

# The Soaring Society of South Africa (SSSA)



## Manual of Procedure

In accordance with Part 149 of the South African Civil Aviation Regulations 2011, as amended.

ARO Approval no: 003

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Revision no: 6


## 1. Details

**Title:** Manual of Procedures

**Revision:** 6

**Effective Date:** 15<sup>th</sup> September 2020

### Approval

COMPILED BY: Mark Pretorius  (15<sup>th</sup> September 2020)

REVIEWED BY: Jason Adriaan \_\_\_\_\_ (15<sup>th</sup> September 2020)

ACCEPTED BY : Sean De Klerk  ( 15<sup>th</sup> September 2020)

(On behalf of the Board of the Soaring Society of South Africa)

### APPROVED ON BEHALF OF SACAA :

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

On behalf of: South African Civil Aviation Authority

Date: \_\_\_\_\_

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### 3. Amendment Record

REVISION NO.	REVISION DATE	EFFECTED BY	PAGES
001	2010/10/10	K J Ashman	All
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003	2012/04/04	KJ Ashman / B Greeff	All
004	2013/10/10	O. Goudriaan /R. Bradley	52,52-1
005	2018/03/01	D.C. Smit	All
006	2020/09/15	Mark Pretorius	All

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006	1	15 Sept 2020	M Pretorius
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006	20	15 Sept 2020	M Pretorius

## 5. Statement

This Manual of Procedure has been compiled in accordance with the South African Civil Aviation Regulations Part 149. It sets out the aspects relating to the control and regulation of flying of The Soaring Society of South Africa that by their classification may also be Touring Motor Gliders and Gliders of all forms in South Africa and Aerobatics pertaining to these craft in South Africa.

It should be read in conjunction with and considered supplementary to the following previously constituted documents:

1. The Civil Aviation Regulations (CARs).
2. The MOI of The Soaring Society of South Africa (SSSA)

It confirms SSSA to be an approved body for all forms of the sport of The Soaring Society of South Africa that by their classification may also be Touring Motor Gliders and Gliders of all forms in South Africa and Aerobatics pertaining to these craft, under the rules and regulations as set in the SA-CARs, Part 61, Part 62, Part 68, Part 91 and Part 149.

SSSA members will be bound by the provisions of this manual.

The term “SSSA”, whenever used herein shall mean The Soaring Society of South Africa.

The term “SSSA Executive Committee” shall mean the duly elected members who form the executive committee of SSSA.

Amendments to this Manual may only be approved by the SSSA Executive Committee and details of changes shall be notified, as soon as may be practicable, to the Civil Aviation Authority of South Africa ( SACAA).

The purpose of this document is to specify the operating procedures and governance of the SSSA clubs and Affiliated Members.

To provide explicit methods for compliance with the requirements of corporate governance, relevant regulations, and the Articles of Incorporation of the SSSA.

To act responsibly as an ARO for pilots who fly Motorised Gliders, that by their classification may also be Touring Motor Gliders and Gliders of all forms in South Africa and Aerobatics pertaining to these aircraft, as an approved organization in accordance with SA-CARs, Part 149.

To monitor safety standards relating to aviation recreation:

1. Where applicable monitor and propose changes in standards for the operation of or airworthiness of aircraft involved in recreational aviation.
2. Advise the SACAA of such safety standards, or the improvement thereof.

To analyse accident data for the promotion of safety, to find any problems or issues which may reoccur, and advise members accordingly to prevent further incidents occurring.

To further aviation and related activities within the fields of aviation falling under The Soaring Society of South Africa.

To play an active part in the regulation of aviation activities through representation at CARCOM or by SACAA, and any other body which may impact on the regulation of the aviation activities which fall under the scope of this ARO.

To promote airmanship and safety awareness.

To co-operate and associate, with any other body of similar nature in fulfilling the objectives of The Soaring Society of South Africa.

To provide members with collective representation in all matters affecting them.

The Soaring Society of South Africa shall be a non-profit and non-political organization and shall not exercise any sexual, racial or any other discrimination.

To encourage, develop and promote private and sporting Motor Gliding, Gliding and Glider Aerobatics throughout South Africa.

To suggest, advise upon, and oversee the aviation related activities of members and to apply disciplinary procedures where required as per the approved guidelines, regulations, by-laws and or Manual of Procedure.

To carry out such other activities as may be agreed with the Director for Civil Aviation in terms of Part 149, from time to time.

To promote and/or participate in Motorised Gliding, Gliding and Aerobatic events and trials organized by The Soaring Society of South Africa and any other such organization.

Accountable Manager:



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Sean de Klerk  
Chairman SSSA

17<sup>th</sup> September 2020  
Date

This Manual is published with the authorization of the Board of the SSSA. This Manual has been compiled with reference to SA-CAR Part 149.

