

Checklist Number: \_\_\_\_\_\_ OPS-CLGEN-401 Checklist Name: \_\_\_\_\_\_ OPS - Organizational Competence

Applicability: \_\_\_\_\_

Location: \_\_\_\_\_Date: \_\_\_\_\_

No	Subject	Reference	S	U	N/A	Comment
1	Audit preparation					
1.1	Prior to commencing the audit, the following should	AOCR Iss.2 Rev.1				
	be reviewed by the inspector:	Ch. 1 Item 7.1,				
	(a) Organizational structure;	Ch. 5 Item 1, 2				
	(b) Lines of reporting and published responsibilities					
	for the key management personnel (Operations					
	Manual Part A);					
	(c) Sections 3 - 9 of this checklist and identify					
	suitable questions for interviews with key					
	management personnel.					
	Note 1: It may not be necessary or practical to ask					
	all of the listed questions (insert N/A where					
	applicable).					
	Note 2: Sections 1 and 10 of this checklist are					
	normally completed after the interviews.					
2	Suitability of Management Structure					
2.1	Is the structure appropriate to size and complexity of	AOCR Iss.2 Rev.1				
	the operation?	Ch. 1 Item 7.1,				
	(a) Has the operator published a clear management	Ch. 5 Item 1, 2, 10				
	structure & reporting lines?					
	(b) Is there a sufficient number of managers,					
	supervisors, and qualified personnel for the					
	planned tasks, activities and responsibilities?					
	(Ground and Flight Operations)?					
	(c) Are duties and responsibilities clearly defined?					
2.2	Are duties and responsibilities of managers, senior	AOCR Iss.2 Rev.1				
	executives and designated representatives in charge	Ch. 1 Item 7.1,				
	of operational control clearly defined in writing, and	Ch. 5 Item 1, 2				
	chains of responsibility firmly established?					
	Note: Responsibilities shall include, where applicable,					
	supervision of sub-contractors.					
2.3	Does the location of key managers facilitates open	AOCR Iss.2 Rev.1				
	communication?	Ch. 1 Item 7.1,				
0.1		Ch. 5 Item 1.1, 10				
2.4	Are key managers assigned sufficient time to fulfil	AOCR Iss.2 Rev.1				
0.5	responsibilities?	Ch. 5 Item 1.5				
2.5	Are key managers assigned sufficient resources to	AOCR Iss.2 Rev.1				
	fulfil responsibilities (work-space, equipment, support	Ch. 5 Item 2.1, 2.2,				
	staff)?	2.4.1, 3, 4.1				

No	Subject	Reference	S	U	N/A	Comment
2.6	Multiple Nominated Posts	AOCR Iss.2 Rev.1				
		Ch. 5 Item 1.8				
	(a) Are multiple posts Implemented?					
	(b) Are multiple posts arranged suitably and properly					
	to match the nature and scale of the operation?					
	(c) Are persons assigned multiple posts competent					
	and have the capacity to meet his/her					
	responsibilities?					
	(d) Regarding competence in different areas of					
	responsibilities, has the operator ensured there					
	are no difference from the requirements					
	applicable to persons holding only one post.					
2.7	Structure adequately supports SMS & Quality System?	AOCR Iss.2 Rev.1				
		Ch. 1, Item 7.5,				
		Ch. 5 Item 10				
2.8	Structure adequately supports training of crew	AOCR Iss.2 Rev.1				
	members and other staff?	Ch. 5 Item 2.1.2,				
		2.3, 2.4				
3	Accountable Manager					
3.1	Interview Details					
	(a) Interviewer (Name-Surname/Position)					
	(b) Interviewee (Name-Surname/Position)					
	(c) Location of Interview					
	(d) Time of Interview					
3.2	Prior Experience	AOCR Iss.2 Rev.1				
	(a) Has prior experience at appropriate level?	Ch. 1 Item 7.1,				
	(b) What experience does the person have which	7.5.1, 11.2,				
	suits him/her to this post?	Ch. 5 Item 1, 10				
	(c) What involvement did this person have in safety					
	and regulatory matters?					
3.3	Understanding of Safety Culture, Management	AOCR Iss.2 Rev.1				
	and Practices	Ch. 1 Item 7.1,				
		Ch. 5 Item 1, 10				
	Does the Accountable Manager have understanding					
	of safety culture, management and practices?					
	(a) What is the safety policy?					
	(b) How does the Accountable Manager ensure that					
	safety policy filters down to employees?					
	(c) What do you understand by the term "just					
	culture"?					
	(d) What do you see as the greatest safety risk to the					
	company today?					

