

	SIERRA LEONE CIVIL AVIATION AUTHORITY OPERATOR BASE INSPECTION AUDIT JOB AID	Reference	FORM:O-OPS001A
		Revision	01
		Date	

Operator: _____ File Reference: _____

Date of Inspection/audit: _____ Location: _____

Quality Manager/Contact Person: _____ Phone No. _____

Instructions for Use:

1. Check **YES** column if you completed the activity.
2. Check **N/A** column if the activity was not relevant for this inspection/audit
3. Check **NO** column if you did not review the record, procedure or event *or you did not complete the activity*
4. Enter any notes on remarks section regarding the inspection/audit particularly where **NO** was checked.
5. For later reference, proceed any notes with the appropriate item number.
6. File this job aid with the Inspection/audit/ Report in the operator's file.
7. For further guidance refer to the relevant chapters of the ISAM manual.
8. See appendices to this Job Aid for Inspection/audit Plan and Meeting Agenda templates

No.	Activity	Check Response
	<i>To be completed before the inspection/audit</i>	
1	Determine the need for the inspection/audit	
i.	File reference	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
2	PREPARE FOR INSPECTION/AUDIT	
i.	Identify team leader and members	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
ii.	Hold team meeting/s	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
3	REVIEW OPERATOR'S DOCUMENTS	
i.	Review approved Operations Manual set including quality manual, safety manual, MCM, ground handling manual	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
4	SCHEDULE THE INSPECTION/AUDIT	
i.	Prepare inspection/audit	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>

ii.	Letter to operator (dates, scope, facilities to be inspected, special requirements, etc)	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
iii.	Administrative requirements (funds, travel and hotel bookings) – Finance and HR	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
	<i>To be completed during the activity</i>	
5	BRIEF THE OPERATOR – Opening Meeting	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
6	CONDUCT THE INSPECTION/AUDIT	
i.	Inspect existing organisation structure and management personnel including AOC maintenance related aspects	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
ii.	Inspect Library and Document Control	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
iii.	Inspect Checking and Training Plan	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
iv.	Inspect Flight Crew training records	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
v.	Inspect Cabin Safety & Crew training records	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
vi.	Inspect Operational Control System	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
vii.	Inspect Flight Documentation and Records	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
viii.	Quality Systems	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
ix.	Safety Management Systems	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
x.	Inspect aircraft and aircraft documentation	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
xi.	Inspect Dangerous Goods programme	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
	<i>To be completed after the inspection/Audit</i>	
7	DETERMINE RESULTS OF INSPECTION/Audit	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
8	DEBRIEF OPERATOR (Closing Meeting)	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
9	DEBRIEF SLCAA RELEVANT MANAGERS	
10	DOCUMENT THE INSPECTION/AUDIT	
i.	Letter to Operator confirming inspection/audit results	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
ii.	Develop & Issue Findings Forms as applicable	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
iii.	Document results of Inspection/audit and update AOC file	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
11	SCHEDULE THE FOLLOW-UP ACTIVITIES	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>

12	TRACK FINDINGS CORRECTIVE ACTIONS	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
i.	Review submitted Corrective Action Plans	
ii.	Plan follow up/verification inspections as required	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
iii.	Close Findings and inspection file	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>
13	DEVELOP SURVEILLANCE PLAN	N/A <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>

REMARKS:

.....
.....

Sign **Team Leader / CPM**

Date

Appendix A

ENTRY MEETING AGENDA

Welcome by Operator Focal Person

The operator's Accountable Manager or other senior person may also welcome the inspection team

Introductions

Introduction of the inspection Team Leader, team members, any specialists and observers;

Introduction of Operator representatives.

Ensure attendance list signed by all.

Acknowledgments (Team Leader)

Thank the operator officials for their attendance, co-operation and use of their facilities.

Purpose of meeting

Explain the purpose of the meeting:

1. Introduce the inspection team members;
2. Define the objective and scope of the inspection;
3. Define the methodology used during the inspection; and
4. Co-ordinate staff and facilities.

Objective and Scope

The objective and scope of this inspection is:

- (a) to conduct an analysis of the policies, standards, procedures and facilities of (Operator name) to ensure that delegated authorities and Sierra Leone Civil Aviation legislative requirements are being met and that maximum effort is made to ensure flight safety; and
- (b) to ensure compliance with the SLCARs, and operator approved manuals and procedures).

