

# Syllabus

# Quality Assurance for Civil Aviation Enterprises

1 Day / 7 Hours

**Meeting called by:** The DTI Training Consortium  
**Type of meeting:** Workshop style, Certification training class  
**Facilitator:** DTI Training Consortium Primary Instructor  
B.A./Certified Government Instructor/Minimum 3000 hrs experience.  
ASQ Certified Engineer/Manager. U.S. Dept. of Defense, NASA Approved Instructor.

**Attendees:** Aviation enterprises & inspectors who are required to meet and assess the Safety Management System Requirements for a Quality Assurance Program. Anyone who must understand and meet QA requirements.

**Please read:** This is a basic course, requiring participation in, analysis, implementation, and maintenance of a Quality Assurance Program to meet Regulators expectations.

**Please bring:** Pen, pencil, hi-lighter etc.  
Reference Manuals and Materials, **are provided by DTI Training**

## Agenda Topics

### Introduction

#### What is Quality?

#### Why are you here?

Transport Canada & private enterprise QA mandate both under a Safety Management System and as a matter of good business practice

Assessment vs. Audit

The cost of implementation

The Commitment for a Quality Program

The Benefits of a Quality Assurance Program

## **Goals and Objectives**

To educate and understand the Aspects of a good Quality Assurance Program

To communicate the importance of establishing a good QA program.

To show how to implement a QA program

To show the advantages of a good QA program

To show how to develop an Acceptable Corrective Action Plan (CAP)

### **LESSON 1: Definitions**

Quality Assurance

Quality Control

QAP

Continuous Improvement

Process

Process Flow

Corrective Action

Root Cause Analysis

Statistical Sampling

### **LESSON 2: Processes**

Lesson of the "F"s

The Philosophies of Dr. Edwards Deming

Process Flowing

Process Flowing Practical Exercises

### **LESSON 3: Audit Checklists**

Checklist interactions

Configuration Management

Audit Checklist Writing: Practical Exercise

### **LESSON 4: Process Control**

**(and some tools to accomplish this)**

What is Process Control

Process Model  
Process Improvement

**LESSON 5: Corrective Action**

The “Cause and Effect Diagram”

**LESSON 6: Developing A CAP**

**WORKSHOPS and GROUP EXERCISES**

**Special notes:**

DTI will be available to discuss any individual concerns or questions immediately after class. Please feel free to bring your manuals, CAPS or questions to work on.

This course is comprehensive and includes a number of exercises designed to lead the student to conclusions on the implementation of a good Quality Assurance Program. These exercises will include problem identification, problem solving and the communication skills needed to operate under Quality Assurance requirements of Transport Canada Regulations.