



MANAGEMENT PLAN

OF

.....

(Name of the Operator)

AIR SERVICE LICENCE NO:

DOCUMENT NO : MP-1

ISSUE NO :

DATE OF ISSUE :

CONTROLLED COPY NO :

IN POSSESSION OF :

Document No. : MP-1	Issue No.:	Page No. :
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	Approved:	
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Document title: MANAGEMENT PLAN SUBJECT: AMENDMENT RECORD SHEET		Amendment No.:
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AMENDMENT NO.	DATE	DESCRIPTION

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SUBJECT: AMENDMENT RECORD SHEET		Effective date:
		Approved : Name :..... Signature:.....
COPY NO.	PERSON/ ORGANISATION	
1	Master copy I possession of the Chief Executive Officer	
2	Air Service Licensing Council/ International Air Services Council	
3	Commissioner for Civil Aviation	
4	Responsible Person: Aircraft	
5	Responsible Person: Flight Operations	
6	Air Services Safety Officer	

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NAME OF THE OPERATOR :

POSTAL ADDRESS :
.....

STREET ADDRESS :
.....
.....
.....

TELEPHONE NO. :
FAX NO. :

REGISTRATION NUMBER :

(in the case of a company or close corporation)

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MANAGEMENT PLAN		Effective date:
SUBJECT :DIFINITIONS		Approved: Name:..... Signature:.....

In this Management plan, unless the context otherwise indicate.

Audit means a systematic and independent examination to determine whether quality activities and relate results comply with planned arrangements, and whether these arrangements are effectively implemented, and are suitable to achieve objectives.

‘Chief Executive Officer’ means the person who is, on a full-time basis, responsible for the day to day running of the business of the operator.

‘non-compliance’ means the non-fulfillment of specified requirements or provisions.

‘quality means the features and characteristics of the air service in respect of safety and reliability.

‘the air service’ means the air services as describe on page ... of this Management Plan.

‘the Council’ means the Air Service Licensing Council as defined in the Air Services Act, 1990 (Act No.115 of 1990) and the International Air Services Act (Act No. 60 of 1993).

‘the operator’ means(name of operator).

‘the Regulations’ means the Domestic Air Services Regulations, 1991, published under Government Notice R2180 of August 1991 and International Air Services Regulation, 1994, published under Government Notice R722 OF 15 April 1994.

‘the Responsible Person’ means that person designated as much by the Chief Executive Officer to be directly responsible to ensure a safe and reliable operation.

‘the Management Plan’ includes any document referred to this document

‘to ensure’ does not mean that the incumbent physically has to accomplish the task himself.

Responsibilities may be delegated to persons competent in executing such tasks but reasonable steps must be taken to ensure that the objective is attained. The dictum that one may delegate but never abdicate must be observed

Document No.: MP-1	Issue No.:	Page No.:
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<p>MANAGEMENT PLAN</p> <p>SUBJECT : COMMITMENT AND POLICY STATEMENT</p>	<p>Approved: Name:..... Signature:.....</p>
-------------------------------------------------------------------------	-----------------------------------------------------

I,.....(name).

In my capacity as.....(Chief Executive Officer), of
.....(name of the operator), hereby declare
that:

1. This document constitutes the Management Plan of
.....
(operator's name)(Hereinafter referred to as a 'the operator') for the
provision of the air service described on page..... of this Management Plan
(hereinafter referred to as 'the air service')
2. I and all personnel employed by the operator in the course of providing the
Air
Service accept responsibility for, and commit ourselves to the provision of
the air
service in a safe and reliable manner.
3. The Air Service shall at all times be managed and operated in compliance
with
the provisions of section 16 (4) (a) and (b) of the Air Services Licensing Act,
1990 (Act No. 115 of 1990) with sections 17(4) (a) and (b) of the
International Air
Services Act, 1993 (Act 60 of 1993) and in accordance with the Management
Plan.
4. Any amendment to this Management Plan shall be submitted to the Council at
least
14 days before such amendment is effected. This Management Plan and all the
controlled copies thereof will be amended accordingly.
5. Each person listed on pageof this Management Plan shall have a
controlled
Copy ,properly amended and updated, of this Management Plan.
6. The responsible persons, as identified on page.... Of this Management Plan shall
Ensure that all operations are in accordance with this Management Plan and
that all
Personnel under their control who are involved in the provision of the air
service ,
Have access to this management Plan and that the information contained herein
is
understood, implemented, maintained and adhered to by them.

7. This Management Plan will be review on a regular basis to ensure that it, at all time, reflects the quality policy and practices of the operator.

