

## **Airline Operations Document Systems and Quality**

### **COURSE OBJECTIVES**

Understand the relationship between Quality Management, Aviation Auditing, and Airline Operations Documentation. Acquire the knowledge required to ensure that your operation has a document system that will facilitate compliance with IOSA, regulatory standard, and your corporate objectives. Identify the benefits of implementing a robust documentation system as a tool to assist accurate internal communication and consistent

Internal and external delivery.

### **WHO SHOULD ATTEND**

- Ground Operations Manager/Directors and selected staff.
- Quality Managers/Quality Auditors.

### **DURATION**

5 DAYS

### **COURSE CONTENTS**

- introductions.
- The relationship between Quality Management, Regulatory Requirements, and documentation.
- Document Hierarchy.
- Consistency and Referencing.
- Document Amendment and Retention.
- Standards, Documentation and Auditing.
- The Document Requirements of IOSA.
- Summary-Bringing it all together
- Exam.