system should include a feedback system to the accountable manager to ensure that corrective actions are both identified and promptly addressed. The feedback system should also specify who is required to rectify discrepancies and non-compliance in each particular case, and the procedure to be followed if corrective action is not completed within an appropriate timescale	AMC OPS 1.035					
1.6.6	Documentation	AMC OPS 1.035					
a	Relevant documentation includes the relevant part of the operations manual and the operator's maintenance management exposition, which may be included in a separate quality manual	AMC OPS 1.035					
b	In addition, relevant documentation should also include the following:	AMC OPS 1.035					
(1)	Quality policy	AMC OPS 1.035					
(2)	Terminology	AMC OPS 1.035					
(3)	Specified training standards	AMC OPS 1.035					
(4)	A description of the organization	AMC OPS 1.035					
(5)	The allocation of duties and responsibilities	AMC OPS 1.035					
(6)	Operational procedures to ensure regulatory compliance	AMC OPS 1.035					
(7)	Safety management system	AMC OPS 1.035					
(8)	The quality assurance program reflecting:	AMC OPS 1.035					
(a)	Schedule of the monitoring process	AMC OPS 1.035					
(b)	Audit procedures	AMC OPS 1.035					
(c)	Reporting procedures	AMC OPS 1.035					
(d)	Follow-up and corrective action procedures	AMC OPS 1.035					
(e)	Recording system	AMC OPS 1.035					
(9)	The training syllabus	AMC OPS 1.035					
(10)	Document control	AMC OPS 1.035					



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CHAPTER 1	GENERAL
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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
1.7	Quality Assurance Responsibility for Sub-Contractors	AMC OPS 1.035					
1.7.1	Operators may decide to sub-contract out certain activities to external agencies for the provision of services related to areas such as:	AMC OPS 1.035					
a	Ground de-icing/anti-icing	AMC OPS 1.035					
b	Maintenance	AMC OPS 1.035					
c	Ground handling	AMC OPS 1.035					
d	Flight Support (including Performance calculations, flight planning, navigation database and dispatch)	AMC OPS 1.035					
e	Training	AMC OPS 1.035					
f	Manual preparation	AMC OPS 1.035					
1.7.2	The ultimate responsibility for the product or service provided by the sub-contractor always remains with the operator. A written agreement should exist between the operator and the sub-contractor clearly defining the safety related services and quality to be provided. The sub-contractor's safety related activities relevant to the agreement should be included in the operator's Quality Assurance Program	AMC OPS 1.035					
1.7.3	The operator should ensure that the sub-contractor has the necessary authorization/approval when required and commands the resources and competence to undertake the task. If the operator requires the sub-contractor to conduct activity which exceeds the sub-contractor's authorization / approval, the operator is responsible for ensuring that the sub-contractor's quality assurance takes account of such additional requirements	AMC OPS 1.035					
1.8	Quality System Training	AMC OPS 1.035					
1.8.1	An operator should establish effective, well planned and resourced quality related briefing for all personnel	AMC OPS 1.035					



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CHAPTER 1	GENERAL
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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
1.8.2	Those responsible for managing the Quality System should receive training covering:	AMC OPS 1.035					
a	An introduction to the concept of quality system	AMC OPS 1.035					
b	Quality management	AMC OPS 1.035					
c	Concept of quality assurance	AMC OPS 1.035					
d	Quality manuals	AMC OPS 1.035					
e	Audit techniques	AMC OPS 1.035					
f	Reporting and recording; and	AMC OPS 1.035					
g	The way in which the quality system will function in the company	AMC OPS 1.035					
1.83	Time should be provided to train every individual involved in quality management and for briefing the remainder of the employees. The allocation of time and resources should be governed by the size and complexity of the operation concerned	AMC OPS 1.035					
1.8.4	Sources of training. Quality management courses are available from the various national or international standards institutions, and an operator should consider whether to offer such courses to those likely to be involved in the management of quality systems. Operators with sufficient appropriately qualified staff should consider whether to carry out in-house training	AMC OPS 1.035					