.....
SIGNATURE

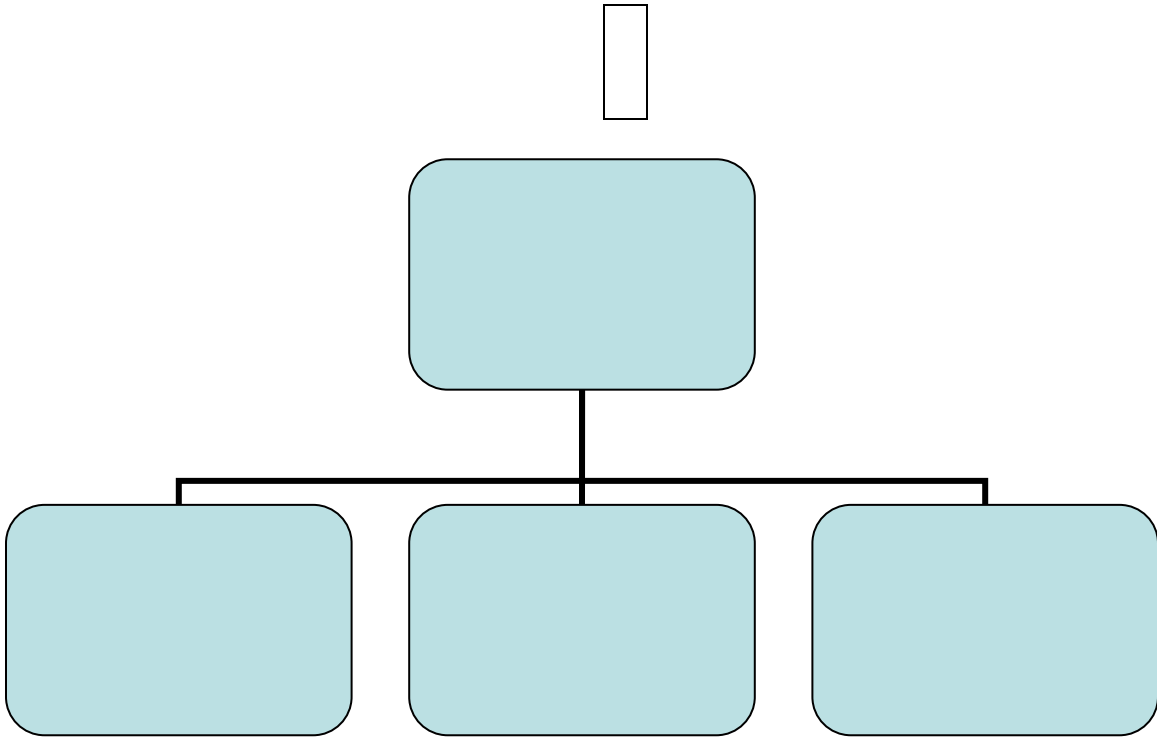
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DATE

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MANAGEMENT PLAN SUBJECT : ORGANIZATION CHART	Approved: Name:..... Signature:.....
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Note:

1. The organization chart (in the form of family tree clearly indicating lines of responsibility) of the operator shall be drawn on this page and shall be show at least the Chief Executive Officer, the Responsible Person: Aircraft, the Responsible Person: Flight Operations and the Air Service Safety Officer.
2. If two or more of the above-mentioned posts are held by the same person, it shall be so shown. See attached examples of organization charts.
3. The authority and responsibility statements which now follow must be completed in accordance with the responsibility indicated in the above chart.



Document No.: MP-1	Issue No.:	Page No.:
Document title: MANAGEMENT PLAN SUBJECT : AUTHORITIES AND RESPONSIBILITIES	Amendment No.:	
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	Approved: Name:..... Signature:.....	

TITLE OF POST:

DESIGNATED AS: Chief Executive Officer

TO WHOM THIS POST REPORTS:.....

WHO REPORTS TO THIS POST:

.....
.....

RESPONSIBILITIES:

1. Ensure that the management plan is established, implemented, maintained and adhered to .
2. Designate the responsible person and ensure that such person so designated in this Management Plan shall exercise their various authorities and execute their various responsibilities in accordance with this Management Plan.
3. Ensure that the operator at all times fully complies with the provisions of the Air Services Licensing Act, 1990(Act No.115 of 1990) , as amended, the Domestic Air Services Licensing Regulations,1991, the International Air Services Act, 1993(Act No.60 of 1993) and the International Air Services Regulations, 1994.
4. Approve this Management Plan and each amendment thereto.

.....
.....

AUTHORITY:

1. Take any actions as may be required to exercise his responsibilities or to give effect to his commitment to safety and reliability.

.....
.....

EXTENT TO WHICH RESPONSIBILITIES/AUTHORITY MAY BE DELEGATED:

.....
.....

I.....in my capacity as Chief Executive Officer ofhereby declare that I understand and accept the authority, responsibility and accountability for the duties as set out above.