No	Subject	Reference	S	U	N/A	Comment
3.4	Management Principles	AOCR Iss.2 Rev.1				
	(a) Does the Accountable Manager have suitable	Ch. 1 Item 7.1,				
	approach to the management team?	Ch. 5 Item 1, 10				
	(b) What attributes and values does the Accountable					
	Manager look for when seeking to promote, or					
	employ, a new senior person?					
	(c) In what areas of management would the					
	Accountable Manager like to see improvement?					
	(d) Who is directly responsible to the Accountable					
	Manager? What do they do?					
	(e) What happens when the Accountable Manager or					
	another senior person is absent?					
	(f) How does the Accountable Manager encourage,					
	direct and build his/her team of senior persons?					
3.5	Does the Accountable Manager have suitable	AOCR Iss.2 Rev.1				
	approach to the regulator?	Ch. 1 Item 7.1,				
	(a) How does the Accountable Manager see his/her	Ch. 5, Item 1, 10				
	relationship with the CAAT? What is their role in					
	respect of the company?					
	(b) What are the Accountable Manager's views about					
	the CAAT's oversight processes?					
3.6	Does the Accountable Manager have appropriate	AOCR Iss.2 Rev.1				
	relationship with the Board?	Ch. 1 Item 7.1,				
		Ch. 5 Item 1, 10				
	(a) From where does the Accountable Manager					
	derive authority to ensure that all the activities					
	undertaken can be financed, and carried out in					
	accordance with the requirements?					
	(b) To whom is the Accountable Manager directly					
	responsible to?					
	(c) How does he/her present safety information to					
	the Board?					
3.7	Knowledge on Regulatory Requirements	AOCR Iss.2 Rev.1				
	(a) Does the Accountable Manager have adequate	Ch. 1 Item 7.1,				
	knowledge and understanding of regulatory	Ch. 5 Item 1, 10				
	requirements?					
	(b) Where do the Thai regulations describe the					
	administrative requirements for Air Operator Certificate holders?					
	(c) Where do the Thai regulations describe the					
	requirements for safety management?					
4	Nominated Manager for Flight Operations					
4	Interview Details					
	(a) Interviewer (Name-Surname/Position)					

