



Thailand Civil Aviation Regulation - Personnel Licensing
Part Approved Cabin Crew Training Organisations
(TCAR PEL Part - CCTO)

Issue 01

Revision 00

Date XX MMMM 2026

Approved By

Air Chief Marshal

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Director General

The Civil Aviation Authority of Thailand

THAILAND CIVIL AVIATION REGULATION (TCAR)

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RECORD OF REVISIONS

Revision No.	Date (DD-MMM-YYYY)	Subject	Updated By (Department-Division)
00	DD MMM 2026	Initial Issue	PEL

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LIST OF EFFECTIVE PAGES

Change and amendment bar is placed against each paragraph affected.

Page No.	Revision No.	Date
1	00	DD MMM 2026
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INTRODUCTION AND APPLICABILITY

In this publication the word ‘must’ or ‘shall’ is used to indicate where the Director General requires the Organisation, owner, or operator to respond to and comply with, or adhere closely to, the defined requirement.

In this regulation, the Approved Training Organisations delivering initial training to Cabin crew members are called Cabin Crew Training Organisations (CCTO).

If the Organisation’s/owner’s/operator’s response is deemed to be inadequate by the Director General, a specific requirement or restriction may be applied as a condition of the appropriate instrument to be issued under Thailand Civil Aviation Regulations.

TCAR PEL Part-CCTO is a part of the overall TCAR PEL Regulation set.

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SUBPART GEN - GENERAL REQUIREMENTS

SECTION I – General

CCTO.GEN.100 Scope

- (a) This TCAR PEL Part CCTO establishes the requirements for approving training organisations, to provide initial cabin crew training and examination for the issuance of cabin crew initial training certification (CCC).
- (b) This TCAR PEL Part CCTO details the requirements for approving training organisations, to deliver cabin crew initial training certification (CCC).

CCTO.GEN.105 Competent authority

- (a) For the purpose of this Part, the competent authority shall be The Civil Aviation Authority of Thailand (CAAT);

CCTO.GEN.110 Foreign approved cabin crew training organisation

- (a) A CCTO having its principle place of business located outside of the Kingdom of Thailand shall obtain an approval certificate by CAAT.
- (b) The certificate referred in (a) may be obtained through a simplified certification process when the applicant meets the following conditions:
 - (1) The applicant holds a valid CCTO certificate granted according to standards that are considered by CAAT as similar to TCAR PEL Part CCTO requirements;
 - (2) The certificate was issued by a Civil Aviation Authority (CAA), that is considered as acceptable by CAAT, and the requested scope of work is part of the scope of work already approved by the foreign CAA.
- (c) The certificate referred in (a) shall be obtained through a full certification process when the applicant does not comply with conditions set in (b) (1) and (b) (2).
- (d) The choice of the process mentioned in (b) and (c) remains at the discretion of CAAT, depending on the existing certification status of the CCTO.
- (e) The list of standards considered as similar to TCAR PEL Part CCTO, as well as the list of the CAAs considered as acceptable by CAAT for initial cabin crew training are available upon request to CAAT.
- (f) When the CCTO was approved by CAAT using the provisions of (b), the scope of work approved by CAAT can only be extended if the extension requested is already included in the scope of approval granted by the foreign CAA.

CCTO.GEN.115 Means of compliance

- (a) Purpose

With a view to ensuring uniformity in the application of common requirements, it is essential that common standards be applied. Consequently, CAAT, when necessary and practicable, will develop Acceptable Means of Compliance and Guidance Material to TCAR PEL Part CCTO to facilitate the necessary regulatory uniformity. These AMCs may be used to demonstrate compliance with the provisions of TCAR PEL Part CCTO.

- (b) Definitions

Acceptable means of compliance (AMC) are non-binding standards adopted by CAAT to illustrate means to establish compliance with requirements of the Regulation.

Alternative means of compliance (AltMoC) are those means that propose an alternative to an existing AMC or those that propose new means to establish compliance with requirements of the Regulation for which no associated AMC have been adopted by CAAT.

(c) Acceptable Means of Compliance

The AMCs to TCAR PEL Part CCTO issued by CAAT shall neither introduce new requirements nor alleviate the requirements of TCAR PEL Part CCTO.

Each AMC shall identify clearly the provisions of the TCAR PEL Part CCTO it illustrates.

When the acceptable means of compliance to TCAR PEL Part CCTO issued by CAAT are used, the related requirements of the TCAR PEL Part CCTO shall be considered met without further demonstration.

(d) Alternative means of compliance

Alternative means of compliance (AltMoC) to those published by CAAT may be used by an organisation to establish compliance with the requirements of TCAR PEL Part CCTO.

When an organisation, wishes to use an AltMoC to the AMCs to TCAR PEL Part CCTO, it shall, prior to implementing it, provide CAAT with a full description of the proposed AltMoC.