Signature.....Date

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Document title: MANAGEMENT PLAN SUBJECT : AUTHORITIES AND RESPONSIBILITIES	Amendment No.:	
	Effective date:	
	Approved: Name:..... Signature:.....	
<p>TITLE OF POST:</p> <p>DESIGNATED AS: Responsible Person : Aircraft</p> <p>TO WHOM THIS POST REPORTS:.....</p> <p>WHO REPORTS TO THIS POST:</p> <p>.....</p> <p>.....</p> <p>RESPONSIBILITIES:</p> <ol style="list-style-type: none"> 1. Ensure that the air service operates in a safe and reliable manner. 2. Ensure that each aircraft which is used in the proving the air service is airworthy and in every way serviceable for flight. 3. Ensure that the provisions of this Management Plan are fully complied with in respect of aircraft. 4. Ensure that all personnel under his control have the appropriate knowledge, qualifications, skills, experience and training to perform or supervise their assigned duties. 5. Ensure that all personnel under his control at all times fully comply with this Management Plan. 6. Advise the Air Service Safety of any changes to this Management Plan. <p>.....</p> <p>.....</p> <p>AUTHORITY:</p> <ol style="list-style-type: none"> 1. Prohibit the use of any unsafe or unreliable aircraft, aircraft component, aircraft engine, aircraft engine component or other specified items or equipment. <p>.....</p> <p>.....</p> <p>EXTENT TO WHICH RESPONSIBILITIES/AUTHORITY MAY BE DELEGATED:</p> <p>.....</p> <p>.....</p> <p>I,.....in my capacity as Responsible Person: Aircraft responsibilities</p>		

and accountability for the duties as set out above.

Signature.....

Date.....

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Document title: MANAGEMENT PLAN SUBJECT : AUTHORITIES AND RESPONSIBILITIES		Amendment No.:
		Effective date:
		Approved: Name:..... Signature:.....

TITLE OF POST:

DESIGNATED AS: Responsible Person : Aircraft

TO WHOM THIS POST REPORTS:.....

WHO REPORTS TO THIS POST:

.....
.....

RESPONSIBILITIES:

1. Ensure that the air service operates in a safe and reliable manner.
2. Ensure that all flight operations (including cabin operations and ground handling) in providing the air service are conducted in safe and reliable manner.
3. Ensure that the provisions of this Management Plan are fully complied with in respect of aircraft.
4. Ensure that all personnel under his control have the appropriate knowledge, qualifications, skills, experience and training to perform or supervise their assigned duties.
5. Ensure that all personnel under his control at all times fully comply with this Management Plan.
6. Advise the Air Service Safety Officer of any changes to this Management Plan.

.....
.....
AUTHORITY:

1. Stop or prohibit the use any unsafe or unreliable flight operation

.....
.....
EXTENT TO WHICH RESPONSIBILITIES/AUTHORITY MAY BE DELEGATED:

.....
.....
I,.....in my capacity as Responsible Person: Flight Operations of
.....hereby declare that I understand and accept the authority,
responsibilities and accountability for the duties as set out above.

Signature.....

Date.....

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Document title:	Amendment No.:
MANAGEMENT PLAN	Effective date:
<p style="text-align: center;">SUBJECT : AUTHORITIES AND RESPONSIBILITIES (CONTINUED)</p>	<p>Approved: Name:..... Signature:.....</p>

TITLE OF POST:

DESIGNATED AS: Responsible Person : Aircraft

TO WHOM THIS POST REPORTS:.....

WHO REPORTS TO THIS POST:

.....
.....

RESPONSIBILITIES:

1. Ensure that the air service operates in a safe and reliable manner.
2. Ensure that all flight operations (including cabin operations and ground handling) in providing the air service are conducted in safe and reliable manner.
3. Ensure that the provisions of this Management Plan are fully complied with in respect of aircraft.
4. Ensure that all personnel under his control have the appropriate knowledge, qualifications, skills, experience and training to perform or supervise their assigned duties.
5. Ensure that all personnel under his control at all times fully comply with this Management Plan.
6. Ensure compliance with all security plans
7. Advise the Air Service Safety Officer of any changes to this Management Plan.

.....
.....
AUTHORITY:

1. Stop or prohibit the use any unsafe flight operation

.....
.....
EXTENT TO WHICH RESPONSIBILITIES/AUTHORITY MAY BE DELEGATED:

.....
.....

I,.....in my capacity as Responsible Person: Flight Operations of
.....hereby declare that I understand and accept the authority,
responsibilities and accountability for the duties as set out above.

Signature.....

Date.....

