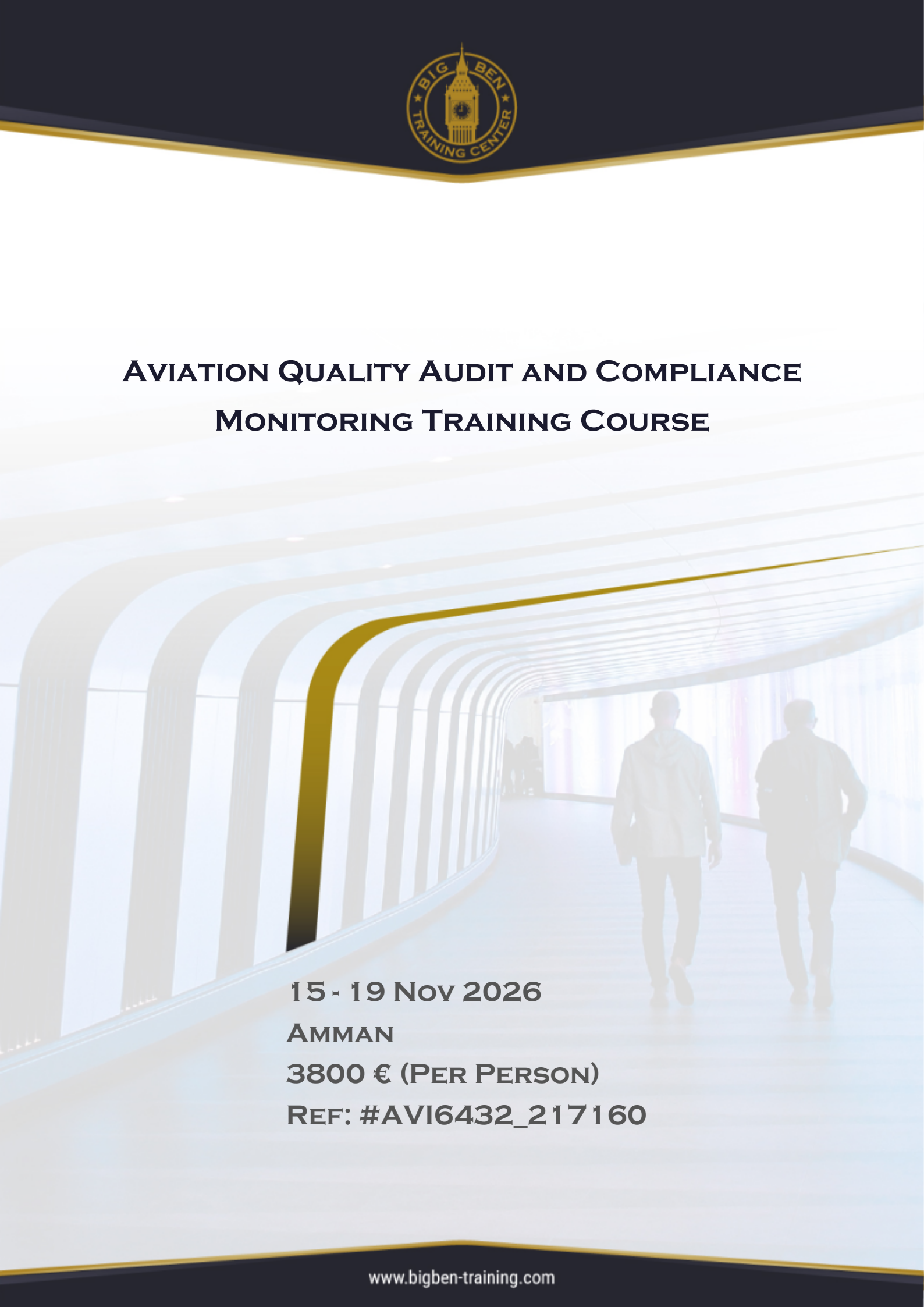
Aviation Quality Audit and Compliance Monitoring Training Course



15 - 19 Nov 2026

Amman

3800 € (Per Person)

Ref: #AVI6432_217160

Course Introduction / Overview:

In the high-stakes world of aviation, safety and quality are not just priorities; they are the fundamental pillars upon which the entire industry is built. This course provides a comprehensive framework for understanding and implementing effective quality audit and compliance monitoring systems within an aviation context. It moves beyond simple checklist-based auditing to instill a deep understanding of the principles that drive a robust safety culture. As pioneering safety scientist Dr. James Reason articulated in his work on organizational accidents, failures are often systemic rather than isolated events. This principle is central to our curriculum, which teaches participants how to identify and address latent risks within an organization's processes. This program, offered by BIG BEN Training Center, is meticulously designed to equip professionals with the skills to not only ensure regulatory adherence with bodies like EASA and the FAA but also to foster continuous improvement. Participants will explore the entire audit lifecycle, from planning and execution to reporting and follow-up, mastering techniques for root cause analysis and the development of effective corrective action plans. The course integrates concepts from established safety management systems (SMS) to ensure that quality and compliance are seamlessly woven into the operational fabric of the organization, ultimately enhancing safety, efficiency, and operational excellence.

Target Audience / This training course is suitable for:

- Quality Managers and Auditors in the aviation sector.
- Compliance Monitoring Managers and Personnel.
- Aviation Safety Managers and Officers.
- Airline Operations and Maintenance Personnel.
- Post-holders and Nominated Persons.
- Civil Aviation Authority Inspectors and Staff.
- Airport Operations and Management Staff.
- Lead Auditors and Internal Audit Team Members.
- Anyone aspiring to a career in aviation quality and safety assurance.