Any correspondence regarding the use of this manual, or the information contained herein should be addressed to: *The Chairperson, Soaring Society of South Africa.*

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## 6. Personnel

### 6.1 List of Personnel

Accountable Manager	Sean de Klerk
National Operations Manager	Jason Adriaan
National Safety Officer	Fred Bebington
National Quality Control Manager	Mark Pretorius
National Technical Officer	John Spargo
National Head of Training	Nick Oberhofer
Club Chairmen	As per 9 ( Locations)

### 6.2 Procedure for initially assessing personnel authorised by SSSA

#### 6.2.1 SSSA authorised personnel are assessed on:

##### Experience

Experience is invaluable in aviation. SSSA depends on transfer of knowledge and experience and to this end aims to appoint quality experienced personnel as personnel.

##### Qualifications

Certain personnel portfolios require qualifications like Head Of Training (Full Instructor), Technical (AP, AMO qualification) and Safety.

### 6.3 Procedure for maintaining the competence of those personnel

##### Regular conferences

##### Courses

##### SSSA seminars

## **7. Duties and responsibilities of SSSA personnel**

### **7.1 Responsibilities and Position Descriptions**

#### **7.2.1 Chairman / Accountable Manager**

**Appointment:** Elected for a three-year term by the EXCO of the SSSA and ratified by the Board.

**Reports to:** In accordance with the SSSA Articles of Association and Governance Manual.

**Powers:** Holds the position of Accountable Manager, in terms of CAR Part 149.02.4(1)(a) and is empowered to ensure that all activities undertaken by SSSA are carried out in accordance with its Governance Manual and the associated MOP's.

#### **Responsibilities - Chairman:**

Chairman of the EXCO of the SSSA.  
 Chairs meetings of the Executive Committee.  
 Accountable as per Part 149.02.4 part a.  
 Ensures compliance with the MOP.

#### **Duties - Chairman**

Conducts SSSA affairs in accordance with the Articles of Association of the SSSA.  
 Facilitates the regular updating of the SSSA Strategic Plan in consultation with the Executive and assists with the execution of strategies and planned key activities.  
 Ensures that the SSSA exercises the oversight and advisory function with the clubs.  
 Custodian of the financial affairs of SSSA.  
 Represents SSSA on the Council of The Aeroclub of South Africa.  
 Represents the interest of SSSA members and the sport of Gliding and Touring Motor Gliding when dealing with the SACAA either directly with the SACAA or through the Aeroclub Of South Africa in terms of the MOA between SSSA and the Aeroclub of South Africa.

## **7.2.2 National Operations Manager**

### **Duties:**

- Oversight of national operational activities. Oversight to be achieved by:
  - Monitoring incident and accident reports
  - Receiving feedback from club chairman as to the general operations
  - Monitoring myGlidingClub system, which will monitor all member operations on a continuous basis
  - Ensure all training administration is carried out and is kept up to date
  - To perform duties assigned as decided at Exco meetings
  - To represent the SSSA at forums as delegated by Exco.
  - Ensures the compliance of the SSSA with all applicable CATS and CARS

### **Responsibilities:**

- Responsible for the maintenance of operational standards of SSSA affiliates.
- Ensures pilot training and qualification is conducted in accordance with the SSSA Instructors' Handbook and the MOP.
- Ensures that routine audits of affiliate operational activities are conducted and that copies of audit reports are forwarded to the Quality Manager.
- Maintains a register of agreed corrective actions for all SSSA affiliates, monitors their execution, and advises the Quality Manager accordingly.
- Collects and analyses the findings and corrective actions to gliding incident and accident reports and passes onto Safety Manager
- Monitors the need for amendments to the MOP and advises the Executive Officer accordingly.
- Provides routine reports to the Executive.
- Is responsible for the operational administration of the recommending function on behalf of the Chairman.

## **7.2.3 National Quality Control Manager**

### **Duties:**

- To ensure that the SSSA quality Management System is properly established, implemented, maintained and continually reviewed and improved;
- To supply on a monthly basis a written report to the Accountable Manager which will include, as a minimum, information on all activities conducted in the accomplishment of the duties outlined .
- To assist and organise as program of audits at the clubs to ensure full compliance with regulations and SACAA standards.

The SSSA contracted QCM will:

- Be suitably qualified and experienced
- Have direct access to the Accountable Manager (NQM)
- Not be one of the nominated post holders and

- Have access to all divisional offices of SSSA and any sub-contractors or suppliers

#### **7.2.4 National Safety Officer**

##### **Authority:**

The National **Flight Safety Officer** shall have the authority to stop or prohibit any operation or action that he deems to be unsafe, unreliable or could jeopardise civil aviation safety.