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		Effective date:

<p>MANAGEMENT PLAN</p> <p>SUBJECT : AUTHORITIES AND RESPONSIBILITIES (CONTINUED)</p>	<p>Approved: Name:..... Signature:.....</p>
<p>TITLE OF POST:</p> <p>DESIGNATED AS: Responsible Person : Aircraft</p> <p>TO WHOM THIS POST REPORTS:.....</p> <p>WHO REPORTS TO THIS POST:</p> <p>.....</p> <p>.....</p> <p>RESPONSIBILITIES:</p> <ol style="list-style-type: none"> 1. Ensure that the air service operates in a safe and reliable manner. 2. Ensure that all flight operations (including cabin operations and ground handling) in providing the air service are conducted in safe and reliable manner. 3. Ensure that the provisions of this Management Plan are fully complied with in respect of civil aviation safety. 4. Ensure that all personnel have the appropriate knowledge, qualifications, skills, experience and training to perform or supervise their assigned duties in respect of civil aviation safety. 5. Ensure that this Management Plan is maintained and adhered to.. 6. Effect all amendments, updates or changes to this Management Plan to all control copies thereof. 7. Review in conjunction with the relevant responsible person, this Management Plan every six months in accordance with the relevant procedure. 8. Identify, record and report any quality problems 9. Execute, in conjunction with the relevant responsible person , audits of the system as detailed in this Management Plan.. <p>.....</p> <p>.....</p> <p>AUTHORITY:</p> <ol style="list-style-type: none"> 1. Stop or prohibit the use any unsafe flight operation 2. Stop or prohibit any action or operation that is unsafe or unreliable <p>.....</p> <p>.....</p> <p>EXTENT TO WHICH RESPONSIBILITIES/AUTHORITY MAY BE DELEGATED:</p> <p>.....</p> <p>.....</p> <p>I,.....in my capacity as Responsible Person: Air Service Safety Officer ofhereby declare that I understand and accept the authority, responsibilities and accountability for the duties as set out above.</p>	

Signature.....

.....Date

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<p>MANAGEMENT PLAN</p> <p>SUBJECT : AUTHORITIES AND RESPONSIBILITIES (CONTINUED)</p>	<p>Approved: Name:..... Signature:.....</p>
<p>TITLE OF POST:</p> <p>DESIGNATED AS: Responsible Person : Aircraft</p> <p>TO WHOM THIS POST REPORTS:.....</p> <p>WHO REPORTS TO THIS POST:</p> <p>.....</p> <p>.....</p> <p>RESPONSIBILITIES:</p>	
<p>AUTHORITY:</p>	
<p>EXTENT TO WHICH RESPONSIBILITIES/AUTHORITY MAY BE DELEGATED:</p>	
<p>I,.....in my capacity as..... of</p>	
<p>.....hereby declare that I understand and accept the authority,</p>	
<p>responsibilities and accountability for the duties as set out above.</p>	
<p>Signature.....</p>	
<p>.....Date</p>	
<p>Note: Complete this page for each post shown on the organization chart</p>	

Document No.: MP-1	Issue No.:	Page No.:
Document title: MANAGEMENT PLAN		Amendment No.:
SUBJECT : AIRCRAFT ENGINEERING AND MAINTENANCE		Effective date:
		Approved: Name:..... Signature:.....
<p>All aircraft which are used in providing the air services shall comply with the provisions of Chapters,1,11,12 and13 of the Air Navigation Regulation, 1976, as amended.</p> <p>All aircraft which are used in providing the air services shall have the valid certificate of airworthiness issued in accordance with the provisions of Chapter 14 of the Air Navigation Regulations, 1976, as amended</p> <p>All aircraft are used in providing air services shall be inspected, constructed, repaired, overhauled, maintained or modified in accordance with the provisions of Chapter 15 of the Air Navigation Regulation, 1976, as amended.</p> <p>Flight folios and log books for aircraft, aircraft engines, aircraft components, aircraft engine components and other specified item or equipment shall be kept, preserved and maintained in accordance with the provisions of Chapter 16 of the Navigation Regulations, 1976, as amended</p> <p>Nowithstandng any other provisions in this Management Plan, no aircraft shall be operated by the licensee, unless the Responsible Person : Aircraft has satisfied himself that:</p> <p>(a) A copy of the AMO license of the AMO maintain a particular aircraft as well as the Certificate of Airworthiness (or a certified true copy thereof) of the aircraft, is kept on the file by the licensee;</p> <p>(b) A copy of the defect report, if any, at ,at the termination of the last previous flight of an aircraft plus a copy of documentation relating to the defect removal of such defect, shall be kept on the file by the licensee;</p> <p>(c) Documentation referred to in sub-paragraphs (a) above, shall be made available, on request, to any inspector authorized by the commissioner for Civil Aviation.</p> <p>List of any legal requirements that may be applicable in respect of the aircraft which are used in providing the air services:</p> <p>.....</p> <p>.....</p> <p>.....</p>		



Document No.: MP-1	Issue No.:	Page No.:
Document title: MANAGEMENT PLAN SUBJECT : AIRCRAFT ENGINEERING AND MAINTENANCE (CONTINUED)	Amendment No.:	
	Effective date:	
	Approved: Name:..... Signature:.....	

