

NAMIBIA CIVIL AVIATION AUTHORITY

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**Instructions for Use:**

1. Check **YES** column if the reviewed record, procedure or event complies with requirements and you have no comment.
2. Check **NO** column if the reviewed record, procedure or event does not comply with requirements and you have a comment.
3. Check **N/C** (Not Checked) column if you did not review the record, procedure or event *or you do not have adequate information to make a valid audit assessment*
4. Enter the letter **"N/A"** (Not Applicable) in the column, if the line item is not required in this particular situation.
5. For later reference, proceed any remarks with the appropriate question number.
6. Resolution Report. Use the inspector remarks column at the end for overall remarks or observations.
7. For non-compliance findings inspectors shall also use the FSS-GEN-FORM-701-01: Audit Inspection Report Form. Forward findings report to the operator without delay.
8. Coordination is required between the relevant department and SPQ as necessary.
9. For further guidance refer to relevant Volume and Chapters in Inspector Handbook.

QUALITY MANAGEMENT SYSTEM CHECKLIST			
FSS-GEN-FORM-604-03			
Operator File Reference	Inspector's Name	Date of Audit	Date of Previous Audit
Name of Operator/Applicant	Location	Contact Person	Phone No.

Pre-Audit Review		
1.	<i>Refer to FSS-GEN-FORM-701-01D Onsite Inspection Job Aid</i>	N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
	<i>Remarks:</i>	

Operator Certificate		
1.	Is the current original Operator Certificate and all Operations Specifications available?	N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
2.	Is the operator certificate prominently displayed in a public place	N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
3.	Does the current organization structure reflect that shown in	N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>

	the Company Operations Manual structure?		
4.	Is the operator providing the type of service as stated on the Certificate?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
5.	Are operational changes in facilities or equipment that have occurred in the company since the previous audit reflected in the Operations specifications?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
6.	Does the company have adequate facilities to handle the approved operations?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
<i>Remarks</i>			
Publication Library			
7.	Does the library maintain a register of the internally developed and external manuals and documents held in the library and distributed to users?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
8.	Does the library include all approved and up-to-date publications required by the applicable NAMCARS including:		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
a.	Approved company manuals		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
b.	Civil Aviation Act and all applicable NAMCARS, NAMCATS and NCAA Directives		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
c.	AIP, Supplements and AICs (of applicable)		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
d.	Aircraft Flight Manuals / Aircraft Maintenance Manuals (as applicable)		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
e.	Other operation specific documentation		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
f.	Contractor and service provider agreements		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
g.	Aircraft Technical Logs / Maintenance log books (as applicable)		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
h.	Leases and Maintenance Agreements (as applicable)		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
i.	Flight Recorder Records (as applicable)		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
<i>Remarks</i>			
Quality System			
9.	Is the quality system responsive to changes internally and regulatory changes that could affect the Certificate holder and/or Ops specs?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
10.	Does the Quality Manager maintain a list of current		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>

	documents, forms, and checklists used in the quality assurance system?		
11.	Is the recurring cycle of internal audits being conducted at the intervals established in the approved manual (at least annually)?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
12.	Is the procedure for recording finding implemented?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
13.	Is the procedure for communicating to management implemented?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
14.	Are the procedures for rectifying deficiencies implemented?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
15.	Are the procedures for documenting the complete review process from the inspection to the satisfactory management review implemented?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
16.	Is the quality manager verifying that corrective action is taken by the responsible manager on findings and the accountable manager is notified?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
17.	Is the quality manager monitoring and evaluating effectiveness and completion of corrective actions (addressing root cause)		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
18.	Is there a record of audit findings, corrective actions, and follow up inspections?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
19.	Are individuals performing quality assurance duties independent from the specific function or performance or certification of those tasks?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
20.	When performing quality assurance functions, do the individuals report solely / directly to the quality manager?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
21.	Where external auditors are used, is there a clear process of how findings will be followed until closed?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
22.	Where contracted services are utilized, does the organization perform a quality assurance review of the contracted parties and are these audits included in the organisation's audit plan?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
23.	Are records of contracted service audits kept including findings, corrective actions, and follow up inspections?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
<i>Remarks:</i>			
Personnel			
24.	Are the persons listed in the quality assurance familiar with their respective duties and responsibilities under the quality assurance system?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
25.	Do the persons listed in the quality assurance carry out their respective duties under the quality assurance system?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>
26.	Is the training programme on quality assurance system implemented?		N/A <input type="checkbox"/> C <input type="checkbox"/> N/C <input type="checkbox"/> N/Ckd <input type="checkbox"/>

	<i>Remarks</i>
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FOR OFFICIAL USE ONLY

Inspector Remarks:

Inspector's Name & ASI #

Signature

Date

Senior Manager's Remarks :

Senior Manager's Name & ASI #

Signature

Date