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The following circular is promulgated for information, guidance and necessary action

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## **APPROVAL & RECOGNITION OF QUALITY ASSURANCE SERVICE PROVIDERS**

### **INTRODUCTION**

This Circular introduces requirements and guidelines for persons or organisations intending to provide quality assurance services to the civil aviation industry of Tanzania.

From the date of issue of this circular such service providers shall be required to be TCAA approved and listed in the AIC as '**Recognised quality assurance service providers**' prior to commencing services.

Approved and recognised Quality Assurance (QA) service providers shall be permitted to engage in contractual arrangements with interested parties in the civil aviation industry of Tanzania.

It is standard and acceptable international practice for industry to engage services of appropriately qualified organisations for the purposes of acquiring specialized services that fall under quality assurance, including in-house training of technical staff.

### **ABBREVIATIONS USED**

<b>AIC</b>	Aeronautical Information Circular
<b>AOC</b>	Air Operator Certificate
<b>AMO</b>	Approved Maintenance Organisation
<b>ATO</b>	Approved Training Organisation
<b>CAA</b>	Civil Aviation Authority
<b>TCAA</b>	Tanzania Civil Aviation Authority
<b>ICAO</b>	International Civil Aviation Organisation
<b>QA</b>	Quality Assurance

## DEFINITIONS OF TERMS

<b>Authority</b>	Tanzania Civil Aviation Authority (TCAA)
<b>QA Service Provider</b>	Organisation intending to, or engaged in the provision of Quality Assurance Services
<b>Operator</b>	Depending on context, may include AOC holder, AMO & ATO (e.g. in paragraph 3.1.4)

## REGULATORY REFERENCES

AMO Regulation 24 (10)	Qualification and Responsibility of Personnel
AMO Regulation 31 (3)	Independent Quality Assurance System
AOC & Admin Reg. 18 (5)	Minimum Qualifications for Quality Assurance Manager
AOC & Admin Reg. 19	Company Procedures Indoctrination
AOC & Admin Reg 20	Quality System
AOC & Admin Reg. 64	Quality Assurance System for Maintenance
ATO Regulation 15	Quality System for Approved Training Organisation
ATO Regulation 17 (3)	Subcontract of certain Activities
ATO Regulation 28 (3)	Personnel
ATO Regulations – First Schedule	ATO Quality System
ICAO Doc. 9760 vol. 1, Ch. 6.4 (6.4.5)	Subcontracting of Monitoring

## 1 - GENERAL

### 1.1 Guidelines

- 1.1.1 The approved QA service providers shall be published by the Authority for purposes of recognition by the Industry.
- 1.1.2 Qualification requirements for TCAA approval shall not in any way be lower than those prescribed in the regulations referenced above for integral AOC holder, AMO and ATO quality systems.

1.1.3 TCAA approved QA service providers shall be issued with an **'Approved Quality Assurance Service Provider'** Certificate complemented by an attached **'Schedule of Approval'** that specifies the scope of approval and limitations thereto.

## **1.2 Applicability**

1.2.1 Provisions of this circular are to a great extent intended for small organisations where according to TCAA, establishment of an integral quality system within such organisations will not be necessary in view of the scope and magnitude of the organisation's activities.

1.2.2 Large organisations may however engage services of contracted QA service providers for specialized purposes listed below as exceptions to normal internal quality assurance functions. These include:-

- a) development of technical documents,
- b) training of technical staff,
- c) assisting an organisation's integral quality system in complying with provisions of the regulations,
- d) independent quality audits,
- e) technical evaluation of aircraft, and
- f) other matters for which TCAA approval is specifically granted.

## **1.3 Contracted Quality Assurance Services (small organisations)**

1.3.1 External/contracted 'Quality Assurance Services' shall be for purposes that include but not limited to the following:-

- a) development of technical documents for the purposes of complying with Tanzania Civil Aviation Regulations,
- b) performing internal quality audits for the contracting organisations,
- c) performing quality audits on third party sub-contracted organisations,
- d) in-house training of contractor's technical staff,
- e) inspection of contractor's received aircraft spare parts,
- f) assisting industry in complying with various provisions of the regulations, and
- g) other quality assurance related activities approved by TCAA