All aircraft components, aircraft engines, aircraft engines components and other specified items or equipment which are used in providing the air service shall be inspected, constructed overhauled, repaired, maintained and modified by an Aircraft maintenance Organization (AMO) or Aircraft maintenance Engineer (AME).

The Responsible Person: Aircraft shall ensure that the AMO(s) and AME(s) responsible for the for the above maintenance and overhaul tasks on its aircraft, engines or components are licensed in accordance with the provisions of the Air Navigation Regulations, 1976, as amended.

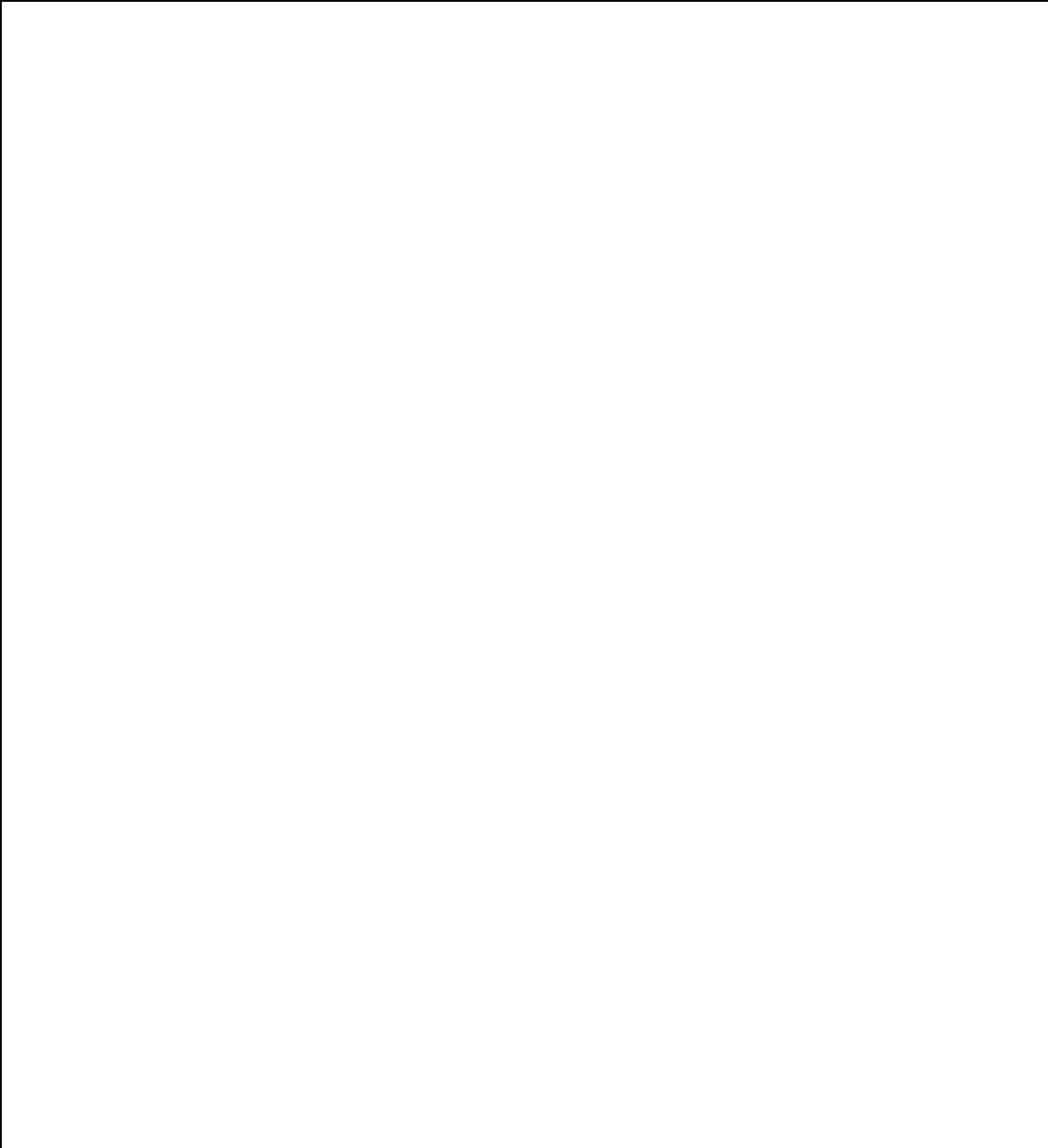
In selecting an AMO, the operator shall be guided by the following, namely, that-

