

ANNEXURE 3

TO THE

PASA MANUAL OF PROCEDURES

PASA QUALITY ASSURANCE SYSTEM

1. Definitions

| | |
|-----------------|-------------------------------------------------------------|
| AGM | Annual General Meeting |
| CAP | Corrective Action Plan |
| CAR | Civil Aviation Regulations |
| CATS | Civil Aviation Technical Standards |
| Designated Body | As determined by the South African Civil Aviation Authority |
| Director | Director of South African Civil Aviation Authority |
| MOP | Manual of Procedures |
| PASA | Parachute Association of South Africa |
| QAS | Quality Assurance System |
| SACAA | South African Civil Aviation Authority |
| SGM | Special General Meeting |

2. Level of Quality

2.1 This QAS complies with CAR 149.02.3(1) and (2) and CATS 149.02.3(1)

2.1.1 PASA expects members of the Management Council and all committees to –

2.1.1.1 Abide by an ethical code of conduct, which includes but is not limited to:

2.1.1.1.1 The duty to do good

2.1.1.1.2 The duty to do no harm

2.1.1.1.3 To treat offenders fairly and afford them an opportunity to make good their wrongs and face the same sanctions for the same transgressions

2.1.1.2 Read, understand and implement the contents of the approved MOP and its Annexures.

2.1.2 PASA expects members of the association to –

2.1.2.1 Abide by an ethical code of conduct, which includes but is not limited to:

2.1.2.1.1 The duty to do good

2.1.2.1.2 The duty to do no harm

2.1.2.2 Demonstrate good sportsmanship.

2.1.2.3 Comply with the requirements of the CAR and CATS applicable to them as amended and promulgated from time to time.

2.2 This document must be read in conjunction with Annexure 2 – PASA Code of Conduct.

3. Level and frequency of internal reviews and audits

3.1 PASA will subject itself to a minimum of one full audit per annum of its operations by the Director/Designated Body. In addition, PASA will subject itself to at least one internal review by the Quality Assurance Manager to ensure full compliance to the approved MOP.

4. Procedures for recording findings and communication thereof

4.1 Internal Audits

4.1.1 Any findings identified during an internal audit by the Quality Assurance Manager will be recorded in writing and forwarded to the Accountable Manager who will instruct the appropriate PASA Management Council member to rectify the deficiencies within a suitable time period.

4.1.2 The Accountable Manager will sign off the finding once rectified.

4.2 External Audits

4.2.1 Any finding of an external audit by the Director/Designated Body will be submitted to the Accountable Manager by formal notification of such finding in the form of an audit report, together with the required time frame, in which to rectify the finding.

4.2.2 The Accountable Manager will be responsible for the CAP in response to the finding.

5. Responsible Persons

- 5.1 Personnel that are employed or elected to serve on the PASA Management Council can be found in Annexure 3 of the MOP.
- 5.2 The requirements, qualifications, duties and responsibilities of key personnel as required by the regulations can be found in Section 1 of the MOP.
- 5.3 A competent person will be responsible for quality control and will have direct access to the Accountable Manager.

6. Incidents, Occurrences and Complaints

- 6.1 Any incidents, occurrences or complaints of any nature must be brought to the attention of the Chairman/Accountable Manager and/or NSTO, as applicable, and be recorded by the Administration Officer.
- 6.2 Due to the demographic distribution of the PASA Management Council, these items may be dealt with via electronic communication media and/or tabled at the next available physical meeting of the Management Council.
- 6.3 Results of the discussions and recommended remedial action will be recorded by the Administration Officer and be actioned by the relevant Management Council member for attention and distribution to the members, if necessary.
- 6.4 The same applies to any incident, occurrence and or complaint received from PASA members relating to the Director and/or Designated Body.

7. Management Analysis

- 7.1 Any data accumulated during an audit period will be analysed by the PASA Management Council and be presented at a Management Council meeting prior to the AGM, as the need may arise.
- 7.2 Statistical data regarding membership levels, safety incidents, occurrences and complaints will be discussed at this meeting and analysed.

8. Review Process

- 8.1 Internal review procedures
 - 8.1.1 Data will be collected during the year by the PASA Administration Officer on instruction from the Accountable Manager.
 - 8.1.2 Data will be collated and presented to the Accountable Manager.
 - 8.1.3 Data will be discussed and reviewed at Management Council or other committee meetings, if necessary.
 - 8.1.4 Findings identified at Management Council or other committee meetings will be actioned by assigning the finding to the relevant committee member for action.
 - 8.1.5 A CAP will be drafted for any findings.
 - 8.1.6 The CAP will be signed off by the applicable committee member.
 - 8.1.7 The CAP will be finally signed off by the Accountable Manager.

8.2 External audit review procedures

- 8.2.1 Findings identified at an audit by the Director/Designated Body in the form of an audit report, will be actioned by assigning the finding to the relevant Management Council member for action.
- 8.2.2 A CAP will be drafted for any findings and signed off by the applicable Management Council member.
- 8.2.3 The CAP will be submitted to the Director/Designated Body.
- 8.2.4 On finalisation, the CAP will be signed off by the Accountable Manager.

8.3 Director/ Designated Body Review Procedures

- 8.3.1 Any data collected during the year by the PASA committee or its members where it relates to service levels, regulatory changes and/or compliance anomalies that might have a direct impact on PASA and its members, will be tabled, discussed and resolved in the applicable format and forum, depending on the nature of the data.