

The Soaring Society of South Africa (SSSA)



Quality Assurance Manual

IN ACCORDANCE WITH THE SOUTH AFRICAN CIVIL AVIATION REGULATIONS, 2011 AS
AMENDED

SACATS 149.02.2.1(8)(b) and SACATS 149.02.3.1

ARO APPROVAL NUMBER: SACAA / ARO003

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Revision 1

Effective Date: 2025/05/01



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AMENDMENT RECORD

Ensure that, upon receipt of this manual, all instructions about the issuing of revision pages are carefully read. Handwritten revisions are not permitted. Temporary revisions will be made in the form of a safety notice, which will be binding until replaced or withdrawn. All revisions must be approved by the person responsible for the manual.

AMENDMENT	DATE	AMENDED BY	DESCRIPTION
001	2018/06/01	F Bebington	All.
002	2025/05/01	B Greeff	All. Issued as Annexure 10 of the ARO MOP.
003	2025/05/01	J. Adriaan	Reissued as a standalone controlled manual (SSSA-QMS-001); content unchanged, CAA document structure added.



LIST OF EFFECTIVE PAGES

PAGE	REVISION	DATE	PAGE	REVISION	DATE
001	1	2025/05/01	006	1	2025/05/01
002	1	2025/05/01	007	1	2025/05/01
003	1	2025/05/01	008	1	2025/05/01
004	1	2025/05/01	009	1	2025/05/01
005	1	2025/05/01			



DISTRIBUTION LIST

As per the AIP ENR 5.5. Controlled copies are distributed to all SSSA post holders and affiliated facility Quality Assurance Managers. The QAM maintains the distribution register.

DETAILS AND APPROVAL

This manual is issued under the authority of the SSSA Accountable Manager and is approved for use as a controlled document forming part of the SSSA ARO compliance framework.

Prepared by (QAM)	J. Adriaan	
Reviewed by (Accountable Manager)	S. Mommen	
Date	01/05/2026	

SECTION 1 – GENERAL

1.1 Terminology (Refer Appendix 1)

1.2 Quality Assurance Policy

LEVEL OF 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 (SSSA-SMS-001), 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 (149-02-3), 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 Safety Management System Manual (SSSA-SMS-001), Section 1 Paragraph 1.8.

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 and procedures as specified by the SACAR's.

3.2 Internal Review (Refer Appendix 2)

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 Appendix 1 – Terminology)

3.4 Responsible Persons

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 Manager

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 National QA 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 – QUALITY INDICATOR AUDIT

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:

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

SECTION 5 – INTERNAL REVIEW SCHEDULING (Refer to Appendix 2 & 3)

- 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-up checks.
- 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 Communication of Findings

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.

6.3 Quality Procedures

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 Rectification of Deficiencies

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 ANALYSIS AND OVERVIEW

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.

Manual End.