



Aviation Quality Assurance Course: Compliance Monitoring, Audit Findings and IOSA Readiness

24 – 28 May 2027

Amsterdam - Zuidas business district hotel



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Introduction:

Aviation quality assurance, covering compliance monitoring, audit findings and IOSA readiness, is a 5-day course for quality, compliance monitoring and audit staff in airlines, maintenance and continuing airworthiness organisations that ends with a Mock Compliance Audit Report and Corrective Action Plan for a case organisation. Approved organisations lose standing with the authority when audit programmes leave requirement areas unsampled, findings are graded inconsistently and corrective actions close on paper while root causes persist. Nominees already audit or monitor approved activity and work through case studies on exposition extracts and records. CoreConcept Training Center delivers this aviation quality assurance course.

Course Objectives:

- Separate the compliance monitoring function from SMS safety assurance and set independent reporting lines to the accountable manager
- Build a risk-weighted audit programme that samples every requirement area and exposition procedure within the planning cycle
- Conduct product, process and system audits with checklists and objective evidence from records, interviews and hangar or station observation
- Grade findings as level 1, level 2 or observations and write finding statements that the auditee and the authority accept
- Trace repeat findings to their causes and verify corrective action plans for effectiveness, including findings on contracted and subcontracted work
- Prepare quality and occurrence data for management review and assess readiness for IOSA and ISAGO audits

Target Audience:

- Managers responsible for the compliance monitoring function and quality system of an airline, maintenance organisation or continuing airworthiness organisation
 - Lead auditors responsible for planning and conducting internal product, process and system audits
 - Managers responsible for responding to authority oversight visits and closing regulatory findings
 - Managers responsible for contracted maintenance, ground handling and subcontractor quality oversight
 - Managers responsible for preparing an operator or ground handler for IOSA or ISAGO registration audits
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Course Outline:

Day 1: Compliance Monitoring Purpose and the Aviation Quality System

- Compliance Monitoring Function Versus SMS Safety Assurance Roles
- Accountable Manager, Quality Manager and Auditor Independence Lines
- Maintenance Organisation Exposition and Airworthiness Exposition Structure
- Approved Procedures, Capability Lists and Exposition Amendment Control
- Compliance Matrix Baseline Against Applicable Requirement Paragraphs

Day 2: Audit Programme Design and Industry Audit Standards

- Audit Programme Planning Cycle Covering Every Requirement Area
- Risk-Weighted Audit Frequency Using Findings and Occurrence Trends
- Product, Process and System Audit Selection Criteria
- IOSA Standards Structure and Airline Operational Conformity Expectations
- ISAGO Headquarters and Station Audit Scope for Ground Handlers

Day 3: Audit Checklists, Objective Evidence and Findings Classification

- Product Audit Sampling of Completed Aircraft Task Cards
- Audit Checklist Build From Requirement and Exposition References
- Objective Evidence From Records, Interviews and Hangar Observation
- Level 1, Level 2 and Observation Finding Grading Rules
- Finding Statement Wording With Requirement, Evidence and Deviation

Day 4: Root Cause, Corrective Action, Authority Oversight and Contracted Activity

- Five Whys and Fishbone Causal Analysis for Repeat Findings
- Corrective Action Plan Deadlines, Verification and Effectiveness Review
- Competent Authority Oversight Visits and Finding Response Interface
- Subcontractor and Contracted Maintenance Control Through Supplier Audits
- Occurrence and Quality Data Dashboards for Management Review

Day 5: Case Study: Mock Compliance Audit, Findings and Corrective Action Plan

- Case Maintenance Organisation Exposition, Records Set and Audit Scope
 - Mock Audit Checklist and Sampling Plan for the Case
 - Mock Audit Fieldwork Evidence Review and Finding Grading
 - IOSA and ISAGO Readiness Gap Check on the Case Operator
 - Mock Compliance Audit Report and Corrective Action Plan Completion
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Skills You Will Gain:

- Compliance Monitoring Programme Design
- Exposition Conformity Review
- Product and Process Auditing
- Objective Evidence Sampling
- Finding Classification
- Repeat Finding Causal Analysis
- Corrective Action Verification
- IOSA and ISAGO Readiness Assessment

Why Attend This Course:

- Deliver a Mock Compliance Audit Report and Corrective Action Plan to the quality manager and the accountable manager
- Decide whether a deviation is a level 1 finding, a level 2 finding or an observation, and how quickly it must close
- Avoid escalating authority findings, restricted approvals and failed industry audits caused by unsampled procedures or ineffective corrective actions
- Share audit checklists, finding wording rules and corrective action verification steps with auditors and departmental focal points

Conclusion:

Back at work, the participant gives the quality manager and the accountable manager a Mock Compliance Audit Report and Corrective Action Plan adapted to their own organisation. Management uses it to approve the next audit programme, assign corrective action owners and decide where subcontracted activity needs closer oversight. After the first authority visit or industry audit that follows, the quality unit should compare its own finding grades, closure times and repeat findings with the external results and adjust audit frequency where gaps appear.

Frequently Asked Questions FAQ:

What should participants know before an aviation quality assurance and compliance monitoring course?

Participants should already work in quality, audit or compliance roles at an airline, maintenance organisation or continuing airworthiness organisation and know their own exposition. Bringing an anonymised audit checklist, finding or corrective action plan helps them apply the case work to their organisation.

How does aviation quality assurance and compliance monitoring differ from an aviation safety management course?

Compliance monitoring checks that activities conform to requirements and the approved exposition through audits, findings and corrective actions. Safety management courses address hazard identification, safety risk assessment and safety performance indicators. The two functions interface but use different owners and methods.

Why does aviation quality assurance combine product, process and system audits?

Each audit type finds different weaknesses. Product audits sample a completed task or aircraft, process audits trace how a procedure is performed and system audits test whether controls work together. Using all three gives the accountable manager a fuller picture of conformity.

What do participants take back from the aviation quality assurance course on compliance monitoring and IOSA readiness?

Participants take back a Mock Compliance Audit Report and Corrective Action Plan for a case organisation, with an audit checklist, sampling plan, graded findings, causal analysis notes and an IOSA and ISAGO readiness gap list they can adapt to their own organisation.
