	LCASR of Lao PDR	CODE: M-AIM-08	Page: 1 of 5
	AIRWORTHINESS INSPECTION MANUAL	AMO-REVISION: 01	Date Issued: 15/08/2014

AMO-08 QUALITY SYSTEM

8.1. OBJECTIVE.

This chapter provides guidance for evaluating an AMO quality Systems to ensure that policies, procedures, and technical criteria meet state regulatory requirements contained in LCAR Part 6 where applicable. LCAR 6.5. provides the detailed requirement.


8.2 AMO OPERATING RULES

LCAR 6.5.1.1 titled AMO procedures manual requires that the AMO's procedures establish and maintain an independent quality system to monitor compliance with the adequacy of the procedures to ensure good quality maintenance practices and airworthy aircraft and aeronautical products. It also requires that the compliance monitoring must include a feedback system to senior management (the person or group of persons specified in LCAR6.4.1.1) and ultimately to the accountable manager to ensure, as necessary, corrective action. Such a system must be acceptable to the Authority;

LCAR Part 6.5.1.2 titled **Maintenance procedures and independent quality assurance system** requires that the AMO establish procedures acceptable to the Authority to insure good maintenance practices and compliance with all relevant requirements in the regulations such that aircraft and aeronautical products may be properly returned to service.

LCAR Part 6.5.1.2 also requires that:

- a) The AMO establishes an independent quality assurance system, acceptable to the Authority, to monitor compliance with and adequacy of the procedures and by providing a system of inspection to ensure that all maintenance is properly performed.
Note: The quality assurance system may be an independent system under the control of the quality manager that evaluates the maintenance procedures and the correctness of the Equivalent Safety Case process.
- b) The quality assurance system includes a procedure to initially qualify and periodically perform audits on persons performing work on behalf of the AMO
- c) Compliance monitoring includes a feedback system to the management directly responsible for the quality system and ultimately to the accountable manager to ensure, as necessary, corrective action
- d) The AMO's quality system must also be sufficient to review all maintenance procedures as described in the Procedures Manual in accordance with an approved program once a year for each aircraft type maintained,
- e) The AMO's quality system should indicate when audits are due, when completed, and establish a system of audit reports, which can be seen by visiting Authority staff on request. The audit system shall clearly establish a means by which audit reports containing observations about non-compliance or poor standards are communicated to the accountable manager. *Implementing Standard: See IS: 6.5.1.2 for a detailed list of inspection items evaluated by the quality system.*

	LCASR of Lao PDR	CODE: M-LCASR-006	Page: 2 of 5
	AIRWORTHINESS INSPECTION MANUAL	AMO-REVISION: 00	Date Issued: 15/08/10

8.3. Quality Control Discussion

A General


- 1) In recognition of the key importance of this activity in continuing airworthiness, it is essential for the manager of the quality department to have direct access to the Chief Executive Officer on quality issues.
- 2) The maintenance organization's systems for quality control and assurance should take into account all of the facilities and procedures utilized to ensure continuing airworthiness where activities take place affecting the airworthiness of the aircraft and product quality for subjects not directly related to airworthiness.
- 3) Quality control should therefore be effective throughout the maintenance of aircraft and quality auditing should ensure that control is being properly applied and achieving satisfactory results.
- 4) The organization's quality control policies and systems should be described in the maintenance control manual (MPM), together with the quality assurance audit programme in respect of product, facility and procedures.

B Procedures and personnel qualifications

- 1). Staff assigned to quality control and assurance duties should be:
 - (i.) sufficiently experienced in the company systems and procedures and technically knowledgeable of the aircraft being maintained so as to enable them to perform their duties satisfactorily;
 - (ii.) experienced in the techniques of quality control and assurance or receive suitable training before taking up their duties; and
 - (iii.) given clearly defined terms of reference and responsibility within the organization and reporting lines to senior management.

Note.- This is particularly important where quality personnel are also expected to perform other duties in the organization, e.g. to issue maintenance releases after the completion of base maintenance.

- 2) The department responsible for quality control and assurance should arrange for independent quality audit checks to be carried out in accordance with the audit programme. Emphasis should be placed on the company systems employed to achieve and ensure airworthiness, their suitability and effectiveness. The scope of quality checks within the organization should be based on the guidelines given in the DCA Audit Procedures document.
- 3) All quality checks should be recorded and assessed and any criticisms forwarded to the person responsible for the particular facility or procedure for corrective action to be taken. There should be a feedback system for confirming to the quality assurance staff that corrective action has been taken and to ensure that persons concerned with any audit deficiency are kept aware of both the adverse report and the outcome.

