Telephone number:	+264 83 235 2485	Fax Number:	+264 TBA
Physical address:	No.4 Rudolph Hertzog Street, Windhoek, NAMIBIA		
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ATO – QUALITY MANUAL CHECKLIST

Name of ATO:		ATO Number:	
Accountable Manager Name:		Telephone number:	
E-mail address:		Cell number:	

NAMCAR 141 requirements

C – Compliant, A – Acceptable, NC – Not Compliant, U – Unacceptable, N/a – Not applicable

No	Item	N/a	C/A	NC/U	Comment ref:
1.	QMS established?				

Remarks/Comments

NAMCATS 141 requirements

C – Compliant, A – Acceptable, NC – Not Compliant, U – Unacceptable, N/a – Not applicable

No	Item	N/a	C/A	NC/U	Comment ref:
2.	QMS contains a statement with the commitment to ensure compliance to all relevant legal and company requirements				
3.	QMS contains:-				
a	Description of how the organization formulates, deploys, and reviews its Policy and Strategy and turns it into plans and actions.				
b	Objectives for quality.				
4.	QMS policy has been defined				
5.	QMS Policy is signed by the Accountable Manager				
6.	The responsibilities of the Accountable Manager indicate the following responsibilities:-				
a	Overall responsibility for the QMS				
b	Frequency, format and structure of the internal management review and analysis activities				
	Management Review 's aim is to monitor effectiveness of the QMS.				
7.	The Quality manager responsibilities are defined and includes the following:				
a	Ensuring compliance of the ATO with all legal and other requirements that are applicable to it				
b	Verifying, by monitoring activities in the field of training, that all standards are being carried out properly				
c	Ensuring that the QMS is properly implemented, maintained and continuously reviewed and improved				
d	Ensuring that personnel training relating to the quality assurance system is conducted				
8.	The Organisational structure clearly indicates that the QM has direct access to the Accountable Manager.				
9.	A statement that verifies that the QM has direct access to all areas of the ATO and its contractors.				
10.	All processes and procedures required by the ATO have been identified and documented.				
11.	The following processes/procedures for quality are included in the QMS:				
a	Identification and scheduling of monitoring activities process				
b	Feedback process/procedure for findings of non-compliance and non-conformance				
c	Procedure for monitoring compliance with requirements continuously				
d	Corrective action process/procedure including assigned responsibilities for action				
e	Follow up processes/procedures				
f	Recording processes/procedures				
g	Reporting processes/procedures				
h	Preventive action process/procedure				
i	Audit process/procedure, that includes:				

	•Explanation of the scope of the audit				
	•Planning and preparation				
	•Gathering and recording evidence				
	•Analysis of evidence				
	•Audit techniques for interviewing, document review , sampling methods, observation				
	•Record keeping and reporting of findings				
j	Inspection process/procedure that includes a description of the scope of inspection activities:				
	•Inspections of flight and ground training				
	•Inspection of maintenance				
	•Inspection against technical standards				
	•Inspection against training standards				
	•Inspection of implementation of procedures, as required to ensure goals are met				
k	Procedures for collecting, analysing and acting on customer service feedback (internal & external ciustomers)				
12.	The Quality Manual further contains:				
a	The Quality Policy				
b	Terminology/Glossary				
c	Specified training standards				
d	Objectives for quality				
e	Description of the organisation				
f	Allocation of duties and responsibilities, including for auditors				
g	Training procedures that ensures compliance to requirements				
h	Procedure for selection and appointment of auditors				
i	Qualifications of auditors has been defined.				
j	Procedure for training of auditors				
k	Audit programme that identifies who has responsibility and authority to:				
	•perform quality inspections and audits				
	•identify and record any concerns or findings, and the evidence				
	•initiate or recommend solutions to concerns or findings				
	•verify the implementation of solutions within specific time scales				
	•report directly to the quality manager				
l	The audit schedule: -				
	•has a defined review cycle				
	•allows for unscheduled audits, when required				
	•includes follow up audits				
	•define audits required to be completed in a calendar period				
	•ensures all activities are audited in every 12 month period				
13.	Management review process includes requirement for review of				
a	Results of audits and inspections				
b	Results of other monitoring activities				
c	Effectiveness of the QMS				
d	Trends to prevent future non-conformities				
14.	Actions resulting from reviews are implemented and followed up.				
15.	The following records are identified to be retained in the records management procedure/ process:				
a	Audit schedules				
b	Quality inspection and audit reports				
c	Responses to findings				
d	Corrective and preventive action reports				
e	Follow-up and closure reports				
f	Management review and analysis reports				
g	Quality reviews, observations				

Remarks/Comments

GENERAL COMMENTS ON QUALITY MANUAL

SIGNATURE OF INSPECTOR	**NAME IN BLOCK LETTERS**	**DATE**