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ASSURANCE OF OPERATORS QUALITY SYSTEM

EKSPLUATANTA KVALITĀTES SISTĒMAS NODROŠINĀŠANA

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Introduction

As already described in article ***Quality Assurance in Civil Aviation*** is a complicated process. Civil aviation companies developing and implementing quality assurance system can face problems of technical, methodological, managerial and psychological nature. To avoid such difficulties legislation has established key elements of quality assurance program and responsibilities of Quality Manager who is in charge of quality assurance program effective execution. Overall internal control of operator is gained by defining most vital areas to be reviewed and evaluated annually. Procedures for review and verification processes are corresponding to the requirements set in ISO standards. Proceeding with the analysis of quality assurance system in civil aviation the operator quality assurance structure will be reviewed.

Operator quality assurance structure

According to EU-OPS 1 operator's quality system assurance is divided into six chapters:

1. **Thesis**
   - Terminology.
   - Quality assurance policy.
   - Quality system assurance determination.
   - Quality Assurance Manager.

This chapter contains terminology related to the quality assurance. It includes policy of quality assurance that has to reflect the accomplishments and future plans. Identify whether the conformity to EU-OPS 1 and 3 requirements has been assured, as well as conformity to any other standards being determined for operations. From this follows that quality assurance system has to allow operator to keep track of the appropriate EU-OPS requirements, operator's management ensuring the flight safety and suitability for flight and other standards. Perception of Quality Manager is gained as it is described in the EU-OPS 1 documents, including his duties and responsibilities.

2. **Quality system assurance**
   - Introduction.
   - Quality system assurance.

- Corresponding documentation.

This chapter reflects quality assurance systems. It includes: EU-OPS application, additional standards and procedures essential for operator performance; operator quality assurance policy; operators organizational structure; responsibility for progress, quality system development and management; documentation, including manuals (management), reports and other records; procedures, quality assurance programme; necessary financial, material and human resources; training requirements. Employees have to have constant feed-back to the Accountable manager. Feed-back system has to specify the discrepancies and non-conformances in any particular case and within procedure that keeps track of the corrective action realization in accordance with the schedule.

3. Quality programme

- Introduction.
- Quality Control.
- Audit.
- Auditors.
- Auditor independence.
- Audit Scope.
- Audit performance schedule.
- Observations and corrective actions.
- Report.
- Management evaluation.

This chapter contains quality assurance programme development, for example, aviation quality assurance programme development.

4. Subcontractor responsibility for the quality assurance

- Subcontractors.

This chapter reflects questions (mutual) operators and organizations (agents) in case of determination of final functions.

5. Quality assurance training

- Overall situation
- Training aids

This chapter contains operator's responsibility concerning the personnel training related to quality assurance. Quality management courses offer different national and international organization standards. If the operator has sufficient number of personnel, it can provide training within company.

6. Company with 20 or less employees

- Introduction
- Operators classification
- Quality assurance system in small airlines

This chapter emphasizes things related to the quality system assurance:

Company with 5 or less full time employees called "very small"; from 6 to 20 employees called "small". Full working day means that employees work not less than 35 hours per week, excluding rest time. Complex quality assurance systems may be unacceptable to the small and very small companies, as certain effort should be made there is possibility to go out of the resource frames. Therefore own quality assurance system formation is allowed to make it adequate for both kinds of companies and their work specifics complexity, as well as frame of resources. It can be accountancy control, supplementation to the corresponding schedule that requires controlled accomplishment of all positions according to a certain list, audit performance, as well as documents verifying periodic control execution by the top management. Adopted in such circumstances there will be outsourced

services or certified organizations. Yet although the system has been built organizationally, operator has to be fully responsible about the quality assurance and corrective actions.

Conclusion

The aim of operator's quality management system is to build the foundation that ensures process is being carried out constantly and using the same information, methods, skills and is being controlled consistently. System has to help in defining clear requirements, inform on quality policy and procedures, as well as improve the team work.

Operator quality management system has to be developed in relation with the references comparing to witch activity conformity can be determined and corrections made if necessary. The basis of these references is the Quality management system standard.

Overall it can be described as documented quality assurance system that includes quality management goals, policy, organization ad procedures, as well as gives assessment and shows conformity to ISO.

References

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Saldeniece E. Ekspluatanta kvalitātes sistēmas nodrošināšana

Saskaņā ar EU – OPS 1 ekspluatanta kvalitātes sistēmas nodrošināšanu iedala sešās nodaļās: tēzes; kvalitātes sistēmas nodrošināšana, kvalitātes programma, apakšuzņēmumu atbildība par kvalitātes nodrošināšanu; kvalitātes sistēmas nodrošināšanas apmācības, organizācija ar 20 un mazāk patstāvīgajiem darbiniekiem. Ekspluatanta kvalitātes vadības sistēmas uzdevums ir izveidot pamatu, kas nodrošinātu, lai process vienmēr tiktu veikts, izmantojot vienu un to pašu informāciju, metodes, prasmes un tiktu konsekventi kontrolēts. Sistēmai jāpalīdz definēt skaidras prasības, jāinformē par kvalitātes politiku un procedūrām, kā arī jāuzlabo komandas darbs. Ekspluatanta kvalitātes vadības sistēma jāveido saistībā ar norādēm, salīdzinājumā ar kurām varētu noteikt norišu atbilstību un veikt nepieciešamos labojumus. Šādu norāžu pamats ir Kvalitātes vadības sistēmas standarts. Kopumā to var raksturot kā dokumentētu Kvalitātes vadības sistēmu, kas ietver kvalitātes vadības mērķus, politiku, organizāciju un procedūras, sniedz novērtējumu un parāda atbilstību ISO.

Saldeniece E. Assurance of operators quality system

The main goal of operator's quality system is to form basis that would ensure the process is always carried out applying the same methods, information and skills, as well as make sure it is being persistently controlled. System contributes to defining clear requirements, delivering information on quality politics and procedures and improving work of the team. Operator's quality system shall be designed in accordance with references, comparing to whom the compliance of the processes can be determined and appropriate corrections made. These references originate from The Standard of Quality Management System. Overall it can be described as documented Quality management system comprising quality management goals, politics, organization and procedures, providing evaluation and showing conformity with the ISO.

Салдениеце Э. Система управления качества эксплуатанта

Задачей системы управления качества эксплуатанта является создание основы, обеспечивающей неизменное выполнение процесса при использовании однородной информации, методов, знаний, а также обеспечение последовательного контроля. Система должна помогать определить ясные требования и информировать о политике и процедурах качества, а также улудшать работу всей команды. Системы управления качества надо создавать в соответствии с указанными требованиями, в сравнении с которыми можно определить соответствие процесса и производить необходимые исправления. Основой таких требований является стандарт системы управления качеством. В общих чертах его можно охарактеризовать как документированную систему управления качествам, которая включает в себя цели, политику, организацию и процедуры управления качествам, дает оценку и указывает на соответствие ISO.