The description shall include any revisions to manuals or procedures that may be relevant, as well as an assessment demonstrating that the corresponding requirement TCAR PEL Part CCTO is met.

The organisation may implement these AltMoCs subject to prior formal approval by CAAT and upon receipt the notification of approval.

(e) Approval of AMCs and AltMoC.

CAAT PEL department shall be responsible for developing, approving, and publishing AMCs to TCAR PEL Part CCTO.

CAAT PEL department shall be responsible for assessing AltMoCs and, when the assessment is satisfactory, for approving AltMoCs to TCAR PEL Part CCTO submitted by the organisations. CAAT PEL department shall publish any newly approved AMCs.

CCTO.GEN.120 Terms of approval and privileges of an organisation

- (a) The training organisations providing initial training for cabin crew shall obtain an approval certificate issued by CAAT in accordance with the requirements contained in this TCAR PEL Part CCTO.
- (b) A certified organisation shall comply with the scope and privileges defined in the terms of approval of the organisation's certificate.

CCTO.GEN.125 Changes to organisations

- (a) Any change affecting:
 - (1) the scope of the certificate or the terms of approval of an organisation; or
 - (2) the lines of responsibilities and accountabilities; or
 - (3) the accountable manager or the nominated personnel referred to in CCTO.CCTO.110 (i); or
 - (4) the training programmes, instructional facilities; or.
 - (5) the qualification and training of instructors/evaluators; or
 - (6) the qualification and training of personnel authorised to conduct examination; or

- (7) the organisation's documentation required by this part; or
- (8) any of the elements of the organisation's management system as required in CCTO.GEN.150;

shall require prior approval by CAAT.

- (b) For any changes requiring prior approval:

- (1) the organisation shall apply for and obtain an approval issued by CAAT. The application shall be submitted before any such change takes place, in order to enable CAAT to determine continued compliance with the Air Navigation Act B.E 2497 and associated Regulations and to amend, if necessary, the organisation certificate and related terms of approval.
- (2) The organisation shall provide CAAT with any relevant documentation.
- (3) The change shall only be implemented upon receipt of formal approval by CAAT.
- (4) The organisation shall operate under the conditions prescribed by CAAT during such changes, as applicable.

- (c) All changes not requiring prior approval shall be managed and notified to CAAT.

CCTO.GEN.130 Validity

- (a) The organisation's certificate shall be issued for a duration not exceeding 3 years and shall remain valid subject to:
 - (1) the organisation remaining in compliance with the relevant requirements of the Air Navigation Act B.E 2497 and its associated regulations, taking into account the provisions related to the management of non-compliance findings as specified under CCTO.GEN.140;
 - (2) CAAT being granted access to the organisation as defined in CCTO.GEN.135 to determine continued compliance with the relevant requirements of the Air Navigation Act B.E 2497 and its associated regulations; and
 - (3) the certificate not being surrendered suspended or revoked.
- (b) Upon revocation or surrender the certificate shall be returned to CAAT without delay.
- (c) When an approval is revoked and the CCTO wishes to reapply for renewal of this approval, then the initial application process must be followed

CCTO.GEN.135 Access

For the purpose of determining compliance with the relevant requirements of the Air Navigation Act B.E 2497 and associated regulations, the organisation shall grant access to any facility, aircraft, document, records, data, procedures or any other material relevant to its activity subject to certification, whether it is contracted or not, to any person authorised by CAAT.

CCTO.GEN.140 Findings

- (a) Level of findings

A level 1 finding shall be issued by CAAT when any significant non-compliance is detected with the applicable requirements, with the organisation's procedures and manuals or with the terms of an approval, or certificate which lowers safety or seriously endangers flight safety.

A level 2 finding shall be issued by CAAT when any non-compliance is detected with the applicable requirement, with the organisation's procedures and manuals or with the terms of an approval, or certificate which could lower safety or seriously hazards flight safety

An observation is opportunity for improvement which is minor gap, mostly documented and implemented. The management system that may be weak, cumbersome, redundant, overly complex, or in some other manner, may, in the opinion of the auditor, offer an opportunity for an organisation to improve its status. An observation is not subject to any corrective actions unless it is accepted by auditee for improvement.

- (b) After receipt of notification of findings, the organisation shall:
 - (1) identify the root cause of the non-compliance;
 - (2) define a corrective action plan;
 - (3) demonstrate corrective action implementation to the satisfaction of CAAT.
- (c) The actions referred to in points (b)1, (b)2 and (b)3 shall be performed within the period agreed with CAAT.

CCTO.GEN.145 Immediate reaction to a safety problem

The organisation shall implement:

- (a) any safety measures mandated by CAAT; and
- (b) any relevant mandatory safety information issued by CAAT.