## 2 – QUALIFICATION

### 2.1 QA Service Provider Qualification Requirements

- 2.1.1 No person or organisation shall be permitted to engage services of an external QA service provider for the purposes of complying with local regulations unless the contracted service provider is approved by TCAA and has been included on the list of “Approved & Recognised QA service providers” for that purpose.
- 2.1.2 No person or organization shall be permitted to provide quality assurance services to the industry under contractual arrangements, for the purposes of complying with local regulations unless the service provider:-
- a) is a registered business entity under the laws of Tanzania,
  - b) has a permanent and official place of business with office facilities and equipment relevant for planning, performing and managing the quality assurance functions,
  - c) employs permanent staff appropriately qualified for the intended services;
  - d) has a TCAA approved ‘Quality Manual, and
  - e) is TCAA approved for that purpose and has been included on the list of “Recognised QA service providers” for that purpose.
- 2.1.3 Organisation staffing – The organisation must have in its employment, a permanent quality assurance manager appropriately qualified as required by the regulations/TCAA policy on the subject matter. Depending on the size of the organisation, there should be permanent quality auditors also appropriately qualified to perform the intended tasks.
- 2.1.4 A TCAA approved QA service provider may engage on a temporary basis, quality auditor(s) for a specific task(s) provided the hired individual is appropriately qualified and has been authorised in writing by TCAA to perform the intended tasks under the temporary engagement of an approved QA service provider.

### 2.2 Personnel Qualification Requirements

- 2.2.1 Technical personnel employed by an organisation providing external quality assurance services shall be qualified to levels equal to, or above those of AOC holder, AMO or ATO personnel prescribed in the Tanzania Civil Aviation Regulations (*see Regulatory references provided in this document*).
- 2.2.2 Conditions applicable to AOC holder/ATO/AMO internal quality systems prescribed in the regulations shall apply to external quality systems. In addition to individual qualification, adequate QA training and experience shall be part of the pre-requisites.
- 2.2.3 Personnel who have served as a flight safety inspector in personnel licensing, airworthiness or flight operations divisions of a civil aviation regulatory authority for a

minimum of five (5) years are considered to have acquired over the years, in-depth knowledge and broad auditing skills for ATO, AMO and AOC holders. In this regard, the Authority shall accept a quality manager or auditor who has served in a CAA provided:-

- a) there is proof of such previous employment,
- b) the individual received training in quality auditing skills acceptable to TCAA,
- c) the individual performed audits on activities with levels of complexity similar to those intended to be undertaken.

2.2.4 For other personnel, the minimum qualifications for the quality manager shall be as follows:-

- a) for purposes of providing such services in an ATO, [ref ATO Regs. Third schedule Part A 2(c)]
  - i. a technically qualified person in at least one field of training to be conducted;
  - ii. at least three years experience in the training to be conducted;
  - iii. must have successfully completed a training in quality management recognised by the Authority
- b) for purposes of providing such services to an AOC holder (ref AOC & admin reg. 18(5),
  - i. a technical qualification in the field of aircraft maintenance, or flight or ground operations;
  - ii. at least three years experience in the field of aircraft maintenance, flight or ground operations; and
  - iii. has successfully completed training in a quality management course recognised by the Authority.
- c) for purposes of providing such services to an AMO (ref AMO reg. 24 (10))
  - i. be a licensed maintenance engineer with appropriate airframe and engine or avionics ratings;
  - ii. have at least five years experience in the field of aircraft maintenance; and
  - iii. have attended quality management course recognised by the Authority.

### **3 – ETHICS & CONFLICT OF INTEREST**

#### **3.1 Organization**

3.1.1 Contracted QA service providers must always observe principles of professional ethics. QA services must be provided in a professional manner that is not influenced by the 'buyer & seller' relationship. The business relationship of the two organisations involved should under no circumstances compromise quality and safety.

- 3.1.2 A contractual agreement must be signed between the contracting and the contracted organisations. This contract must detail among other issues:-
- a) services required,
  - b) duration of contract,
  - c) agreement to submit to TCAA audit reports when requested,
  - d) professional conduct in the interest of quality & safety,
  - e) upholding of confidentiality of Audit Reports and other organisation information.
- 3.1.3 TCAA inspectorate staff will continue to perform routine surveillance on all industry activities as applicable including those of the published “Recognised QA service providers”.
- 3.1.4 An existing operator may be permitted to establish an independent organisation for provision of quality assurance services provided the Authority is convinced there shall not be any conflict of interest with own organisation and those of competitors.
- 3.1.5 A QA service provider shall not be permitted to make public or to reveal to any other third party, reports or information relating to the audited contracting organisation.

## **3.2 Technical Personnel**

- 3.2.1 Personnel under permanent employment of any civil aviation organisation registered in Tanzania, excluding TCAA may be engaged as part time Auditors of an approved QA service provider provided approval is sought and granted by the Authority. In approving such requests the TCAA shall ensure no conflict of interest exists between the hired personnel and the organisation to be audited.
- 3.2.2 No person shall be permanently employed by two separate QA service providers.
- 3.2.3 It will be permissible for an individual, i.e. free lance, to be engaged on a part time basis by different QA service providers on different occasions, provided the individual is qualified to perform the intended activities.
- 3.2.4 Personnel employed by Tanzania Civil Aviation Authority and those seconded or contracted to TCAA either on short term or long term basis shall not be permitted to be engaged as part time Auditors of a QA .
- 3.2.5 **Note;** Personnel designated by TCAA to perform special functions on-behalf of TCAA shall not be deemed to be under contract or employment of TCAA. Such personnel may be engaged by a QA service provider.