No	Subject	Reference	S	U	N/A	Comment
	(b) Interviewee (Name-Surname/Position)					
	(c) Location of Interview					
	(d) Time of Interview					
4.2	Knowledge on Regulatory Requirements	AOCR Iss.2 Rev.1				
	(a) Has adequate knowledge and understanding of	Ch. 1 Item 7.1, 7.2,				
	regulatory requirements?	7.3				
	(b) Where in Thai regulations can the requirements					
	for Fuel Planning be found?					
	(c) Where in Thai regulations can the requirements					
	for Flight Time Limitations be found?					
4.3	Understanding of Safety Management System	AOCR Iss.2 Rev.1				
	(SMS) Roles	Ch. 1 Item 7.1, 11,				
	(a) Does he/she understand his/her role in the	Ch. 5 Item 1, 10				
	operator's SMS?					
	(b) How does the Flight Operations department participate in the SMS?					
4.4	Understanding of Quality Management System	AOCR Iss.2 Rev.1				
7.7	(QMS) Roles	Ch. 1 Item 7.1, 7.5,				
		Ch. 5 Item 1,				
	(a) Does he/she understand managerial	App.Q Item 2				
	responsibilities concerned with QMS?					
	(b) How will the Flight Operations department					
	participate in the quality system?					
4.5	Understanding of own terms of reference /	AOCR Iss.2 Rev.1				
	responsibilities / job description?	Ch. 1 Item 7.1,				
	(Refer directly to two or more responsibilities listed in	Ch. 5 Item 1				
	OM Part A)					
	(a) Sample terms of reference published in the OM					
	Part A.					
	(b) How will he/she fulfil that responsibility in					
	practice?					
	(Select 1 or 2 specific responsibilities listed in OM Part A)					
4.6	Understanding of Safety Responsibilities	AOCR Iss.2 Rev.1				
	(a) How will you exercise authority to stop or restrict	Ch. 1 Item 7.1,				
	flight operations, in case of a serious safety	Ch. 5 Item 1, 10				
	concern?					
4.7	Understanding of Managerial Responsibilities	AOCR Iss.2 Rev.1				
		Ch. 1 Item 7.1,				
	(a) How will you ensure that flight operations staff	Ch. 5 Item 1				
	maintain company standards?					
	(b) What is the structure of the Flight Operations					
	Department?					
	(c) Staffing for the Flight Operations Department?					

No	Subject	Reference	S	U	N/A	Comment
	(d) How will he/she supervise activities which are					
	outsourced to sub-contractors?					
5	Nominated Manager for Ground Operations					
5.1	Interview Details					
	(a) Interviewer (Name-Surname/Position)					
	(b) Interviewee (Name-Surname/Position)					
	(c) Location of Interview					
	(d) Time of Interview					
5.2	Knowledge on Regulatory Requirements	AOCR Iss.2 Rev.1				
	(a) Has adequate knowledge and understanding of	Ch. 1 Item 7.1, 7.2,				
	regulatory requirements?	7.3				
	(b) Where in Thai regulations would you find the					
	requirements for Dangerous Goods?					
	(c) Where in Thai regulations would you find the					
	requirements for Mass & Balance and Loading?					
5.3	Understanding of Safety Management System	AOCR Iss.2 Rev.1				
	(SMS) Roles	Ch. 1 Item 7.1, 11,				
	(a) Does he/she understand his/her role in the	Ch. 5 Item 1, 10				
	operator's SMS?					
	(b) How does the Ground Operations department					
	participate in the SMS?					
5.4	Understanding of Quality Management System	AOCR Iss.2 Rev.1				
	(QMS) Roles	Ch. 1 Item 7.1, 7.5,				
		Ch. 5 Item 1,				
	(a) Does he/she understand managerial	App.Q Item 2				
	responsibilities concerned with QMS?					
	(b) How will the Ground Operations department					
	participate in the quality system?					
5.5	Understanding of own terms of reference /	AOCR Iss.2 Rev.1				
	responsibilities / job description?	Ch. 1 Item 7.1,				
	(Refer directly to two or more responsibilities listed in	Ch. 5 Item 1				
	OM Part A)					
	(a) Sample terms of reference published in the OM					
	Part A.					
	(b) How will he/she fulfil that responsibility in					
	practice?					
	(Select 1 or 2 specific responsibilities listed in OM Part A)					
5.6	Understanding of Safety Responsibilities	AOCR Iss.2 Rev.1				
	(a) How will you exercise authority to stop or restrict	Ch. 1 Item 7.1, 11,				
	flight operations, in case of a serious safety	Ch. 5 Item 1, 10				
	concern?					
5.7	Understanding of Managerial Responsibilities	AOCR Iss.2 Rev.1				
		Ch. 1 Item 7.1,				
		Ch. 5 Item 1				

