

Appendix B ENTRY MEETING AGENDA

Welcome by Operator Focal Person

The operator's Accountable Manager or other senior person may also welcome the audit team

Introductions

Introduction of the audit Team Leader, team members, any specialists and observers;
Introduction of Operator representatives.

Ensure attendance list signed by all.

Acknowledgments (Team Leader)

Thank the operator officials for their attendance, co-operation and use of their facilities.

Purpose of meeting

Explain the purpose of the meeting:

1. Introduce the audit team members;
2. Define the objective and scope of the audit;
3. Define the methodology used during the audit; and
4. Co-ordinate staff and facilities.

Objective and Scope

The objective and scope of this audit is:

- (a) to conduct an analysis of the policies, standards, procedures and facilities of (Operator name) to ensure that delegated authorities and Namibian Civil Aviation legislative requirements are being met and that maximum effort is made to ensure flight safety; and
- (b) to ensure compliance with the NAMCARs, and operator approved manuals and procedures).

Depth

The audit will

- (a) encompass, but not be limited to, the specialty areas identified, as covered by the appropriate audit checklists; and
- (b) cover the period from _____ (date) to _____ (date).

Communications

The following communication protocols will be observed:

- (a) initial communication in each audit area will be between the auditor for that area and the operator official specified by _____ (operator) as the contact for that area;
- (b) where problems or questions arise, team members will advise me and I will contact _____ (operator representative); and

- (c) if the operator has a problem or questions, the operator is to contact the audit team leader, who will meet daily with the team members to discuss the day's findings and address any questions.

Methodology

Standard audit procedures as set out in the Inspector Handbooks. The audit will include:

- (a) visiting different facilities of the company;
 - (b) interviewing with personnel to discuss the areas of responsibility;
 - (c) examination of records, such as those for training and flight documentation;
 - (d) aircraft inspections;
 - (e) reviewing manuals and directives;
 - (f) observing operational activities as they are performed by staff
- Note: In-flight inspections may be conducted during separate enroute flight inspections.

Audit Plan

The audit will follow the prepared audit plan.

Areas to be audited and planned timings are as follows:

Read out the areas and timings from the plan

Any changes to planned timings will be coordinated between the team leader and ... (the company focal person)

Get details of ideal times for breaks and lunch.

Coordination of activities

Request for focal points for the various sections.

Request for coordination of access to controlled areas

Request for coordination of transportation as required.

'The purpose of the audit is to determine the operator's level of conformance to the NAMCARs, associated standards and to operator policy and procedures set out in your approved manuals. Our concern is adherence to standards.

Where it is determined that an examined area appears to be in order, we will move on to the next area.

When the operator is found to be violating a regulatory requirement, it is said to be in non-conformance.'

If questions arise regarding potential or definite non-conformances:

- (a) approach the operator to determine whether we are interpreting the data correctly (there may occasionally be ambiguities);
- (b) direct the operator to provide missing data within a specific timeframe;
- (c) where it is determined that our perception is correct, or where the operator does not respond adequately to our queries within the specified timeframe, these items will be drawn up as audit findings;

Queries regarding the audit should be addressed to the audit team leader. Every effort will be made to conduct all audit activities with minimal disruption to the operator. The fact that flight operations are ongoing will be respected. Should an interview be requested, for example, it will be conducted at a mutually satisfactory time. We will tailor our hours to the operator's normal working hours and team leaders will inform their staff of the protocol discussed at this meeting, with regard to communications in particular.

Exit Meeting

The exit meeting is proposed for _____ (location) on _____ (date) at _____ (time).

Question Period

A question period will follow.

APPENDIX C EXIT MEETING AGENDA

Introductions

Ensure attendance list signed by all.

Opening Remarks

Director of Airline or AMO- (where applicable)

Team Leader thanks all who participated

Executive Summaries

Explain that there will not be a discussion on findings as these have been discussed during the teams' daily meetings with the operator and that further discussion may take place through the Corrective Action Plan approval process.

- Maintenance brief
- Operations brief

Audit Findings

Summarize the list of Audit Findings highlighting on any significant findings (Level 1) that have a direct impact on safety of operations.

Mention areas that were found to have greatly improved from previous audits or that were exceptional in safety of operations.

Post-Audit

Explain the next stage of the audit:

- Explain that finding reports will be sent to the accountable manager within ... days (specify the period)
- Inform the attendees that the audit report will be completed within ... working days (specify the period)
- The report will be sent to the operator after review by the Director of Civil Aviation and the relevant unit chiefs.
- State that the operator will have working days (from the date of receipt of the report) to respond with a Corrective Action Plans that highlights the short- and long-term actions proposed to rectify any non-conformance.
- Explain that the operator can expect follow-up inspections after the Corrective Action Plan has been completed to confirm the effectiveness of that action plan.
- Explain that failure to close the findings as required may lead to Aviation Enforcement Action.
- Indicate that the operator will be advised when the audit is formally closed.

Closing Remarks

Thank the Accountable Manager and all involved in the Audit.

Invite Accountable Manager (or most senior manager) to make any closing comments.

