

→ Syllabus - Aviation Lead Auditor Training

Syllabus

Aviation Lead Auditor Training

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1 Day 1

1.1 Module 1: Relation Management		
Objectives	Contents of Module	Practical Training/Discussion
Objective 1: Understanding the generic concept of “culture” Objective 2: Understanding the concept of corporate culture and its impact on the organization Objective 3: How to manage conflict within a multicultural context	1. Establishing Relationships: <ul style="list-style-type: none"> Techniques for setting up relations 	Group discussion on severity and probability
	2. Cultural Aspects: <ul style="list-style-type: none"> Concept of Culture Organizational Culture Intercultural competences 	Practical examples on cultural clashes Auditing SMS in multicultural environment
	3. Conflict Management: <ul style="list-style-type: none"> What is conflict? Fixing common objectives Conflict characteristics Approaches to managing conflicts 	Conflict Handling

1.2 Module 2: Audit Report		
Objectives	Contents of Module	Practical Training/Discussion
Objective 4: Learn about types of non-conformities Objective 5: Develop and deliver the final report	1. Level of Non-Conformities: <ul style="list-style-type: none"> Level 1 -High (Safety Relevance) Level 2 - Medium (Regulatory Relevance) Level 3 - Low (Suggestion) 	
	2. Writing Findings: <ul style="list-style-type: none"> Tips 	
	3. Audit Conclusions <ul style="list-style-type: none"> Structure 	Narrative Audit Report

2 Day 2

2.1 Module 3: Follow Up		
Objectives	Contents of Module	Practical Training/Discussion
Objective 6: Identify events causes and prevent quality deficiency	1. Definitions <ul style="list-style-type: none"> • Pareto Principle • Failure Tree Analysis • Ishikawa-Diagram (Fishbone Diagram) 	
	2. Corrective Action record <ul style="list-style-type: none"> • Audit origin • Auditor Comment • Responsibility • Root Cause • Corrective Actions • Verification 	
	3. Root Cause Analysis <ul style="list-style-type: none"> • The Concept • Root Cause Analysis in Aviation • The 5 Why's • MORT Approach 	Root Cause Analysis
	4. Corrective Actions <ul style="list-style-type: none"> • Root Cause Prevention • Prevention of Recurrence • Resource Management & Allocation 	Corrective Actions (optional: TBD)

2.2 Module 4: Meetings & Presentations		
Objectives	Contents of module	Practical Training/Discussion
Objective 7: Get to know indispensable rules and tips in managing audit meetings and debriefings	1. Meetings: <ul style="list-style-type: none"> • Basic rules for conducting meetings • Team briefings • 10 Commandments for meetings 	
	2. Presentations: <ul style="list-style-type: none"> • Presentation skills • Preparation • Tips for presentation 	
	3. Status Meetings: <ul style="list-style-type: none"> • Team briefing before • Daily team meeting • Daily auditee briefing • Final team meeting • Team de-briefing 	Closing Meeting