No	Subject	Reference	S	U	N/A	Comment
	(a) How will you ensure that ground operations staff					
	maintain company standards?					
	(b) What is the structure of the Ground Operations					
	Department?					
	(c) Staffing for the Ground Operations Department?					
	(d) How will he/she supervise activities which are					
	outsourced to sub-contractors?					
6	Nominated Manager for Crew Training					
6.1	Interview Details					
0.12	(a) Interviewer (Name-Surname/Position)					
	(b) Interviewee (Name-Surname/Position)					
	(c) Location of Interview					
	(d) Time of Interview					
6.2	Knowledge on Regulatory Requirements	AOCR Iss.2 Rev.1				
	(a) Has adequate knowledge and understanding of	Ch. 1 Item 7.1, 7.2,				
	regulatory requirements?	7.3				
	(b) Where in Thai regulations would you find the					
	requirements for 6-month Proficiency Check?					
	(c) Where in Thai regulations would you find the					
	requirements for Cabin Crew Safety Equipment					
	Training?					
6.3	Understanding of Safety Management System	AOCR Iss.2 Rev.1				
	(SMS) Roles	Ch. 1 Item 7.1, 11,				
	(a) Does he/she understand his/her role in the	Ch. 5 Item 1, 10				
	operator's SMS?					
	(b) How does the training department participate in					
	the SMS?					
6.4	Understanding of Quality Management System	AOCR Iss.2 Rev.1				
	(QMS) Roles	Ch. 1 Item 7.1, 7.5,				
	(a) Does he/she understand managerial	Ch. 5 Item 1,				
	responsibilities concerned with QMS?	App.Q Item 2				
	(b) How will the training department participate in					
	the quality system?					
6.5	Understanding of own terms of reference /	AOCR Iss.2 Rev.1				
	responsibilities / job description?	Ch. 1 Item 7.1,				
	(Refer directly to two or more responsibilities listed in	Ch. 5 Item 1				
	OM Part A)					
	(a) Sample terms of reference published in the OM					
	Part A.					
	(b) How will he/she fulfil that responsibility in					
	practice?					
	(Select 1 or 2 specific responsibilities listed in OM Part A)					

No	Subject	Reference	S	U	N/A	Comment
6.6	Understanding of Safety Responsibilities	AOCR Iss.2 Rev.1				
	(a) How will you exercise authority to stop or restrict	Ch. 1 Item 7.1, 11,				
	a crew member from flying, in case of a serious	Ch. 5 Item 1, 10				
	safety concern?					
6.7	Understanding of Managerial Responsibilities	AOCR Iss.2 Rev.1				
		Ch. 1 Item 7.1,				
	(a) How will you ensure that training staff maintain	Ch. 5 Item 1				
	and promote company standards?					
	(b) What is the structure of the training department?					
	(c) Staffing for the training department?					
	(d) How will he/she supervise activities which are					
	outsourced to sub-contractors?					
7	Nominated Manager for Maintenance (Continuing					
	Airworthiness)					
7.1	Interview Details					
	(a) Interviewer (Name-Surname/Position)					
	(b) Interviewee (Name-Surname/Position)					
	(c) Location of Interview					
	(d) Time of Interview					
7.2	Knowledge on Regulatory Requirements	AOCR Iss.2 Rev.1				
	(a) Has adequate knowledge and understanding of	Ch. 1 Item 7.1, 7.2,				
	regulatory requirements?	7.3				
	(b) Where in Thai regulations would you find the					
	requirements for the Maintenance Programme?					
	(c) Where in Thai regulations would you find the					
	requirements for the management of aircraft					
	defects?					
7.3	Understanding of Safety Management System	AOCR Iss.2 Rev.1				
	(SMS) Roles	Ch. 1 Item 7.1, 11,				
	(a) Does he/she understand his/her role in the operator's SMS?	Ch. 5 Item 1, 10				
	(b) How does the maintenance department					
	participate in the SMS?					
7.4	Understanding of Quality Management System	AOCR Iss.2 Rev.1				
	(QMS) Roles	Ch. 1 Item 7.1, 7.5,				
	(a) Does he/she understand managerial	Ch. 5 Item 1,				
	responsibilities concerned with QMS?	App.Q Item 2				
	(b) How will the maintenance department					
	participate in the quality system?					
7.5	Understanding of own terms of reference /	AOCR Iss.2 Rev.1				
_	responsibilities / job description?	Ch. 1 Item 7.1,				
	(Refer directly to two or more responsibilities listed in	Ch. 5 Item 1				
	OM Part A)					