##### **Duties:**

- The National **Flight Safety Officer** shall ensure that all flight operations are conducted in a safe and reliable manner.
- He will identify record and report any safety or security problems as well as ensure that all accidents and/or incidents, with the correct information, are recorded on the correct forms as required in terms of this Manual of Procedure and handed to the Club's Chief Flying Instructor or responsible person in the case of non-training clubs.
- Safety oversight of all operations
- The coordination and management of a Safety Management System
- Conduct regular safety audits at all facilities.

And That the **Affiliated Club** complies with the provisions of the Civil Aviation Safety Regulations. Furthermore, to ensure that the provisions of this Manual of Procedure are fully complied with in respect of Civil Aviation Safety Regulations, as amended.

He will ensure that the appropriate personnel have the experience, training and qualifications to perform their assigned duties in respect of and with regard to Civil Aviation Safety.

Together with the **Chief Flying Instructor or responsible person** and working closely with SACAA, he will be responsible for the implementation and maintenance of an **Aviation Safety Program**. In his absence, his authority and responsibilities will be taken over by the CFI/Accountable manager.

### 7.2.5 National Technical Officer

#### Authority:

- The Head of Technical and Maintenance accepts the authority delegated by the Aero Club AP sub- committee to ensure glider airworthiness requirements are met.
- The Head of Technical and Maintenance has the authority to ensure Club counterparts implement any glider airworthiness requirements as stipulated by the Aero Club AP sub-committee.
- The Head of Technical and Maintenance has the authority to prohibit any unsafe or unauthorised maintenance practices which can affect the airworthiness of training aircraft.

#### Responsibilities:

- To keep the SSSA EXCO appraised of technical and maintenance matters.
- To ensure the TPM MCM requirements are met.
- To ensure the airworthiness of all SSSA training aircraft listed on the ATO Operations Specification.
- To ensure the serviceability of all club winches used for training.
- To ensure the airworthiness of all tug aircraft used for training.

### 7.2.6 Head of Training

#### Authority:

- The **Head of Training** hereby undertakes that he will take appropriate action as may be required to exercise his responsibilities and to give effect to his commitment to the standard and reliability of the **SSSA** training operations. The responsibilities of the **Head of Training** may be delegated in the absence of the said officer, during which time the duly delegated **Head of Training** shall then assume all the aforementioned responsibilities which normally vests with the absent **Head of Training**.
- The Head of Training has the Authority to co-ordinate and control all flying training conducted by the SSSA ATO affiliates on Gliders, Self Sustainer Gliders, Self Launch Gliders and TMG, and is answerable only to the Board of the SSSA.
- The Head of Training may delegate the authorities invested in him to the Chief Flying Instructors at the Affiliate Clubs.

- The Head of Training has the Authority to suspend an Instructor or training at an Affiliated Club pending an investigation into breach of standards or safety by The Board of SSSA or SACAA.
- The Head of Training will hold a valid Full Instructors rating in both Gliding and Touring Motor Glider.