- (a) all the relevant personnel employed by the AMO are properly trained and licensed in accordance with the provisions of Chapters 17,18,19 and 20 of the Air navigation Regulations, 1976, as amended:
- (b) the AMO complies at all times with the provisions of the air navigation Regulations, 1976 as amended, in the execution of its functions;
- (c) all work performed by the AMO on aircraft, aircraft components, aircraft engines, aircraft engine components and other specified items or equipment is done in accordance with the requirements of the approved manufactures hand books or manuals and the approved Maintenance Schedules as required in terms of the provisions of chapter 15 of the Air Navigation Regulations, 1976, as amended: and
- (d) the AMO properly maintenance and updates the documents referred to in the previous paragraph in a library in compliance with the requirements of the commissioner for Civil Aviation.

Notes: (i) The responsible person: Aircraft may from time to time, at this discretion, call for evidence to be furnished either by audit or otherwise, that an AMO is adhering to acceptable quality standards.

(ii) Only the AMO(s) to be used by the operator on a regular basis are to be listed in this management plan.

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Document title: MANAGEMENT PLAN SUBJECT : AIRCRAFT ENGINEERING AND MAINTENANCE (CONTINUED)	Amendment No.:	
	Effective date:	
	Approved: Name:..... Signature:.....	
APPROVED MAINTANANCE ORGANIZATION (AMO)		
NAME OF ORGANIZATION:		
AMO LICENCE NO.	:
TREET ADDRESS	:
POSTAL ADDRESS	:
TELEPHONE NO.	:
FAX	:
CHIEF INSPECTOR	:
ALTERNATE(S)	:
CATEGORY AND RATING OF AMO :.....		
TYPES OF MAINTANANECE TO BE DONE BY THIS AMO:		
Note : complete this page for each AMO		



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<p>MANAGEMENT PLAN</p> <p>SUBJECT : FLIGHT OPERATIONS</p>	<p>Approved: Name:..... Signature:.....</p>
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All flight operations (including cabin operations and ground handling) in providing the air services shall be conducted in accordance with the provisions of-

- the Aviation Act,1962 (Act No.74 of 1962) as amended;
 - Chapter 1 and10 the Air Navigation Regulations,19876, as amended
 - the Rules of the Air Traffic Services, Search and Rescue and overflight Regulations, 1975, as amended;
 - the State Airport Regulations, 1963, as amended, where applicable;
 - The Regulation for the Conveyance in Aircraft of Dangerous Goods, 1986, as amended, where applicable; and
 - Other
-
-
-
-
-
-
-

All personnel involved in the flying and operation of aircraft engaged in the provision of the air service shall be properly trained and licensed or approved in accordance with the provision of-

- The Aviation Act,1962 (Actno.74 of 1962) as amended;
 - Chapters, 1,2,3,4,5,5A, 6 and7 of the air Navigation Regulations,1976, as amended; and
 - other
-
-
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Document No.: MP-1	Issue No.:	Page No.:
Document title: MANAGEMENT PLAN SUBJECT : FLIGHT OPERATIONS (CONTINUED)	Amendment No.:	
	Effective date:	
	Approved: Name:..... Signature:.....	

All flight crew members shall keep and maintain personnel logbooks in accordance with the provisions of chapter 8 and 9 of the Air Navigation Regulations,1976 as amended.

All personnel involved in the flight operation of aircraft in providing the air service shall execute their duties in compliance with the following manuals:

.....

...
 The Responsible Person: Flight Operation shall properly plan, prepare, validate, maintain and update a master copy of each of the above- mentioned manuals.

Document No.: MP-1	Issue No.:	Page No.:
Document title: MANAGEMENT PLAN SUBJECT : CIVIL AVIATION SAFETY		Amendment No.:
		Effective date:
		Approved: Name:..... Signature:.....

The air service shall at all times comply with the provisions of the Civil Aviation Offences Act, 1972 (Act no.10 of 1972) as amended, and the Civil Aviation Safety Regulations, 1981 as amended.

The Air Service Safety Officer shall, in conjunction with the relevant responsible person, draw up safety plans for flights undertaken by the operator in providing the air service in accordance with the provisions of Regulations 6(2) and 7 of the Civil Aviation Safety Regulations, 1981, as amended.

Document No.: MP-1	Issue No.:	Page No.:
Document title: MANAGEMENT PLAN SUBJECT : REVIEW OF QUALITY MANAGEMENT PLAN.	Amendment No.:	
	Effective date:	
	Approved: Name:..... Signature:.....	

This Management plan shall be updated as when required to ensure that the information contained herein at all times reflects the current policy and practices of the operator.

Notwithstanding the undertaking in the previous paragraph, this Management Plan shall be reviewed as a whole every six months.

