

# QUALITY MANAGEMENT SYSTEMS

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Quality Management Systems lay the framework for consistent performance throughout an airline's activities. This course provides an introduction to QMS components and objectives that you can establish within your operations. Learn the key regulatory and operational requirements for designing and controlling an efficient QMS, then practice your skills in process mapping, procedure writing and audit finding review during a series of practical exercises.

## Course format

4 days (32 hours) of instructions delivered by an official IATA Instructor.

## Course Fee:

**Regular – \$ 2200 | IATA Members – \$ 1990 | DNA - \$ 1540**

## What you will learn

Upon completion of this course you will be able to:

- >> understand the quality requirements of key regulatory bodies and national authorities such as ISO, EASA, and FAA
- >> outline the key practices required to maintain a QMS: the quality policy, procedures, audit and reports
- >> develop your process mapping and procedure writing skills
- >> prepare yourself for further specialization and training in QMS implementation

## Who should attend

This course is designed for airline staff including management new to the field of quality, quality internal auditors, operations managers.

## Course content

### ISO 9000 family and quality requirements

- >> Quality policy, quality manual and its contents, management review process
- >> Process management - establishing processes
- >> Planning and writing procedures
- >> Document control - which elements to control and how
- >> Planning a document infrastructure
- >> Audit management - measuring compliance
- >> Root cause analysis
- >> Developing and initiating a corrective action plan
- >> Levels of non-conformity
- >> QMS and Safety Management System (SMS) parallels
- >> Regulatory requirements for safety, integrating QMS and SMS

## Certificate awarded

An IATA Certificate of Completion is awarded to participants obtaining a grade of 70% or higher and a special distinction is awarded to participants obtaining a grade of 90% or higher, in all exercises and exams.

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