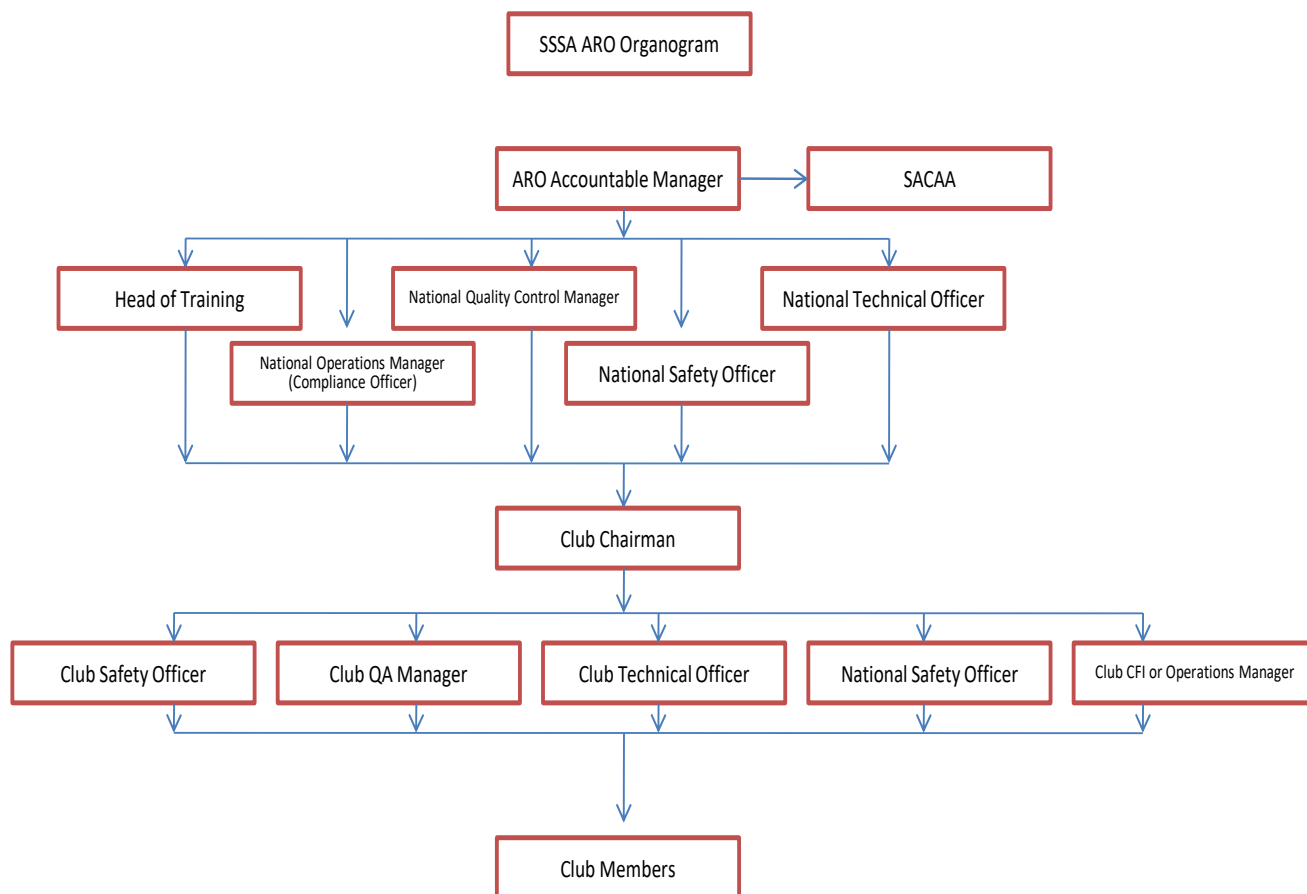
**Responsibility:**

The **Head of Training** is responsible for the Training affairs of the **SSSA**

**Duties:**

- Ensure training is done in accordance with SSSA TPM.
- Attend EXCO meetings.
- Ensure that TPM is updated and kept current.
- Conduct Regular Instructor seminars.

## 8.SSSA Organogram



## 9.Locations

Chairman	Club	Latitude	Longitude
Peter How	<b>Adamsfontein Gliding Club</b> , Adamsfontein.	30 ° 34.880" S	025 ° 15.600" E
Jason Adriaan	<b>AKA Vlieg Potchefstroom</b>	26 ° 40.141" S	027 ° 04.512" E
Phil Fellows	<b>Bloemfontein Gliding Club</b> New Tempe.	29 ° 02.333" S	026 ° 09.500" E
Pieter Goussard	<b>Bosveld Falke</b> , Potchefstroom	26 ° 40.141" S	027 ° 04.512" E
Peter Farrell	<b>Cape Gliding Club</b> , Worcester Airfield.	33 ° 40.000" S	019 ° 25.000" E
Martin Lessle	<b>Douglas</b> , Douglas Airfield NC	29°98.54 S	023°.47.38 E
Albert Willemse	<b>Drakensberg Soaring Club</b> , Utopia Base (Underberg).	29 ° 48.491" S	029 ° 23.380" E
John Olsson	<b>East Rand Gliding Club</b> , Springs.	26 ° 14.500" S	028 ° 23.500" E
Sigmund Rohrer	<b>Eastern Province Gliding Club</b> , Uitenhage.	33 ° 47.000" S	025 ° 23.000" E
Hannes Scharf	<b>El Mirador</b> , El Mirador Airfield	28°98.54 S	029°47.73 E
Barry Becke	<b>Garden Route Gliding</b> Plettenberg Bay.	34 ° 05.071" S	23 ° 19.450" E
Manni Voigt	<b>Gariep Gliding Club</b> , Gariep Dam.	30 ° 34.000" S	025 ° 32.000" E
Johannes De Viliers	<b>Goldfields Gliding Club</b> , Welkom.	28 ° 01.883" S	027 ° 05.033" E
Tex Impey	<b>Howick Gliding Club</b> Howick.	29 ° 33.167" S	030 ° 12.667" E
Louw Van Zyl	<b>Kranskop Gliding Club</b> , Brits	25 ° 31.950" S	027 ° 46.550" E
Johan Denner	<b>Kroonstad Gliding Club</b> , Kroonstad.	27 ° 39.560" S	027 ° 19.140" E
Sean De Klerk	<b>Magaliesburg Gliding Club</b> , Orient Airfield.	26 ° 02.383" S	027 ° 35.650" E
Neel Joubert	<b>Middleburg Gliding Club</b> , Middleburg.	25 ° 41.150" S	029 ° 26.433" E
Dick Bradley	<b>Soaring Safaris</b> , New Tempe.	29 ° 02.333" S	026 ° 09.500" E
Pieter Venter	<b>Swellengrebel Gliding Club</b> , Swellendam.	34 ° 03.000" S	020 ° 29.000" E
Ian Wentzel	<b>Vaal River Gliding Club</b> Vaal Reefs	26 ° 57.610" S	026 ° 45.290" E
Bruce Greeff	<b>Whispering Wings Gliding Club</b> , Parys.	26 ° 53.233" S	27 30.317" E