The relevant Responsible Person together with the Air Service Safety Officer shall review this Management Plan as provided for previous paragraph and shall record such reviewing on the Review Record Sheet on pageof this Management Plan.

The air service Safety Officer shall ensure that any amendment, update or change to this Management Plan is effected to each controlled copy of this Management Plan at least 14 days before such amendment takes effect.

Document No.: MP-1	Issue No.:	Page No.:
Document title:		Amendment No.:
MANAGEMENT PLAN		Effective date:
SUBJECT : AUDITING		Approved: Name:..... Signature:.....
<p>The system as detailed in this Management Plan shall be Audited on a regular basis and continuous basis by the relevant responsible person or by such personnel as may be designated by the Chief Executive Officer to ensure that all personnel are familiar with this system, that they apply it all times and that all records are kept as required.</p> <p>Such audits shall be conducted in accordance with the procedures determined and approved by the Chief Executive Officer</p> <p>The results of such audits shall be recorded and reported to the Chief Executive Officer in accordance with the above-mentioned procedures. Any corrective actions that may be required as a result of such audits shall be dealt with in a similar manner.</p> <p>Records of such audits and of any corrective actions shall be kept and maintained by the Air Service Safety Officer.</p> <p>The Chief Executive Officer may from time to time arrange that the system , as detailed in this Management Plan, be audited by a person who is not employed by the operator.</p>		

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Document title: MANAGEMENT PLAN SUBJECT : QUALITY DOCUMENTS		Amendment No.:
		Effective date:
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The documents listed below are part of this Management Plan.

The Air Service Safety Officer shall keep a properly maintained and updated copy of each of the following documents:

<u>DOCUMENTS NO.:</u>	<u>TITTLE</u>
MP-1	This Management Plan.
MP-2	The Air Services Licensing Council Act,1990 (Act No.115 of 1990) as amended.
MP-3	The Domestic Air Services Regulations,1991, as amended
MP-4	The Aviation Act,1962 (Act no. 74 of 1962) as amended
MP-5	The Air Navigation Regulations, 1976, as amended.
MP-6	The State Airport Regulations, 1963, as amended.
MP-7	The Rules of the Air, Air Traffic Services, Search and Rescue and Overflight Regulations,1975, as amended
MP-8	The Regulations Regarding the Investigation of Aircraft Accidents, 1973, as amended.
MP-9	The Aerodrome Regulations, 1982, as amended
MP-10	The Regulations for the Conveyance in Aircraft of Dangerous Goods, 1986, as amended.
MP-11	The Civil Aviation Offences Act, 1972 (Act No.10 of 1972) as amended.
MP-12	The Civil Aviation Safety Regulations, 1981, as amended.
MP-13	A document containing property maintained and updated copies
	of the approved Manual of Producers of each Approved maintenance and updated copies of the approved Manual of Producers of each Approved Maintenance Organisation responsible for inspecting, constructing, repairing, maintaining, overhauling and modifying of aircraft, aircraft components, aircraft engines, aircraft engine components and other specified Item and equipment used in providing the air service.
MP-14	The master copy of the Operation manual approved in terms of the provisions of the relevant Air Service regulations.
MP-15	The International Air Services Act 1993. (Act No 60 Of 1993)
MP-16	The International Air Services Regulations, 1994

Document No. : MP-1	Issue No.:	Page No.:
Document title: MAGEMENT PLAN SUBJECT: NON-COMPLIANCE	Amendment No.:	
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	Signature.:	

Any non-compliance with the provisions of this Management plan shall be reported on the non-compliance report form-

1. in the case where an aircraft is involved, to the responsible Person : Aircraft:
 2. in the case of flight operations, to the Responsible Person: Flight Operations:
- and
3. in the case of civil aviation safety, to the Air Service Safety Officer.

The persons identified above shall report all non-compliances as well as the steps taken by them to rectify the non-compliance to the Chief Executive Officer.

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<p>MAGEMENT PLAN</p> <p>SUBJECT: NON-COMPLIANCE</p>	<p>Approved:</p> <p>Name:.....</p> <p>Signature.:</p>
<p>TO : NAME:.....</p> <p>POST:</p> <p>FROM : NAME:</p> <p>POST:</p> <p>FULL DETAILS OF AND THE NATURE OF NON-COMPLIANCE:</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>Signature of responsible person Date</p> <p>CHIEF EXECUTIVE OFFICER'S COMMENTS:</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>Signature CHIEF EXEC CUTIVE OFFICER Date</p>	

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MAGEMENT PLAN		Effective date:
SUBJECT: NON-COMPLIANCE		Approved: Name:..... Signature.:

The operator shall so keep record of the following quality Indicators as to be able to measure its performance:

With regard to aircraft:

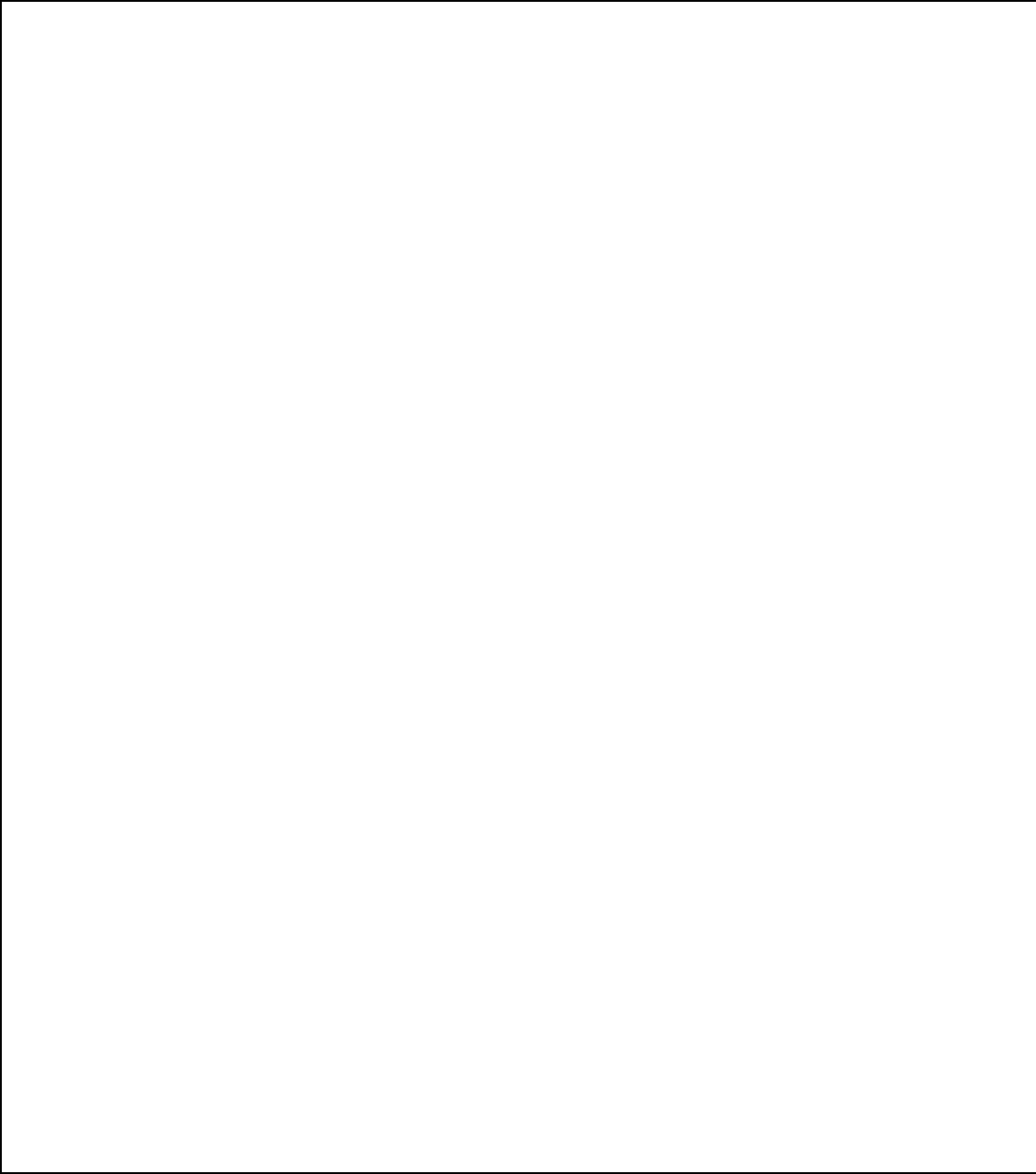
1. Accident/ incident reports
 2. Power plant- Unit rejections and on-wing failures (inflight shut down rate).
 3. Mechanical systems – Low hour component failures
 4. Avionics-Low hour component failures
 5. Aircraft -Deferred actions per phase A or major check
 - Pilot reports between phase A checks (PIREPS)
 - Defects found during pre- flight checks (ex hangar)
 - Effectiveness of maintenance troubleshooting (derived from component change data)
 - Dispatch deviation manual (DDM) dispatches
 6. Non- compliance reports
 7. Security
-
-

With regard to flight operations:

1. Accident/ incident reports.
2. Pilot reports
3. Cabin crew reports
4. Non- compliance reports
5. Exceeding logged via Airborne Integrated Management System (AIMS)
6. Security

With regard to safety of the air services:

1. Accident/ incident reports.
 2. Cabin crew reports
 3. Non- compliance reports
 4. Security
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