No	Subject	Reference	S	U	N/A	Comment
	<ul> <li>(a) Sample terms of reference published in the OM Part A.</li> <li>(b) How will he/she fulfil that responsibility in practice?</li> </ul>					
7.6	<ul> <li>(Select 1 or 2 specific responsibilities listed in OM Part A)</li> <li>Understanding of Safety Responsibilities</li> <li>(a) How will you exercise authority to stop or restrict flight operations, in case of a serious safety concern?</li> </ul>	AOCR lss.2 Rev.1 Ch. 1 Item 7.1, 11, Ch. 5 Item 1, 10				
7.7	<ul> <li>Understanding of Managerial Responsibilities</li> <li>(a) How will you ensure that maintenance staff maintain company standards?</li> <li>(b) What is the structure of the maintenance department?</li> <li>(c) Staffing for the maintenance department?</li> <li>(d) How will he/she supervise activities which are outsourced to sub-contractors?</li> </ul>	AOCR lss.2 Rev.1 Ch. 1 Item 7.1, Ch. 5 Item 1				
8	Quality Manager					
8.1	Interview Details <ul> <li>(a) Interviewer (Name-Surname/Position)</li> <li>(b) Interviewee (Name-Surname/Position)</li> <li>(c) Location of Interview</li> <li>(d) Time of Interview</li> </ul>					
8.2	<ul> <li>Knowledge on Regulatory Requirements</li> <li>(a) Has adequate knowledge and understanding of regulatory requirements?</li> <li>(b) Where in Thai regulations would you find the requirements for quality management?</li> <li>(c) Where in Thai regulations would you find the requirements for the implementation of the quality system?</li> </ul>	AOCR Iss.2 Rev.1 Ch. 1 Item 7.1, 7.2, 7.3, App. Q Item 2.3(b)				
8.3	<ul> <li>Understanding of Safety Management System</li> <li>(SMS) Roles</li> <li>(a) Does he/she understand his/her role in the operator's SMS?</li> <li>(b) How does the quality department participate in the SMS?</li> </ul>	AOCR Iss.2 Rev.1 Ch. 1 Item 7.1, 11, Ch. 5 Item 1, 10, App. Q Item 2.3(b)				
8.4	Understanding of Quality Management System (QMS) Roles (a) Does he/she understand how the Quality Assurance Programme will work.	AOCR Iss.2 Rev.1 Ch. 1 Item 7.1, 7.5, Ch. 5 Item 1, App. Q Item 2.3(b)				

No	Subject	Reference	S	U	N/A	Comment
	(b) How will the programme's findings be reported					
	back to management?					
	Note: Refer to the content of AOCR Chapter 9 item 4					
	if the interviewee holds the post of Quality Manager					
	for Maintenance.					
8.5	Understanding of own terms of reference /	AOCR Iss.2 Rev.1				
	responsibilities / job description?	Ch. 1 Item 7.1,				
	(Refer directly to two or more responsibilities listed in	Ch. 5 Item 1				
	OM Part A)					
	(a) Sample terms of reference published in the OM					
	Part A.					
	(b) How will he/she fulfil that responsibility in					
	practice?					
	(Select 1 or 2 specific responsibilities listed in OM Part A)					
8.6	Understanding of Safety Responsibilities	AOCR Iss.2 Rev.1				
	(a) How will you exercise authority to stop or restrict	Ch. 1 Item 7.1, 11,				
	flight operations, in case of a serious safety	Ch. 5 Item 1, 10				
	concern?					
8.7	Understanding of Managerial Responsibilities	AOCR Iss.2 Rev.1				
		Ch. 1 Item 7.1,				
	(a) What is the structure of the quality department?	Ch. 5 Item 1,				
	(b) Staffing for the quality department?	App.Q Item 2.3(b)				
9	Safety Manager					
9.1	Interview Details					
	(a) Interviewer (Name-Surname/Position)					
	(b) Interviewee (Name-Surname/Position)					
	(c) Location of Interview					
	(d) Time of Interview					
9.2	Knowledge on Regulatory Requirements	AOCR Iss.2 Rev.1				
	(a) Has adequate knowledge and understanding of	Ch. 1 Item 7.1, 7.2,				
	regulatory requirements?	7.3				
	(b) Where in Thai regulations would you find the					
	requirements for Safety Management System (SMS)?					
	(c) Where in Thai regulations would you find the					
	guidance for the Emergency Response Plan?					
9.3	Understanding of Safety Management System	AOCR Iss.2 Rev.1				
	(SMS) Roles	Ch. 1 Item 7.1, 11,				
	(a) Does he/she understand how the SMS will work	Ch. 5 Item 1, 10				
	in practice?					
	(b) How will the programme's findings be reported					
		1	1			

