Aviation Quality and Compliance Auditing Training Course



19 - 23 Oct 2026

Lisbon

4500 € (Per Person)

Ref: #AVI8874_79861

Course Introduction / Overview:

This course provides a comprehensive framework for mastering aviation quality assurance and compliance auditing in today's complex regulatory environment. In an industry where safety is paramount, a robust Quality Management System (QMS) is not just a regulatory requirement but the bedrock of operational excellence and public trust. This program delves deep into the principles and practices of effective auditing, moving beyond simple checklist compliance to instill a culture of proactive quality management. Participants will explore the intricate web of international and national regulations, including standards set by ICAO, EASA, and the FAA. Drawing on concepts from leading thinkers in aviation safety, such as Dr. R. I. R. Abeyratne, whose work in aviation regulation highlights the critical link between legal compliance and safety outcomes, the course emphasizes a practical, hands-on approach. As detailed in texts like "Aviation Safety: A Balanced Industry Approach," the integration of Safety Management Systems (SMS) with QMS is a key focus. BIG BEN Training Center has designed this training to equip professionals with the skills to plan, conduct, and report on audits that not only ensure compliance but also drive tangible improvements in safety and efficiency, making them invaluable assets to their organizations.

Target Audience / This training course is suitable for:

- Quality Assurance Managers and Personnel.
- Compliance and Safety Auditors.
- Airline and Airport Operations Managers.
- Maintenance, Repair, and Overhaul (MRO) Technicians and Supervisors.
- Civil Aviation Authority Inspectors and Staff.
- Ground Handling Operations Personnel.
- Corporate and Flight Department Safety Officers.
- Anyone aspiring to a career in aviation quality or safety management.

Target Sectors and Industries:

- Commercial Airlines and Cargo Carriers.
- Maintenance, Repair, and Overhaul (MRO) Organizations.
- Airport Authorities and Operators.
- Ground Handling and FBO Service Providers.
- Aircraft Manufacturing and Component Supply Chains.
- Corporate and Private Aviation Operators.
- Governmental bodies, including Civil Aviation Authorities and Regulatory Agencies.
- Aviation Training Organizations (ATOs).

Target Organizations Departments:

- Quality Assurance and Compliance Departments.
- Safety Management Departments.
- Flight Operations.
- Maintenance and Engineering.
- Ground Operations.
- Corporate Governance and Risk Management.
- Procurement and Supply Chain Management.
- Training and Development Departments.

Course Offerings:

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

- Develop a comprehensive understanding of aviation Quality Management Systems (QMS).
- Interpret and apply key international and national aviation regulations.
- Plan and execute effective internal and external aviation audits.
- Master various auditing techniques, including interviewing and evidence gathering.
- Identify and document non-conformances with precision and clarity.
- Conduct thorough root cause analysis to prevent recurrence of findings.
- Develop and monitor effective Corrective and Preventive Action (CAPA) plans.
- Integrate QMS principles with Safety Management Systems (SMS).
- Promote a positive safety and quality culture within their organization.
- Prepare their organization for regulatory and third-party audits.

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 context. We move beyond traditional lecture-based formats to a dynamic learning environment that fosters critical thinking and problem-solving skills. The course heavily utilizes case studies based on actual aviation incidents and audit findings, allowing participants to analyze complex scenarios and debate best practices in a controlled setting. Interactive group workshops are a core component, where attendees will collaborate on tasks such as developing audit checklists, performing risk assessments, and drafting non-conformance reports. Role-playing exercises will simulate audit interviews and closing meetings, providing a safe space to practice communication and interpersonal skills essential for effective auditing. Throughout the course, our expert instructors facilitate discussions, provide personalized feedback, and encourage the sharing of experiences among participants from diverse backgrounds. This blended approach ensures a deep and lasting understanding of aviation quality and compliance principles, empowering attendees to become agents of positive change within their organizations.

Course Agenda (Course Units):

Unit One: Foundations of Aviation Quality Management

- Introduction to Quality Management Systems (QMS) in Aviation.
- The Role of ICAO, EASA, and FAA in Global Aviation Standards.
- Understanding the Components of an Effective QMS.
- Quality Policy, Objectives, and Manuals.
- The Relationship Between Quality Assurance and Quality Control.
- Integrating QMS with Safety Management Systems (SMS).
- Documentation and Record-Keeping Requirements.

Unit Two: The Audit Planning and Preparation Process

- Types of Audits (Internal, External, Supplier, Regulatory).
- Developing an Annual Audit Program.
- Defining Audit Scope, Objectives, and Criteria.
- Selecting the Audit Team and Defining Roles.
- Conducting Pre-Audit Document Reviews.
- Creating Effective Audit Checklists and Work-Papers.
- Logistics and Communication for a Successful Audit.

Unit Three: Conducting the Aviation Audit

- The Opening Meeting and Setting the Tone.
- Mastering Audit Interviewing Techniques.
- Evidence Gathering through Observation, Interviews, and Document Review.
- Techniques for Sampling and Data Analysis.
- Understanding and Applying Human Factors in Auditing.
- Managing Time and Maintaining Audit Schedules.
- Daily Debriefs and Communication with the Audit Team.

Unit Four: Audit Reporting and Root Cause Analysis

- Documenting Audit Findings and Non-Conformances.
- Writing Clear, Concise, and Factual Audit Reports.
- Conducting the Closing Meeting and Presenting Findings.
- Introduction to Root Cause Analysis (RCA) Methodologies (5 Whys, Fishbone).
- Moving from Containment to Corrective and Preventive Actions.
- Developing an Effective Corrective Action Plan (CAPA).
- The Role of the Auditor in Reviewing and Accepting CAPAs.

Unit Five: Audit Follow-Up and Continuous Improvement

- Tracking and Verifying the Implementation of Corrective Actions.
- The Audit Closure Process.
- Analyzing Audit Program Data for Trends and Insights.
- The Role of Management Review in the QMS Cycle.
- Fostering a Culture of Continuous Improvement.
- Preparing for Third-Party Audits (e.g., IOSA).
- Future Trends in Aviation Auditing, including Risk-Based and Remote Auditing.

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:

How can an organization effectively balance the prescriptive nature of compliance auditing with the performance-based approach of a mature Safety Management System (SMS)?

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

This course distinguishes itself by moving beyond the procedural mechanics of auditing to cultivate a deeper, systemic understanding of quality and safety culture. While many programs focus solely on checklist compliance, our curriculum emphasizes the critical integration of Quality Management Systems (QMS) with Safety Management Systems (SMS), treating them as two sides of the same coin. We dedicate significant time to the human element, exploring human factors in the audit process to ensure that audits are conducted constructively and effectively. A key differentiator is our in-depth module on Root Cause Analysis (RCA), which equips participants with multiple methodologies to uncover the underlying systemic issues behind non-conformances, rather than just addressing superficial symptoms. The course is built on a foundation of practical application, using real-world aviation case studies to challenge participants' problem-solving skills. Instead of just learning what to audit, attendees learn how to think like a quality professional, enabling them to drive genuine, sustainable improvements in safety, efficiency, and regulatory standing within their organizations.