

## **QUALITY MANAGEMENT (QMS) FOR AIRLINES COURSE**

### **COURSE OBJECTIVES**

Upon completing this course the participant will be able to:

1. Understand the quality requirements of key regulatory bodies and national authorities such as ISO, EASA, and FAA.
2. Outline the key practices required to maintain a QMS: the quality policy, procedures, audit, and reports.
3. Develop your process mapping and procedure writing skills.
4. Prepare yourself for further specialization and training in QMS implementation.

### **Duration:**

- Initial : 5 DAYS

- Recurrent :3 DAYS

### **Course content:**

1. ISO 9000 family and quality requirements.
  - Quality policy.
  - Quality manual and its contents.
  - Management review process.
2. Process management.
  - Establishing processes.
  - Planning and writing procedures.
3. Document control.
  - Which elements to control and how.
  - Planning a document infrastructure.
4. Audit management.
  - Measuring compliance.
  - Root cause analysis.
  - Developing and initiating a corrective action plan.
  - Levels of non-conformity.
5. QMS and Safety Management System (SMS) parallels.
  - Regulatory requirements for safety
  - Integrating QMS and SMS.