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CHAPTER 2	QUALITY ASSURANCE PROGRAM
2.1	Introduction
2.2	Quality Inspection
2.3	Audit
2.4	Auditors
2.5	Auditors Independence
2.6	Audit Scope
2.7	Audit Scheduling
2.8	Monitoring and Corrective Action
2.9	Corrective Action
2.10	Management Evaluation
2.11	Recording



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CHAPTER 2	QUALITY ASSURANCE PROGRAM
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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
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2.1	Introduction
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2.1.1	The quality assurance program should include all planned and systematic actions necessary to provide confidence that all operations and maintenance are conducted in accordance with all applicable requirements, standards and operational procedures	AMC OPS 1.035					
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2.2	Quality Inspection
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2.2.1	The primary purpose of a quality inspection is to observe a particular event / action / document etc., in order to verify whether established operational procedures and requirements are followed during the accomplishment of that event and whether the required standard is achieved	AMC OPS 1.035					
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2.2.2	Typical subject areas for quality inspections are:	AMC OPS 1.035					
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a	Actual flight operations	AMC OPS 1.035					
b	Ground De-icing/Anti-icing	AMC OPS 1.035					
c	Flight Support Services	AMC OPS 1.035					
d	Load Control	AMC OPS 1.035					
e	Maintenance	AMC OPS 1.035					
f	Technical Standards	AMC OPS 1.035					
g	Training Standards	AMC OPS 1.035					

2.3	Audit
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2.3.1	An audit is a systematic and independent comparison of the way in which an operation is being conducted against the way in which the published operational procedures say it should be conducted	AMC OPS 1.035					
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2.3.2	Audits should include at least the following quality procedures and processes:	AMC OPS 1.035					
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a	A statement explaining the scope of the audit	AMC OPS 1.035					
b	Planning and preparation	AMC OPS 1.035					
c	Gathering and recording evidence	AMC OPS 1.035					
d	Analysis of the evidence	AMC OPS 1.035					



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CHAPTER 2	QUALITY ASSURANCE PROGRAM
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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
2.3.3	Techniques which contribute to an effective audit are:	AMC OPS 1.035					
a	Interviews or discussions with personnel	AMC OPS 1.035					
b	A review of published documents	AMC OPS 1.035					
c	The examination of an adequate sample of records	AMC OPS 1.035					
d	The witnessing of the activities which make up the operation	AMC OPS 1.035					
e	The preservation of documents and the recording of observations	AMC OPS 1.035					
2.4 Auditors							
2.4.1	An operator should decide, depending on the complexity of the operation, whether to make use of a dedicated audit team or a single auditor. In any event, the auditor or audit team should have relevant operational and/or maintenance experience	AMC OPS 1.035					
2.4.2	The responsibilities of the auditors should be clearly defined in the relevant documentation	AMC OPS 1.035					
2.5 Auditors Independence							
2.5.1	Auditors should not have any day-to-day involvement in the area of the operation and/or maintenance activity which is to be audited. An operator may, in addition to using the services of full-time dedicated personnel belonging to a separate quality department, undertake the monitoring of specific areas or activities by the use of part-time auditors.	AMC OPS 1.035					
2.5.2	An operator whose structure and size does not justify the establishment of full-time auditors, may undertake the audit function by the use of part-time personnel from within his own organization or from an external source under the terms of an agreement acceptable to CARC. In all cases the operator should develop suitable procedures to ensure that persons directly responsible for the activities to be audited are not selected as part of the auditing team. Where external auditors are used, it is essential that any external specialist is familiar with the type of operation and/or maintenance conducted by the operator	AMC OPS 1.035					