## 10.Resources

<b>Club</b>	<b>Resources</b>	<b>Scope of activity</b>
<b>Adamsfontein Gliding Club</b> , Adamsfontein.	Office Bearers ( see organogram)	Gliding Camps
<b>AKA Vlieg Potchefstroom</b> Potchefstroom.	Office Bearers ( see organogram)	Training and GA
<b>Bloemfontein Gliding Club</b> New Tempe.	Office Bearers ( see organogram)	Gliding Camps
<b>Bosveld Falke</b> , Potchefstroom	Office Bearers ( see organogram)	Training and GA
<b>Cape Gliding Club</b> , Worcester Airfield.	Office Bearers ( see organogram)	Training and GA
<b>Douglas</b> , Douglas Airfield NC	Office Bearers ( see organogram)	Gliding Camps
<b>Drakensberg Soaring Club</b> , Utopia Base (Underberg).	Office Bearers ( see organogram)	Training and GA
<b>East Rand Gliding Club</b> , Springs.	Office Bearers ( see organogram)	Training and GA
<b>Eastern Province Gliding Club</b> , Uitenhage.	Office Bearers ( see organogram)	Training and GA
<b>El Mirador</b> , El Mirador Airfield	Office Bearers ( see organogram)	Gliding Camps
<b>Garden Route Gliding</b> Plettenberg Bay.	Office Bearers ( see organogram)	Training and GA
<b>Gariep Gliding Club</b> , Gariep Dam.	Office Bearers ( see organogram)	Gliding Camps
<b>Goldfields Gliding Club</b> , Welkom.	Office Bearers ( see organogram)	Training and GA
<b>Howick Gliding Club</b> Howick.	Office Bearers ( see organogram)	Training and GA
<b>Kranskop Gliding Club</b> , Brits	Office Bearers ( see organogram)	Training and GA
<b>Kroonstad Gliding Club</b> , Kroonstad.	Office Bearers ( see organogram)	Training and GA
<b>Magaliesburg Gliding Club</b> , Orient Airfield.	Office Bearers ( see organogram)	Training and GA

<b>Middleburg Gliding Club</b> , Middleburg.	Office Bearers ( see organogram)	Training and GA
<b>Soaring Safaris</b> , New Tempe.	Office Bearers ( see organogram)	Gliding Camps
<b>Swellengrebel Gliding Club</b> , Swellendam.	Office Bearers ( see organogram)	Training and GA
<b>Vaal River Gliding Club</b> Vaal Reefs	Office Bearers ( see organogram)	Training and GA
<b>Whispering Wings Gliding Club</b> , Parys.	Office Bearers ( see organogram)	Training and GA

## **11. Authorizations or Delegations granted**

- Authorised personnel listed in 6 above
- Authorised personnel appointed by election at AGM annually
- Recorded in the minutes of each AGM
- Appointed on merit, experience and qualifications

## 12. Quality Assurance System

# QUALITY ASSURANCE MANUAL

Signature: \_



Compiled by: Mark Pretorius  
SSSA Quality Assurance Manager

Signature: \_\_\_



Approved by: Sean de Klerk  
SSSA Chairman

## INDEX

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Revisions

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## **RECORD OF REVISION**

Ensure that upon receipt of this manual, all instructions, about the issuing of revision pages, are carefully read.

Revision	Date	Revised By
<b>Original</b>	01 JUNE 2018	Fred Bebington
<b>1</b>	28/08/2019	Mark Pretorius
<b>2</b>		
<b>3</b>		
<b>4</b>		
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All revisions must be approved by the person responsible for the manual.

Hand written revisions are not permitted.