Target Sectors and Industries:

- Commercial Airlines and Cargo Carriers.
- Maintenance, Repair, and Overhaul (MRO) Organizations.
- Airport and Aerodrome Operators.
- Air Navigation Service Providers (ANSPs).
- Aircraft Manufacturers and Component Suppliers.
- Business and Corporate Aviation Operators.
- Civil Aviation Authorities and Regulatory Bodies.
- Ground Handling and Fuelling Service Providers.
- Aviation Training Organizations (ATOs).

Target Organizations Departments:

- Quality Assurance Departments.
- Safety Management Departments.
- Compliance and Regulatory Affairs Departments.
- Flight Operations Departments.
- Maintenance and Engineering Departments.
- Internal Audit Departments.
- Ground Operations Departments.
- Corporate Governance and Risk Management Teams.
- Procurement and Supplier Management Departments.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement a comprehensive aviation audit program.
- Understand the international regulatory frameworks governing aviation quality.
- Master various auditing techniques, including interviewing and evidence gathering.
- Conduct effective root cause analysis for audit findings.
- Write clear, concise, and actionable non-conformance reports.
- Develop, manage, and verify the effectiveness of Corrective Action Plans (CAPs).
- Integrate audit findings with the organization's Safety Management System (SMS).
- Apply principles of human factors during the audit process.
- Prepare an organization for external audits such as IOSA or regulatory inspections.
- Utilize compliance monitoring data for continuous improvement and trend analysis.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical, ensuring that participants can immediately apply their learning in a real-world aviation environment. We move beyond traditional lecture-based formats to create a dynamic learning experience. The course is built upon a foundation of expert-led instruction, which is then reinforced through a series of carefully selected case studies based on actual aviation incidents and audit scenarios. This allows participants to analyze complex situations and understand the practical implications of quality and compliance failures. A significant portion of the training is dedicated to hands-on workshops and group exercises where participants will collaboratively develop audit plans, create audit checklists, and practice interview techniques through role-playing. These interactive sessions are designed to build confidence and practical skills. Participants will also engage in group discussions and receive continuous feedback from the instructor and peers, fostering a collaborative learning environment. Our approach emphasizes critical thinking and problem-solving, equipping attendees not just with knowledge of the regulations, but with the competence to drive a culture of safety and continuous improvement within their organizations.

Course Agenda (Course Units):

Unit One: Foundations of Aviation Quality and Compliance Systems

- Introduction to Aviation Quality and Safety Management.
- The role of ICAO, EASA, and FAA in global aviation standards.
- Understanding the components of a Safety Management System (SMS).
- Differentiating between Quality Assurance and Quality Control.
- The legal and regulatory basis for compliance monitoring.
- Principles of a performance-based compliance monitoring system.
- The relationship between quality, safety, and operational efficiency.

Unit Two: The Audit Lifecycle - Planning and Preparation

- Phases of a comprehensive audit program.
- Defining audit scope, objectives, and criteria.
- Selecting a competent audit team and defining roles.
- Developing an annual audit schedule and plan.
- Creating effective and tailored audit checklists.
- Desktop audits and documentation review techniques.
- Communicating the audit plan to relevant departments and auditees.

Unit Three: Audit Execution and Evidence Gathering

- Conducting opening meetings and setting the tone for the audit.
- Effective on-site observation and inspection techniques.
- Mastering audit interviewing skills to gather quality evidence.
- Understanding and applying sampling methods in auditing.
- Recognizing the impact of human factors and organizational culture.
- Managing time and resources during the on-site audit.
- Documenting evidence and maintaining an audit trail.

Unit Four: Reporting, Root Cause Analysis, and Corrective Actions

- Analyzing and categorizing audit findings and observations.
- Writing clear, objective, and non-confrontational non-conformance reports.
- Introduction to root cause analysis techniques (5 Whys, Fishbone).
- Conducting a thorough root cause analysis workshop.
- Developing effective and sustainable Corrective Action Plans (CAPs).
- The process of verifying the implementation and effectiveness of corrective actions.
- Conducting the audit closing meeting and presenting findings.

Unit Five: Advanced Compliance Monitoring and Continuous Improvement

- Establishing and managing a Compliance Monitoring System (CMS).
- Using audit data for trend analysis and predictive risk management.
- The role of management review in the quality system.
- Preparing for and managing external regulatory and customer audits.
- Auditing suppliers and third-party service providers.
- Principles of continuous improvement in aviation quality.
- The future of aviation auditing and data-driven oversight.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

Beyond regulatory adherence, how can a proactive compliance monitoring system become a primary driver of organizational innovation and efficiency in an airline?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond the procedural aspects of auditing to cultivate a deep, systemic understanding of aviation quality and safety culture. While many programs focus solely on the mechanics of conducting an audit and adhering to regulations, our curriculum is built on the philosophy that a robust compliance system is a catalyst for operational excellence, not merely a regulatory burden. We place a significant emphasis on the human element, integrating modules on human factors and organizational culture into the audit process, a critical aspect often overlooked. Participants learn not just how to find non-conformances, but how to understand their origins within the complex socio-technical system of an aviation organization. Furthermore, the course is forward-looking, dedicating substantial content to performance-based oversight and the use of data analytics for predictive risk management. Instead of just teaching how to react to findings, we empower professionals to build proactive systems that identify and mitigate risks before they escalate. The practical, case-study-driven methodology ensures that this advanced theoretical knowledge is translated into tangible skills, preparing participants to be leaders who can drive meaningful and sustainable improvements in safety and efficiency.