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CHAPTER 2	QUALITY ASSURANCE PROGRAM
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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
2.5.3	The operator's quality assurance program should identify the persons within the company who have the experience, responsibility and Authority to:	AMC OPS 1.035					
a	Perform quality inspections and audits as part of ongoing quality assurance	AMC OPS 1.035					
b	Identify and record any concerns or findings, and the evidence necessary to substantiate such concerns or findings	AMC OPS 1.035					
c	Initiate or recommend solutions to concerns or findings through designated reporting channels	AMC OPS 1.035					
d	Verify the implementation of solutions within specific timescales	AMC OPS 1.035					
e	Report directly to the quality manager	AMC OPS 1.035					

2.6	Audit Scope
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2.6.1	Operators are required to monitor compliance with the operational procedures they have designed to ensure safe operations, airworthy aircraft and the serviceability of both operational and safety equipment. In doing so they should as a minimum, and where appropriate, monitor:	AMC OPS 1.035					
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a	Organization	AMC OPS 1.035					
b	Plans and company objectives	AMC OPS 1.035					
c	Operations procedures	AMC OPS 1.035					
d	Flight Safety	AMC OPS 1.035					
e	Operator certification (AOC/Operations specification)	AMC OPS 1.035					
f	Supervision	AMC OPS 1.035					
g	Aircraft Performance	AMC OPS 1.035					
h	All Weather Operations	AMC OPS 1.035					
i	Communications and navigational equipment and practices	AMC OPS 1.035					
j	Mass, balance and aircraft loading	AMC OPS 1.035					
k	Instruments and safety equipment	AMC OPS 1.035					
l	Manuals, logs, and records	AMC OPS 1.035					
m	Flight and duty time limitations, rest requirements, and scheduling	AMC OPS 1.035					
n	Aircraft maintenance/operations interface	AMC OPS 1.035					
o	Use of the MEL	AMC OPS 1.035					
p	Maintenance programs and continued airworthiness	AMC OPS 1.035					
q	Airworthiness directives management	AMC OPS 1.035					
r	Maintenance accomplishment	AMC OPS 1.035					



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CHAPTER 2	QUALITY ASSURANCE PROGRAM
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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
s	Defect deferral	AMC OPS 1.035					
t	Flight crew	AMC OPS 1.035					
u	Cabin crew	AMC OPS 1.035					
v	Dangerous goods	AMC OPS 1.035					
w	Security	AMC OPS 1.035					
x	Training	AMC OPS 1.035					

2.7	Audit Scheduling
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2.7.1	A quality assurance program should include a defined audit schedule and a periodic review cycle area by area. The schedule should be flexible, and allow unscheduled audits when trends are identified. Follow-up audits should be scheduled when necessary to verify that corrective action was carried out and that it was effective	AMC OPS 1.035					
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2.7.2	An operator should establish a schedule of audits to be completed during a specified calendar period. All aspects of the operation should be reviewed within every period of 12 months in accordance with the program unless an extension to the audit period is accepted as explained below.	AMC OPS 1.035					
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2.7.3	An operator may increase the frequency of audits at his discretion but should not decrease the frequency without the agreement of CARC. It is considered unlikely that an interval between audits greater than 24 months would be acceptable for any audit topic	AMC OPS 1.035					
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2.7.4	When an operator defines the audit schedule, significant changes to the management, organization, operation, or technologies should be considered as well as changes to the regulatory requirements	AMC OPS 1.035					
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2.8	Monitoring and Corrective action
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2.8.1	The aim of monitoring within the quality system is primarily to investigate and judge its effectiveness and thereby to ensure that defined policy, operational, and maintenance standards are continuously complied with.	AMC OPS 1.035					
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CHAPTER 2	QUALITY ASSURANCE PROGRAM
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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
2.8.2	Monitoring activity is based upon quality inspections, audits, corrective action and follow-up. The operator should establish and publish a quality procedure to monitor regulatory compliance on a continuing basis. This monitoring activity should be aimed at eliminating the causes of unsatisfactory performance	AMC OPS 1.035					
2.8.3	Any non-compliance identified as a result of monitoring should be communicated to the manager responsible for taking corrective action or, if appropriate, the accountable manager. Such non-compliance should be recorded, for the purpose of further investigation, in order to determine the cause and to enable the recommendation of appropriate corrective action	AMC OPS 1.035					
2.8.4	The quality assurance program should include procedures to ensure that corrective actions are taken in response to findings. These quality procedures should monitor such actions to verify their effectiveness and that they have been completed. Organizational responsibility and accountability for the implementation of corrective action resides with the department cited in the report identifying the finding. The accountable manager will have the ultimate responsibility for resourcing the corrective action and ensuring, through the quality manager, that the corrective action has re-established compliance with the standard required by CARC, and any additional requirements defined by the operator	AMC OPS 1.035					
2.9 Corrective Action							
2.9.1	Subsequent to the quality inspection/audit, the operator should establish:	AMC OPS 1.035					
a	The seriousness of any findings and any need for immediate corrective action	AMC OPS 1.035					
b	The origin of the finding	AMC OPS 1.035					
c	What corrective actions are required to ensure that the non-compliance does not recur	AMC OPS 1.035					
d	A schedule for corrective action	AMC OPS 1.035					
e	The identification of individuals or departments responsible for implementing corrective action	AMC OPS 1.035					
f	Allocation of resources by the accountable manager, where appropriate	AMC OPS 1.035					