No	Subject	Reference	S	U	N/A	Comment
9.4	Understanding of Quality Management System	AOCR Iss.2 Rev.1				
	(QMS) Roles	Ch. 1 Item 7.1, 7.5,				
	(a) Does he/she understand managerial	Ch. 5 Item 1,				
	responsibilities concerned with QMS?	App.Q Item 2				
	(b) How will the safety department participate in the					
	quality system?					
9.5	Understanding of own terms of reference /	AOCR Iss.2 Rev.1				
	responsibilities / job description?	Ch. 1 Item 7.1,				
	(Refer directly to two or more responsibilities listed in	Ch. 5 Item 1				
	OM Part A)					
	(a) Sample terms of reference published in the OM					
	Part A.					
	(b) How will he/she fulfil that responsibility in					
	practice?					
	' (Select 1 or 2 specific responsibilities listed in OM Part A)					
9.6	Understanding of Safety Responsibilities	AOCR Iss.2 Rev.1				
	(a) How will you exercise authority to stop or restrict	Ch. 1 Item 7.1, 11,				
	flight operations, in case of a serious safety	Ch. 5 Item 1, 10				
	concern?	,				
9.7	Understanding of Managerial Responsibilities	AOCR Iss.2 Rev.1				
		Ch. 1 Item 7.1,				
	(a) What is the structure of the safety department?	Ch. 5 Item 1				
	(b) Staffing for the safety department?					
10	Competence of the Operator to Secure Safe					
	Operation					
10.1	Safety Management System	AOCR Iss.2 Rev.1				
		Ch. 1, Para 11,				
	(a) Is SMS adequately documented?	Ch. 5, Para 10				
	(b) Are SMS policies and procedures understood by					
	the Accountable Manager and key managers?					
	(c) Evidence of implementation of SMS in practice?					
	(d) Evidence of SMS awareness among operational					
	staff and sub-contractors?					
10.2	Quality System	AOCR Iss.2 Rev.1				
		Ch. 1, Para 7.5,				
	(a) Is the quality system adequately documented?	Appendix Q				
	(b) Are quality procedures understood by the					
	Accountable Manager and key managers?					
	(c) Evidence of implementation of quality in					
	practice?					
	(d) Awareness of the quality system among					
	operational staff and sub-contractors?					

No	Subject	Reference	S	U	N/A	Comment
10.3	Safety Culture	AOCR Iss.2 Rev.1				
		Ch. 1, Para 11,				
	Does the accountable Manager and Post Holders	Ch. 5, Para 10				
	reflect and promote safety culture?					
	Are there visible evidence of:					
	(a) Safety policy & objectives?					
	(b) Hazard identification & risk management?					
	(c) Safety promotion?					

S = Satisfied

U= Unsatisfied

N/A= Not Applicable

Comment= Description the detail of compliance or Non Compliance or other information

Inspector Name:	
(	)
Position:	

Completed	on:
completed	011