



GUYANA CIVIL AVIATION AUTHORITY

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AIRWORTHINESS NOTICE

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| SUBJECT: | SAFETY AND QUALITY POLICIES | NUMBER: GCAA/AWN-002 |
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ALL APPROVED MAINTENANCE ORGANISATIONS (AMOs) ARE REQUIRED TO HAVE SAFETY AND QUALITY POLICIES INCLUDED IN THEIR MAINTENANCE PROCEDURES MANUAL, QUALITY MANUAL AND/OR SAFETY MANUAL.

1. INTRODUCTION

- 11** The Guyana Civil Aviation (Air Navigation) Regulations (GCARs) through the medium of Airworthiness Notices make provision for the adoption of airworthiness matters and procedural requirements established by the Annexes of the International Civil Aviation Organisation (ICAO) or other internationally recognised Standards which may not have been established by civil aviation regulations of Guyana. Consequently, pursuant to the authority enshrined in Regulation 85 of the GCARs, this Airworthiness Notice (AWN) is published by the Director General of Civil Aviation (DGCA) in his effort to enhance safety in aviation through a safety policy to be established by Approved Maintenance Organisations (AMOs).
- 12** Safety and quality assurance must be the first priorities in all aviation activities. Approved Maintenance Organisations must be committed to implementing, developing and improving strategies, management systems and processes to ensure that all their maintenance/aviation activities uphold the highest level of safety/quality performance and meet national and international standards.

2. REQUIREMENTS

- 21** The independent quality assurance system required by Guyana Aviation Requirements (GARs) 6.5.2 must be established by all AMOs to ensure the organisation's compliance with, and the adequacy of, the procedures required by the GARs.
- 22** The internal quality assurance system must include:
- a safety and quality policy that is relevant to the applicant's organisational goals and the expectations and needs of its customers; and
 - a procedure to ensure quality indicators, including defect and incident reports, and personnel and customer feedback, are monitored to identify existing problems or potential causes of problems within the system; and
 - a procedure for corrective action to ensure that existing problems that have been identified within the system are corrected; and

- d. a procedure for preventive action to ensure that potential causes of problems that have been identified within the system are remedied; and
 - e. an internal audit programme to audit the applicant's organisation for conformity with its safety policy; and
 - f. management review procedures to ensure the continuing suitability and effectiveness of the independent quality assurance system in satisfying the requirements of the GARs.
- 23** The safety policy procedures must ensure that the safety policy is understood, implemented, and maintained at all levels of the organisation.
- 24** The procedure for corrective action must specify how:
- a. existing problems are corrected; and
 - b. corrective action is followed up to ensure the action is effective; and
 - c. any procedure required is amended as a result of corrective action; and
 - d. management will review the effectiveness of any corrective action taken.
- 25** The procedure for preventive action must specify how:
- a. potential problems are corrected; and
 - b. preventive action is followed up to ensure the action is effective; and
 - c. any procedure required is amended as a result of preventive action; and
 - d. management will review the effectiveness of any preventive action taken.
- 26** The internal quality audit programme must:
- a. specify the frequency and location of the audits taking into account the nature of the activity to be audited; and
 - b. ensure audits are performed by trained auditing personnel who are independent of those having direct responsibility for the activity being audited; and
 - c. ensure the results of audits are reported to the personnel responsible for the activity being audited and the manager responsible for internal audits; and
 - d. require preventive or corrective action to be taken by the personnel responsible for the activity being audited if problems are found by the audit; and
 - e. ensure follow up audits to review the effectiveness of any preventive or corrective action taken.
- 27** The procedure for management review must:
- a. specify the frequency of management reviews of the quality assurance system taking into account the need for the continuing effectiveness of the system; and
 - b. identify the manager who is responsible for the review of the quality assurance system; and
 - c. ensure the results of the review are evaluated and recorded.
- 28** The senior person who has the responsibility for the independent quality assurance system must have direct access to the chief executive on matters affecting safety.

3. COMPLIANCE

- 3.1 Guyana Civil Aviation Authority (GCAA) Advisory Circular (AC) #: GCAA/AC/AIR-024, titled "**SAFETY POLICY STATEMENT**" contained three (3) examples of Safety Policy Statement that are acceptable to the Authority.
- 3.2 Operators of Approved Maintenance Organisations may choose one of the three Safety Policy Statements or develop one that is acceptable to the Authority.

Approved by:



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Director General of Civil Aviation
Guyana Civil Aviation Authority