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CHAPTER 2	QUALITY ASSURANCE PROGRAM
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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
2.9.2	The quality manager should:	AMC OPS 1.035					
a	Verify that corrective action is taken by the manager responsible in response to any finding of non-compliance	AMC OPS 1.035					
b	Verify that corrective action includes the elements outlined in paragraph 2.9.1 above	AMC OPS 1.035					
c	Monitor the implementation and completion of corrective action	AMC OPS 1.035					
d	Provide management with an independent assessment of corrective action, implementation and completion	AMC OPS 1.035					
e	Evaluate the effectiveness of corrective action through the follow-up process	AMC OPS 1.035					
2.10 Management Evaluation							
2.10.1	A management evaluation is a comprehensive, systematic, documented review by the management of the quality system, operational policies and procedures, and should consider:	AMC OPS 1.035					
a	The results of quality inspections, audits and any other indicators	AMC OPS 1.035					
b	The overall effectiveness of the management organization in achieving stated objectives	AMC OPS 1.035					
2.10.2	A management evaluation should identify and correct trends, and prevent, where possible, future non-conformities.	AMC OPS 1.035					
2.10.3	Conclusions and recommendations made as a result of an evaluation should be submitted in writing to the responsible manager for action.	AMC OPS 1.035					
2.10.4	The responsible manager should be an individual who has the Authority to resolve issues and take action	AMC OPS 1.035					
2.10.5	The accountable manager should decide upon the frequency, format, and structure of internal management evaluation activities	AMC OPS 1.035					



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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
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2.11	Recording
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2.11.1	Accurate, complete, and readily accessible records documenting the results of the quality assurance program should be maintained by the operator. Records are essential data to enable an operator to analyze and determine the root causes of non-conformity, so that areas of non-compliance can be identified and addressed	AMC OPS 1.035					
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2.11.2	The following records should be retained for a period of 5 years:	AMC OPS 1.035					
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a	Audit schedules	AMC OPS 1.035					
b	Quality inspection and audit reports	AMC OPS 1.035					
c	Responses to findings	AMC OPS 1.035					
d	Corrective action reports	AMC OPS 1.035					
e	Follow-up and closure reports; and	AMC OPS 1.035					
f	Management evaluation reports	AMC OPS 1.035					



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Appendix 1 **Quality System Inspection Checklist(s)**

No	Events	YES	NO	Remarks
1	Quality system inspection checklist(s) that cover all aspect of the aviation training organization			



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Appendix 2 **Quality System Finding and Corrective Action Report**

No	Events	YES	NO	Remarks
1	Quality system finding and corrective action report			



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• Assessment Result

Satisfactory

Unsatisfactory

• Remarks

Flight Operations Inspector Name	Signature	Date