	LCASR of Lao PDR	CODE: M-AIM-08	Page: 3 of 5
	AIRWORTHINESS INSPECTION MANUAL	AMO-REVISION: 01	Date Issued: 15/08/2014

8.4 Check list

AMO-08 Quality System			
1.	Does the MPM contain a detailed description of the quality assurance system?	N/A <input type="checkbox"/>	OK <input type="checkbox"/> Finding <input type="checkbox"/> Not Checked <input type="checkbox"/>
2.	Does the internal audit program include all functions defined in the MPM?	N/A <input type="checkbox"/>	OK <input type="checkbox"/> Finding <input type="checkbox"/> Not Checked <input type="checkbox"/>
3.	Is the Quality program under the sole control of either the DOM, or a person assigned this management function?	N/A <input type="checkbox"/>	OK <input type="checkbox"/> Finding <input type="checkbox"/> Not Checked <input type="checkbox"/>
4.	Does the quality program include all elements necessary to confirm that the AMO is in compliance with the applicable regulations and the manual?	N/A <input type="checkbox"/>	OK <input type="checkbox"/> Finding <input type="checkbox"/> Not Checked <input type="checkbox"/>
5.	Does the quality program ensure that all referenced procedures remain applicable and effective?	N/A <input type="checkbox"/>	OK <input type="checkbox"/> Finding <input type="checkbox"/> Not Checked <input type="checkbox"/>
6.	Is the quality program responsive to any changes within the AMO that could affect the manual and/or the AMO certificate ratings? <ul style="list-style-type: none"> Is, or has, the MPM been reviewed to ensure it remains compliance with current regulations? 	N/A <input type="checkbox"/>	OK <input type="checkbox"/> Finding <input type="checkbox"/> Not Checked <input type="checkbox"/>
7.	Does the quality program address the need for manual amendments resulting from such changes?	N/A <input type="checkbox"/>	OK <input type="checkbox"/> Finding <input type="checkbox"/> Not Checked <input type="checkbox"/>
8.	Does the quality assurance program of surveillance or internal audit provide a check of the system's own effectiveness?	N/A <input type="checkbox"/>	OK <input type="checkbox"/> Finding <input type="checkbox"/> Not Checked <input type="checkbox"/>
9.	Does the quality program employ audit checklists to identify all functions controlled by the MPM? <ul style="list-style-type: none"> sub-bases and deployed maintenance any maintenance arrangements 	N/A <input type="checkbox"/>	OK <input type="checkbox"/> Finding <input type="checkbox"/> Not Checked <input type="checkbox"/>
10.	Are checklists sufficiently detailed to ensure that all maintenance functions are addressed?	N/A <input type="checkbox"/>	OK <input type="checkbox"/> Finding <input type="checkbox"/> Not Checked <input type="checkbox"/>
11.	Is the recurring cycle of internal audits, conducted at intervals established in the approved manual? (audits may be conducted on a progressive or segmented basis provided that the entire organization system is verified within the applicable interval)	N/A <input type="checkbox"/>	OK <input type="checkbox"/> Finding <input type="checkbox"/> Not Checked <input type="checkbox"/>
12.	Are records of findings of compliance and non-compliance resulting from these audits available?	N/A <input type="checkbox"/>	OK <input type="checkbox"/> Finding <input type="checkbox"/> Not Checked <input type="checkbox"/>

AMO-08 Quality System

13.	Are there procedures to ensure that the findings of the audits are communicated to the Director of Maintenance and AMO Certificate holder?	N/A <input type="checkbox"/>	OK <input type="checkbox"/>	Finding <input type="checkbox"/>	Not Checked <input type="checkbox"/>
14.	Have immediate and long term actions to correct the root cause of each non-compliance been noted, developed and/or actioned?	N/A <input type="checkbox"/>	OK <input type="checkbox"/>	Finding <input type="checkbox"/>	Not Checked <input type="checkbox"/>
15.	Have follow-up procedures been carried out to ensure that corrective actions (both immediate and long term) instituted by the AMO are effective?	N/A <input type="checkbox"/>	OK <input type="checkbox"/>	Finding <input type="checkbox"/>	Not Checked <input type="checkbox"/>
16.	Is there a record detailing audit findings, corrective actions, and follow up inspections?	N/A <input type="checkbox"/>	OK <input type="checkbox"/>	Finding <input type="checkbox"/>	Not Checked <input type="checkbox"/>
17.	Do these records go back at least two complete audit cycles?	N/A <input type="checkbox"/>	OK <input type="checkbox"/>	Finding <input type="checkbox"/>	Not Checked <input type="checkbox"/>
18.	Individuals that performing quality assurance duties are not to have been directly involved in specific function or performance or certification of those tasks? Is there any evidence of such?	N/A <input type="checkbox"/>	OK <input type="checkbox"/>	Finding <input type="checkbox"/>	Not Checked <input type="checkbox"/>
19.	Does the organization ensure that quality assurance takes precedence for personnel with responsibilities relating to both the quality system and other functional areas?	N/A <input type="checkbox"/>	OK <input type="checkbox"/>	Finding <input type="checkbox"/>	Not Checked <input type="checkbox"/>
20.	When performing quality assurance functions, do the individuals report solely / directly to the quality manager?	N/A <input type="checkbox"/>	OK <input type="checkbox"/>	Finding <input type="checkbox"/>	Not Checked <input type="checkbox"/>
21.	Are functions related to quality assurance performed by external agents?	N/A <input type="checkbox"/>	OK <input type="checkbox"/>	Finding <input type="checkbox"/>	Not Checked <input type="checkbox"/>
22.	Where contracted training is utilized, does the organization perform a quality assurance review of the training?	N/A <input type="checkbox"/>	OK <input type="checkbox"/>	Finding <input type="checkbox"/>	Not Checked <input type="checkbox"/>
23.	Does the quality assurance program influence the need for or when training is required within the organization?	N/A <input type="checkbox"/>	OK <input type="checkbox"/>	Finding <input type="checkbox"/>	Not Checked <input type="checkbox"/>

NOTE: For assessment of SMS use separate checklists.

Comments/Summary:	