Temporary revisions will be made in the form of a safety notice, which will be binding until replaced or withdrawn

## **DISTRIBUTION LIST**

Facility Name	Location
AkaVlieg	Potchefstroom
Bosveld Falke Gliding Club	Potchefstroom
Cape Gliding Club	Worcester
Drakensberg Soaring Club	Underberg
East Rand Gliding Club	Springs
Eastern Province Gliding Club	Uitenhage
Gariiep Gliding Club	Gariiep
Garden Route Gliding Club	Plettenberg Bay
Goldfields Gliding Club	Welkom
Howick Gliding Club	Howick
Kranskop Gliding Club	Brits
Kroonstad Gliding Club	Kroonstad
Magalies Gliding Club	Magaliesberg
Middleburg Gliding Club	Middleburg
Swellengrebel Gliding Club	Swellendam
Vaal River Gliding Club	Orkney
Whispering Wings Gliding Club	Parys



## **SECTION 1 GENERAL**

### 1.1 Terminology

#### **Definitions**

##### Accountable Manager

The person acceptable to the Commissioner who has the corporate authority to ensure that all operations carried out to the standard required by the Authority and any additional requirements as further defined by the Soaring Society of South Africa (SSSA). He additionally has the overall responsibility for the SSSA Quality Management System including the frequency, format and structure of the internal management evaluation as described in Section 7 of this Manual.

##### Accident

The civil aviation regulations define an accident as: an occurrence associated with the operation of an aircraft which takes place between the time any person boards the aircraft with the intention of flight, until such time as all such persons have disembarked, during which time:

A person is fatally or seriously injured as a result of:

- Being in the aircraft.
- Being in direct contact with any part of the aircraft.
- Being struck by a propeller. or

The Aircraft sustains damage or structural failure which:

- Adversely affects the structural strength, performance or flight characteristics of the aircraft.
- Requires major repair or replacement of the affected component, except for engine failure or damage when the damage is limited to the engine, its cowling or accessories.

##### Audit

Audits are systematic and independent comparisons of the way in which operations are conducted compared to the way in which the published procedures say they should be conducted.

##### EXCO

Executive Committee (of the Soaring Society)

AMENDMENT: Original	EFFECTIVE DATE: 01 October 2017
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Any act, omission, event or condition or a combination thereof that could lead to or result in an incident or accident.

### Incident

An occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect the safety of the operation.

### Investigation

A study of the events surrounding an accident, incident, threat or hazard that involves the gathering and analysis of information, the drawing up of conclusions, including the determination of causes and, when appropriate, the making of recommendations to prevent a re-occurrence. Blame will not be apportioned on the individual(s) involved unless specific rules, regulations, procedures or directives were blatantly or negligently ignored.

### Non-Compliance

Non-compliance is a condition, supported by objective evidence that demonstrates nonconformity with a specific requirement of law.

### Non-Conformity

Non-fulfillment of specifications contained in the MOP, TPM, SMS and or QA manuals, as determined by the Auditor in terms of having been documented and/or implemented by the Operator.

### Quality Assurance (QA)

Quality Assurance is the process by which it is determined that systems, procedures and policies are in place to ensure that the SSSA has the ability to carry out its function as a Soaring Association safely, effectively and to the standards set by the (EXCO) and documented in the MOP and in accordance with the applicable rules and regulations.

### Quality Control (QC)

Quality Control is the process by which it is determined that the policies and procedure, previously found to be in place, are being effectively utilized to ensure that the SSSA is functioning as a Soaring Society, safely, effectively and to the standards set by the (EXCO) and documented in the MOP and in accordance with the applicable rules and regulations.

### Quality Inspection (QI)

A Quality Inspection observes a particular event, action or document in order to verify whether established operational procedures and requirements are followed during the accomplishment of that event and whether the required standard is achieved.

### Quality Management System (QAS)

The organizational structure, responsibilities, procedures and resources for implementing and maintaining quality assurance within the Company.

### Reporting Process

A system whereby any hazard or incident that is identified by personnel, regarding Company operations, is reported to the Safety Office or Quality Assurance Manager for analysis, conclusion and remedial action.

### Responsible Person - Quality

The Manager responsible for the management of the Quality System, monitoring function and requesting of corrective actions. In the SSSA this position is held by the Chairman (or National Operations Manager)

### Risk

A combination of the likelihood of a hazard occurring and the severity of the accident that could result; e.g. the higher the risk, the more likely the accident will occur and/or the more severe will be the consequence.

### SSSA

Soaring Society of South Africa

## 1.2 Quality Assurance Policy

### **QUALITY POLICY STATEMENT**

The SSSA is committed to maintaining the highest standards of safety. This Quality Assurance Manual describes the SSSA Quality Management System (QMS) which has been designed to ensure the achievement of this aim, whilst fulfilling the requirements of the SA-CARS and SA-CATS as well as the SSSA's documented policies and procedures.

The SSSA and the individual Facility Accountable Managers, together with the QA Managers, will ensure that all Facility members assigned to, or directly involved in flight operations, are properly instructed, have demonstrated their abilities in their particular duties and are aware of their responsibilities and the relationship of such duties to the operation.