Depth

The inspection will

- (a) encompass, but not be limited to, the specialty areas identified, as covered by the appropriate inspection checklists; and
- (b) cover the period from _____ (date) to _____ (date).

Communications

The following communication protocols will be observed:

- (a) initial communication in each inspection area will be between the inspection or for that area and the operator official specified by _____ (operator) as the contact for that area;
- (b) where problems or questions arise, team members will advise me and I will contact _____ (operator representative); and
- (c) if the operator has a problem or questions, the operator is to contact the inspection team leader, who will meet daily with the team members to discuss the day's findings and address any questions.

Methodology

Standard inspection procedures as set out in the Inspector Handbooks. The inspection will include:

- (a) visiting different facilities of the company;

- (b) interviewing with personnel to discuss the areas of responsibility;
- (c) examination of records, such as those for training and flight documentation;
- (d) aircraft inspections;
- (e) reviewing manuals and directives;
- (f) observing operational activities as they are performed by staff

Note: In-flight inspections may be conducted during separate enroute flight inspections.

Inspection/audit Plan

The inspection will follow the prepared inspection/audit plan.

Areas to be inspected/audited and planned timings are as follows:

Read out the areas and timings from the plan

Any changes to planned timings will be coordinated between the team leader and ... (the company focal person)

Get details of ideal times for breaks and lunch.

Coordination of activities

Request for focal points for the various sections.

Request for coordination of access to controlled areas

Request for coordination of transportation as required.

‘The purpose of the inspection is to determine the operator’s level of conformance to the SLCARs, associated standards and to operator policy and procedures set out in your approved manuals. Our concern is adherence to standards.

Where it is determined that an examined area appears to be in order, we will move on to the next area.

When the operator is found to be violating a regulatory requirement, it is said to be in non-conformance.’

If questions arise regarding potential or definite non-conformances:

- (a) approach the operator to determine whether we are interpreting the data correctly (there may occasionally be ambiguities);
- (b) direct the operator to provide missing data within a specific timeframe;
- (c) where it is determined that our perception is correct, or where the operator does not respond adequately to our queries within the specified timeframe, these items will be drawn up as inspection findings;

Queries regarding the inspection should be addressed to the inspection/audit team leader. Every effort will be made to conduct all inspection/audit activities with minimal disruption to the operator. The fact that flight operations are ongoing will be respected. Should an interview be requested, for example, it will be conducted at a mutually satisfactory time. We will tailor our hours to the operator’s normal working hours and team leaders will inform their staff of the protocol discussed at this meeting, with regard to communications in particular.

Exit Meeting

The exit meeting is proposed for _____ (location) on _____ (date) at _____ (time).

Question Period

A question period will follow.

APPENDIX B EXIT MEETING AGENDA

Introductions

Ensure attendance list signed by all.

Opening Remarks

Director of Airline

Team Leader thanks all who participated

Executive Summaries

Explain that there will not be a discussion on findings as these have been discussed during the teams' daily meetings with the operator and that further discussion may take place through the Corrective Action Plan approval process.

- Maintenance brief
- Operations brief

Inspection/audit Findings

Summarize the list of Inspection/audit Findings highlighting on any significant findings (Level 1) that have a direct impact on safety of operations.

Mention areas that were found to have greatly improved from previous inspection/audits or that were exceptional in safety of operations.

Post-Inspection/audit

Explain the next stage of the inspection/audit:

- Explain that finding reports will be sent to the accountable manager within ... days (specify the period).
- Inform the attendees that the inspection/audit report will be completed within ... working days (specify the period).
- The report will be sent to the operator after review by the Director of Civil Aviation and the relevant unit Managers.
- State that the operator will have working days (from the date of receipt of the report) to respond with a Corrective Action Plans that highlights the short- and long-term actions proposed to rectify any non-conformance.
- Explain that the operator can expect follow-up inspection/audits after the Corrective Action Plan has been completed to confirm the effectiveness of that action plan.
- Explain that failure to close the findings as required may lead to Aviation Enforcement Action.
- Indicate that the operator will be advised when the inspection/audit is formally closed.

Closing Remarks

Thank the Accountable Manager and all involved in the Inspection/audit.

Invite Accountable Manager (or most senior manager) to make any closing comments.

APPENDIX C: ATTENDANCE LIST