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SECTION II - Management

CCTO.GEN.150 Management system

The organisation shall establish, implement, and maintain an effective management system that includes:

- (a) a description of the overall philosophies and principles of the organisation with regard to compliance, referred to as the quality policy;
- (b) The general organisation and the operational processes;
- (c) clearly defined lines of responsibility and accountability throughout the organisation, including a direct accountability of the accountable manager;
- (d) a process for maintaining personnel trained and competent to perform their tasks;
- (e) a process for making personnel aware of their responsibilities;
- (f) a compliance monitoring system which has the function to monitor compliance of the organisation with the relevant requirements. Compliance monitoring key processes and resources shall be documented and shall include a feedback system of findings to the accountable manager to ensure effective implementation of corrective actions as necessary; and
- (g) a process for amending the CCTO documentation.

CCTO.GEN.155 Contracted activities

- (a) Contracted activities include all activities within the organisation's scope of approval that are performed by another organisation either itself certified to carry out such activity or if not certified, working under the contracting organisation's approval. The organisation shall ensure that when contracting or purchasing any part of its activity, the contracted or purchased service or product conforms to the applicable requirements.
- (b) When the certified organisation contracts any part of its activity to an organisation that is not itself certified in accordance with this Part to carry out such activity, the contracted organisation shall work under the approval of the contracting organisation. The contracting organisation shall ensure that CAAT is given access to the contracted organisation, to determine continued compliance with the applicable requirements.

SUBPART CCTO – CABIN CREW TRAINING ORGANISATION REQUIREMENTS

CCTO.CCTO.105 Application for a CCTO certificate

- (a) The application for a CCTO certificate or an amendment to an existing CCTO certificate shall be made in a form and manner established by CAAT, taking into account The Air Navigation Act B.E 2497 and associated regulations.
- (b) Applicants for an initial certificate shall provide to CAAT with documentation demonstrating how they will comply with the requirements established in the Air Navigation Act B.E 2497 and its associated regulations. This shall include the following information:
 - (1) Name and address of the training organisation
 - (2) Date of intended commencement of activity;
 - (3) Description of the structure;
 - (4) Financial statement;
 - (5) Accountable manager (AM) ;
 - (6) Name and qualification of Nominated Head of Cabin Crew Training (HCCT);
 - (7) Name and qualification of Nominated Compliance Monitoring Manager (CMM);
 - (8) Qualification of instructors (including CRM, and security) and evaluators;
 - (9) Description of facilities, including classrooms, briefing rooms, and operational facilities;
 - (10) Description of training methods and programmes, including manuals used, and syllabus;
 - (11) List of materials needed for training;
 - (12) Availability of instructional equipment and facilities;
 - (13) Maintenance procedures (if applicable);
 - (14) Description of the compliance monitoring system and its procedures;
 - (15) List of locations where all phases of training are conducted;
 - (16) Information on any subcontractors or partners.
- (c) The training organisation must be staffed and equipped to conduct the theoretical and practical training according to the training programme approved in accordance with CCTO.CCTO.120.

CCTO.CCTO.110 Personnel requirements

- (a) The organisation shall have sufficient qualified personnel for the planned tasks and activities to be performed in accordance with the applicable requirements.
- (b) The organisation shall maintain appropriate experience, qualification, training and training records to show compliance with paragraph (a).
- (c) The organization shall ensure that personnel receive recurrent training at appropriate intervals.
- (d) The training organisation shall ensure that instructors/evaluators receive recurrent training and checking and undergo a periodic performance review annually to ensure their competency and standardization with respect to delegated tasks by using assessment process acceptable to CAAT, implemented by the operator.

- (e) The organisation shall ensure that all personnel are aware of the rules and procedures relevant to the exercise of their duties.
- (f) The organisation shall establish and maintain a management structure with clearly defined lines of responsibility and accountability.
- (g) The organisation shall nominate the following key personnel, who shall be acceptable to the Authority:
 - (1) Accountable Manager (AM)
 - (2) Head of Cabin Crew Training (HCCT)
 - (3) Compliance Monitoring Manager (CMM)
- (h) Where permitted by the Authority, one person may hold more than one nominated position, provided that:
 - (1) no conflict of interest exists;
 - (2) the responsibilities of each role can be effectively discharged; and
 - (3) these personnel have the authority and resources necessary to perform their assigned duties.
- (i) Accountable Manager (AM):

The organisation shall appoint an Accountable Manager who has corporate authority for ensuring that all training and checking activities can be financed and carried out in accordance with applicable requirements.

The Accountable Manager shall:

 - (1) have overall responsibility for the organisation's compliance with applicable regulations;
 - (2) ensure that all necessary resources are available; and
 - (3) establish and promote a safety and compliance culture within the organisation.
- (j) Head of Cabin Crew Training (HCCT):

The organisation shall appoint a Head of Cabin Crew Training responsible for the management and supervision of all cabin crew training and checking activities.