## **4 – TCAA APPROVAL PROCESS**

### **4.1 Application**

- 4.1.1 The applicant shall submit to TCAA an application on a TCAA prescribed FORM together with all relevant supporting documents for company/business registration and personnel qualifications. The applicable fee shall be as prescribed in the TCAA Schedule of Fees.
- 4.1.2 The applicant's QA Manual may also be submitted at the application stage or at a later stage when pre-requisite documents have been assessed and accepted.

### **4.2 Quality Manual**

- 4.2.1 The applicant shall be required to produce and submit to TCAA a 'Quality Manual' that includes;
- a) the management structure,
  - b) qualification of quality auditing staff,
  - c) staff duties and responsibilities,
  - d) re-current training of auditing staff
  - e) procedures to be followed in providing quality services and,
  - f) other associated quality assurance functions as is the case for organisations with internal quality systems. (*refer to applicable regulations*)
- 4.2.2 The Quality Manual shall be evaluated by TCAA in the same manner as those of internal quality systems for large organisations. QA Manuals found acceptable shall be approved by TCAA.

### **4.3 TCAA Inspection & Approval**

- 4.3.1 After acceptance of company registration documents, application form and approval of Quality Manual by TCAA, an inspection of the applicant's facilities will be conducted by the Authority to establish level of capability and to verify approved provisions of the Quality Manual.
- 4.3.2 On successful completion of the inspection, the applicant shall be issued with a TCAA '**Approved quality assurance service provider certificate**' together with a '**Schedule of approval**' that will specify terms of approval and limitations.
- 4.3.3 Following issuance of the Approval, the organisation shall be entered into the list of '**Approved & recognised QA service providers**'. This list shall be in the Aeronautical Information Circular on this subject, for Industry reference.
- 4.3.4 The respective section of TCAA shall subsequently include QA service provider into the surveillance programme for continued monitoring.

## **5 - SUBMISSION OF QA DOCUMENTS TO TCAA**

### **5.1 Quality Audit Programmes**

- 5.1.1 All contracted QA Service Providers shall be required to submit to TCAA copies of Quality Audit Programmes relating to planned audits of the contracting organisation for the duration of the contract.
- 5.1.2 These programmes shall be continuously up-dated to reflect both planned audits and performed audits.
- 5.1.3 **Note:** The contracted QA service provider personnel must familiarize themselves with the policies, procedures and other safety related publications of the organisation intended to be audited.

### **5.2 Audit Reports**

- 5.2.1 On completion of each planned audit, copies of the audit report shall be submitted to the accountable manager of the contracting organisation for corrective action and record.
- 5.2.2 Such audit reports shall be subject to TCAA inspection and assessment during routine surveillance visits and audits performed by TCAA Inspectors. Any significant safety concern observed during such audit shall be notified to the Authority within 72 hours of the audit.

## **6 – VALIDITY, SUSPENSION and REVOCATION**

### **6.1 Validity**

- 6.1.1 The approval certificate issued by TCAA shall be valid for a period of three (3) years unless suspended or revoked. However during the period of validity, the Authority may alter by reducing or increasing the capability of the QA service provider as necessary.
- 6.1.2 Thereafter the TCAA approval shall be renewable subsequent to a TCAA inspection for that purpose. Applicable fees for renewal shall be as stipulated in the TCAA schedule of fees.

### **6.2 Suspension**

- 6.2.1 If in the opinion of TCAA, there is reason to believe that quality and safety are being compromised as a result of short-comings of a QA service provider, the service provider's approval shall be suspended pending corrective action.

### **6.3 Revocation**

- 6.3.1 Extreme cases of breach as determined by TCAA shall result in revocation of the approval in the interest of quality and safety.

#### **6.4 Reasons & Causes**

6.4.1 If for any reason(s) the Authority suspects or has evidence to any of the following, the suspension or revocation of a QA service provider's approval will take place:-

- a) alteration or changes to QA staff, structure, organisation, etc without TCAA approval,
- b) performing activities outside the scope of the TCAA approval,
- c) existence of conflict of interest,
- d) unprofessional conduct,
- e) loss of credibility by contracting organisation or TCAA, etc;
- f) failure to perform according to audit programme,
- g) breach of the regulations and/or requirements of this policy.



**Director General**

**Tanzania Civil Aviation Authority**

