



GLIDING NEW ZEALAND INCORPORATED

ADVISORY CIRCULAR
AC 1-01

QUALITY MANAGEMENT

This is an uncontrolled document when printed

© **COPYRIGHT 2016 GLIDING NEW ZEALAND Inc.** No part of this Advisory Circular may be used or reproduced in any form by photocopying or otherwise, or incorporated into any information retrieval system without the written consent of the President of Gliding New Zealand Inc.

1 Introduction

This Advisory Circular sets out the processes and internal audit procedures that make up the quality management system (QMS) that underpins GNZ operations as a CAR Part 149 Aviation Recreation Organisation.

Guidance is provided on the following:

- What is quality management?
- The requirement for quality management in GNZ operations
- Key operating procedures
- GNZ internal audit programme
- Audit controls
- Quality indicators
- Management review

This circular should be read in conjunction with GNZ Form OPS 15, General Operations Audit Report.

2 What is Quality Management?

Quality management is a system where the structure, responsibilities and procedures of an organisation are defined and implemented, which system promotes a culture of continuing improvement to enhance the safety of the operations and the satisfaction of its participants.

3 The Requirement for Quality Management in GNZ Operations

GNZ has been granted a certificate to operate as an aviation organisation in accordance with CAR Part 149. An important feature of this certification process is a demonstrable ability of the GNZ to be self-regulating. This self-regulating ability requires the creation and implementation of a QMS.

In addition to this certification requirement, GNZ believes that *safety and* the quality of gliding experienced by its members and participants is of critical importance. Operating within a QMS effectively creates a way to regularly review each aspect of the sport's operations to assess the safety level achieved, the satisfaction generated and any opportunities for improvement.

4 GNZ's QMS

GNZ's certification procedures require documentation (see Key Procedures below), or in other words, for us to say what we do. We then need to implement these procedures (do what we say). An audit is a check to see that we are doing things the way we said we would, and to see if any improvements can be made. GNZ has incorporated internal audit checks on key procedures.

As part of its monitoring programme, the CAA also carries out external audits on GNZ on a regular basis.

The GNZ Quality Manager, and/or the NOO, ROOs, or NAO, as appropriate will carry out the internal auditing on a planned basis. Audits will include examination of processes, interviews with personnel, reviews of records, documentation of evidence and documentation of findings and concerns. The desired outcome is confirmation that GNZ and its affiliates understand the documented procedures and are operating to them.

5 Key Operating Procedures

GNZ's operating procedures (the standards we strive to achieve) and the associated responsibilities are set out in the GNZ Exposition and MOAP and related documents.

The key documents are:

- Exposition
- Manual of Approved Procedures (MOAP)
- Forms
- Advisory Circulars
- Gliding Instructors' Handbook
- Glider Tow Pilot Training Manual

The above documents are amended as necessary from time to time. To facilitate this, the Executive Officer maintains a register of change requests. Such change requests may be initiated by any affiliated member, or may arise from internal or external audit findings, or the management review process (see Section 9 below). All document changes must be approved by the Executive.

6 Internal Audit Programme

In principle, conformance with any of the above procedures may be subject to audit, internally or externally (usually by CAA) at any time. The planned audit programme is as follows:

1. Every GNZ affiliate shall be subject to a **general operations audit about every two years** by the relevant ROO or the NOO (who must be independent of persons having direct responsibility for the activity being audited). GNZ Form OPS 15 is to be used for reporting such audits. The NOO will maintain a register of agreed corrective actions covering all affiliates.
2. As part of the issue and renewal processes, NAO will require engineer approval applicants to demonstrate their knowledge of the current documentation requirements associated with glider maintenance.
3. The Quality Manager from time to time will audit GNZ's personnel certification processes; the records associated with the above operational and maintenance audits; and the completion of corrective actions as set out in the following schedule:

Audit Item	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
QGP certificate		•		•		•
Instructor ratings	•		•		•	
Glider tow ratings		•		•		•
Engineer approvals	•		•		•	
General operations audits	•			•		
Maintenance audits		•			•	
Corrective actions			•			•

• means completed by the end of the given year

7 Audit Controls

The internal auditor for any procedure will record findings (matters of non-conformance with procedures) and concerns (matters which, if not attended to in a timely fashion, may lead to subsequent findings). These will be discussed with the appropriate party, and a timeline for action agreed and incorporated in the audit documentation.

A copy of the audit report will be provided to the:

- Affiliate representative (normally the President or CFI, or engineer)
- NOO, NAO as appropriate
- Quality Manager

The party required to carry out corrective action will report to the auditor when the agreed action is completed. The auditor will then report such completions to all those persons originally provided a copy of the audit report.

The NOO and NAO will from time to time analyse Findings and Concerns documented in audit reports for root causes. Where repetitive or consistent root causes are detected, appropriate preventative programmes will be considered in consultation with the Quality Manager and the President.

The Quality Manager will provide a quarterly report to the GNZ President on quality assurance actions. Note that the Quality Manager reports directly to the President, who is the Chief Executive in terms of CAR Part 149.

8 Quality Indicators

The following quality indicators will be monitored for trends on an annual basis (and normally reported at the AGM):

- Membership numbers at the end of the financial year
- Number of QGP certificates issued in the previous financial year
- Number of instructor ratings and upgrades issued in the previous financial year
- Number of launches in the previous calendar year
- Number of reported accidents in the previous season 1 May to 30 April.

9 Management Review

A Management Review will be carried out at least every two years. The Quality Manager is responsible for reviewing the quality assurance system and ensuring that the results of each review are evaluated.

The President, Executive Officer, NOO, NAO, Awards Officer and the Quality Manager will meet to review the following:

- Quality Manager's reports on quality assurance actions
- Corrective actions registers maintained by the NOO and NAO
- Register of change requests maintained by the Executive Officer
- Quality indicators

Minutes of such meetings shall be kept by the Executive Officer.