To this end the SSSA and the Facilities Accountable Managers:

1. Will ensure that the Quality Management System defines and establishes the SSSA's and Facilities quality policies and objectives.

2. Will ensure that the QMS procedures are carried out consistently, that problems are identified and resolved, and that the SSSA/Facility continuously reviews and improves its procedures.
- 3 Will monitor that all laid down SSSA procedures, as described in the SSSA's Safety Management System Manual, MOP and this QAM, are fully adhered to.

### 1.3 Purpose of the Quality System

The QMS purpose is to ensure that there are systems and procedures for the application, implementation, monitoring and updating of all internal procedures and administration of the ATO/ARO and approved Facilities, to ensure a quality and up to date administration framework and infrastructure is implemented and upheld.

### 1.4 Quality Assurance Manager

The Quality Assurance Manager (SSSA and Facilities) will be responsible for the management of the Quality System monitoring function and requesting of corrective actions.

## **SECTION 2 QUALITY MANAGEMENT SYSTEM**

### 2.1 Basic Structure of the Quality System

The QMS, as structured, will:

Adhere to the Quality Policy contained in this document.

Monitor that the relevant provisions of the SA-CATS, SA-CARS and the SSSA's TPM and MOP are fully complied with.

Monitor that all laid down SSSA standard procedures, as described in the SSSA Safety Management System Manual, MOP and TPM, are fully adhered to.

Ensure that all SSSA documentation, manuals, reports and records are up-to-date and available for inspection by the , SACAA or any other approved person.

Require that the Quality Assurance Manager has free access to all the relevant premises, documents, training aids and records at any interval as he/she may deem fit.

Ensure that immediate suitable rectification measures are taken when cases of non-compliance are detected.

Be formally reviewed and revised annually by the Accountable Manager to ensure effective functioning and continuous improvement of the QMS.

## 2.2 Occurrence Reporting Process/System

Refer to the SSSA SMS Manual Section1 Para 1.3

## **SECTION 3 QUALITY ASSURANCE PROGRAMME (QAP)**

### 3.1 Introduction

The QAP includes all planned and systematic actions necessary to provide confidence that all SSSA's operations are conducted in accordance with applicable requirements, standards procedures as specified by the SACAR's.

### 3.2 Quality Inspection

A quality inspection is an act of observing an event/action/document etc., to verify whether established procedures and requirements are being followed and the required standard is being achieved.

Typical subject areas for quality inspections are:

Operations procedures and policies.  
Maintenance/Technical Standards  
Training Standards.

### 3.3 Audit (Refer to Terminology).

### 3.4 The SSSA Quality Assurance Manager. Responsibility and Authority

The SSSA Quality Assurance Manager has the responsibility and authority to:

- Appoint appropriately qualified persons within the SSSA to perform inspections and audits,
- Initiate evaluations, audits and inspections as part of ongoing Quality Assurance.
- Ensure that any concerns of findings and the evidence necessary to substantiate such concerns are identified and recorded.
- Verify, by monitoring activities in the field of training, that the standards as established by the SSSA and any additional requirements of the Director are being carried out properly.
- Ensure that the Quality Assurance System is properly implemented, maintained and continuously reviewed and improved.

In addition, the Quality Assurance Manager shall:

- Have direct access to the accountable manager; and
- Have access to all parts of the SSSA's organisation.
- Be responsible for ensuring that personnel training relating to the quality assurance system is conducted.

### 3.5 The Facilities Quality Assurance Managers.

The Facility Quality Assurance Manager has the responsibility and authority to:

- Initiate evaluations, audits and inspections as part of ongoing Quality Assurance.
- Ensure that any concerns of findings and the evidence necessary to substantiate such concerns are identified and recorded.
- Verify, by monitoring activities in the field of training, that the standards as established by the SSSA and any additional requirements of the Director are being carried out properly.
- Ensure that the Quality Assurance System is properly implemented, maintained and continuously reviewed and improved.

In addition, the Facility Quality Assurance Manager shall:

- Have direct access to the accountable manager
- Have access to all parts of the Facility's organisation.
- Be responsible for ensuring that personnel training relating to the quality assurance system is conducted.

