



Quality Systems Auditor Workshop

How You Will Benefit

Quality assurance is a key component of all management systems including Safety Management Systems. Quality Systems Auditors ensure an organization's processes are effective and compliant. Quality System Auditors are required to possess knowledge and skills to ensure consistent and repeatable outcomes throughout the audit process. As a result, CCAA provides training for new Quality Systems Auditors that complies with Occupational Standards.

Workshop Description

This two-day workshop provides a comprehensive overview of the steps involved in the audit process. Content covered in this workshop includes:

- Preparing an audit program
- Developing and validating checklists
- Understanding risk management as a component of the audit process
- Addressing common quality assurance issues
- Scheduling and planning audits
- Analyzing evidence and applying audit evaluation methods
- Preparing audit reports and developing corrective action plans
- Improving audit performance

The course is applicable to all segments of the aviation industry. Where course attendees are all from a specific segment CCAA will attempt to ensure examples used are applicable to attendees.

Upon completion of this workshop, participants will have a sound understanding of the auditing process which is a key part of a Quality Assurance and Safety Management System and its importance in enhancing operational safety and improving operational performance.

Intended Audience

- Aviation operational personnel with little or no auditing experience and experienced aviation operational personnel who wish to become internal operational auditors.

For more information or to register, please contact **Kethy Sosso-Kolle**, Training and Skills Development Coordinator, at the Canadian Council for Aviation & Aerospace by phone at **613-727-8272, extension 261** or by email at ksossokolle@avaerocouncil.ca