## **SECTION 4 AUDIT SCOPE**

The SSSA is required to monitor compliance with the procedures it has designed to ensure safe operations, airworthy gliders and Touring Motor Gliders and the serviceability of safety equipment. In doing so the SSSA and the Facilities should, as a minimum and where appropriate monitor the following aspects of the operation:

- Organisation and Management
- Operational Procedures
- Safety
- Certification
- Communications equipment
- Manuals, logs and Records
- Training

## **SECTION 5 AUDIT/INSPECTION SCHEDULING**

- Internal "Safety Audits" are to be conducted by the SSSA approved Facilities on an annual basis. These audits are to be received by the National Safety Officer before the commencement of the SSSA AGM.
- In addition, regular inspections should be carried out as per the Audit Schedule, drawn up by the QA Officer, to ensure that if an ad-hoc audit is carried out, all documentation is in order.
- Annual ATO/ARO Facility audits are to be conducted by either SSSA appointed auditors or SACAA auditors. SACAA is to be provided with a Master Surveillance Plan and regular reports.
- SACAA may schedule ad-hoc audits on randomly selected Facilities

## **SECTION 6 MONITORING AND CORRECTIVE ACTION**

### **6.1 Aim**

Monitoring is based on inspections, audits, corrective action and follow ups.

The aim of “monitoring” is to investigate and judge the effectiveness of the Quality Management System, to ensure continuous compliance with defined policies and standards. It is also aimed at eliminating the cause of unsatisfactory performance.

Monitoring should be an on-going activity.

### **6.2 Reporting**

Any non-compliance is to be reported to the SSSA Accountable Manager or the Facility Accountable Manager, to ensure that corrective and preventative action is taken. Non-compliances are to be recorded

The SSSA QAP includes procedures to ensure that corrective action and preventative measures, which have been implemented, are effective. The Responsible Person – Quality will ensure that the actions taken have re-established compliance with the standard required by the Authorities and the SSSA.

### **6.4 Corrective and Preventative Action**

A report, covering the following points, is to be compiled after an inspection/audit.

- A list of findings
- Causes of the findings
- Corrective action(s) required and time schedule for the completion of the action(s)
- Persons responsible for the completion of the corrective action(s).

In the event of the required corrective actions NOT having been completed within the time schedule agreed upon at the time of the audit, all training at the Facility will be suspended until satisfactory corrective action has been taken.

### **6.5 Confirmation**

The Quality Assurance Manager will confirm that the corrective and preventative action(s) have been implemented and that they conform to the items listed in Para 6.4.

## **SECTION 7 MANAGEMENT EVALUATION**

A comprehensive, systematic and documented review of the quality system, operational policies and procedures, is to be undertaken by the Accountable Manager.

This review should cover:

- The results of inspections and audits
- The effectiveness of the QAP in achieving stated objectives.

The Accountable Manager will decide upon the frequency, format and structure of the evaluation activities. These will be recorded in the form of meeting minutes.

## **SECTION 8 RECORDING**

Accurate, complete and reliable records, documenting the results of the QAP are to be maintained by the SSSA/affiliated Facilities.

The following records are to be kept for a period of 5 years.

- Quality inspection and audit documents
- Responses to findings
- Corrective and preventative action reports
- Follow up and closure reports
- Management evaluation reports

## **SECTION 9 AUDITORS**

All Facilities will make use of SSSA auditors, who have had the required training and operational experience. This training will be conducted, when required, by qualified trainers at approved training organisations.

### **9.1 Responsibilities of Auditors**

The principal duties and responsibilities of an Auditor are:

- Adherence to the defined audit scope.
- Complying with the applicable audit requirements.
- Communicating and clarifying audit requirements to the auditees.
- Planning and carrying out assigned responsibilities effectively and efficiently.
- Recording audit issues in an approved and standard manner.
- Reporting the audit/examination issues to the SSSA Quality Assurance Manager and suggesting issues classification.
- Retaining and safeguarding documents pertaining to the audit.
- Submitting documents pertaining to the audit as required.
- Ensuring documents pertaining to the audit remain confidential.
- Treating privileged information with discretion.



### **13. Control, amendment and Distribution**

<b>Copy</b>	<b>Person Authority Organization</b>	<b>Location</b>
<b>1</b>	South African Civil Aviation Authority	Offices of the SACAA
<b>2</b>	Soaring Society of South Africa	Potchefstroom ( Head Office)
<b>3</b>	Sean de Klerk ( Chair SSSA)	Johannesburg
<b>4</b>	Mark Pretorius ( QA)	Parys
<b>5</b>	Exco/ Clubs/ Members	SSSA website

### **Amendments and Revisions**

All amendments and revisions of the MOP must be presented to EXCO and approved by the Accountable Manager.

Hand written revisions are not permitted.

Temporary revisions will be made in the form of a notice after being presented to EXCO and approved by the Accountable Manager, which will be binding until replaced or withdrawn.

This Manual is published with the authorization of the Board of the SSSA. This Manual has been compiled with reference to SA-CAR Part 149.

Any correspondence regarding the use of this manual, or the information contained herein should be addressed to: *The Chairperson, Soaring Society of South Africa.*

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