The Head of Cabin Crew Training shall:

 - (1) ensure that training programmes comply with applicable requirements;
 - (2) oversee the development, implementation, and maintenance of training programmes; and
 - (3) ensure the standardisation of instructors and evaluators.
- (k) Compliance Monitoring Manager (CMM):

The organisation shall appoint a Compliance Monitoring Manager responsible for ensuring that the organisation continues to comply with applicable requirements.

The Compliance Monitoring Manager shall:

 - (1) establish and maintain a compliance monitoring system;
 - (2) ensure that compliance monitoring activities are properly implemented; and
 - (3) report directly to the Accountable Manager on compliance issues and corrective actions.
- (l) Instructors/evaluators

The organisation shall ensure that sufficient instructors and evaluators are available to conduct training and checking activities.

Instructors and evaluators shall:

- (1) be qualified and competent for the tasks they perform; and
- (2) maintain their competence through appropriate recurrent training and standardization; and
- (3) shall have minimum qualification and comply with TCAR OPS Part CC Subpart TRC.
- (4) shall comply with applicable provisions of TCAR OPS Part ORO and SPA (as relevant)

CCTO.CCTO.115 Record-keeping

- (a) The organisation shall establish a system of record-keeping that allows adequate storage and reliable traceability of all activities developed.
- (b) The format of the records shall be specified in the organisation's procedures.
- (c) Records shall be stored in a manner that ensures protection from damage, alteration, and theft.
- (d) Under the supervision of the HCCT, the training organisation shall establish and maintain a training and checking file record for each trainee shall keep a copy of the cabin crew initial training certificate issued by the organisation;
- (e) Under the supervision of the HCCT, the training organisation shall establish and maintain a training record for each instructor/evaluator to record his initial and recurrent training and comply with TCAR OPS Part CC Subpart TRC.
- (f) The organisation shall ensure that cabin crew qualification validity is controlled and recorded in accordance with TCAR OPS Part CC. Operational recency shall be recorded, where applicable.
- (g) The record shall be retained for a minimum period of five years.

CCTO.CCTO.120 Training programme

- (a) A training programme for cabin crew initial training shall be developed, and submitted to CAAT for approval;
- (b) The training programme and syllabus in (a) shall cover at least the elements specified in TCAR OPS Part CC, Appendix 1 – Initial Training Course – Training Programme and comply with TCAR OPS Part CC;
- (c) The training organisation shall not introduce deviations from the TCAR OPS – Part CC syllabus without prior CAAT approval through the AltMoC process.
- (d) The training organisation shall ensure that the training programme in (a) is maintained up to date, as necessary.

CCTO.CCTO.125 Training and Procedures Manual

The training organisation shall make a training and procedures manual available to staff to guide them in the performance of their duties and to trainees to guide them on how to meet the requirements of the training;

- (a) The training and procedures manual used in a training organisation shall contain the information listed in appendix I to this part;

- (b) The training organisation shall ensure that the content required for the training and procedures manual referred to in (a) is updated, as necessary.
- (c) Training content and competency objectives described in the manual shall be consistent with **TCAR OPS Part CC, Appendix 1 – Initial Training Course – Training Programme and comply with TCAR OPS Part CC.**
- (d) A training and procedures manual shall be developed and submitted to CAAT for approval.
- (e) The training organisation shall not introduce deviations from the TCAR OPS – Part CC syllabus without prior CAAT approval through the AltMoC process.

CCTO.CCTO.130 Facility requirements

The organisation shall have facilities allowing the performance and management of all planned tasks and activities in accordance with the applicable requirements. The training facilities must include:

- (a) Classrooms adapted to the number of trainees and containing teaching equipment for theoretical and practical training;
- (b) A library containing reference publications relating to the training programme;
- (c) Rooms for the instructors/evaluators;
- (d) Facilities and equipment for fire and smoke training;
- (e) A swimming pool for water survival training; and
- (f) Sufficient equipment for training to allow each trainee to practice in order to acquire a good level of training.

CCTO.CCTO.135 Examination

The examination required to obtain a Cabin Crew Initial Training Certificate (CCC) shall comply with TCAR OPS Part CC, Appendix 2 – Examination for Issuance of a Cabin Crew Initial Training Certificate.

CCTO.CCTO.140 Issue of cabin crew initial training certificate (CCC)

Cabin Crew Initial Training Certificate (CCC) shall only be issued to applicants who comply with TCAR OPS Part CC Subpart CCC - SPECIFIC REQUIREMENTS FOR THE CABIN CREW INITIAL TRAINING CERTIFICATE (CCC) requirements.

The organisation shall establish procedures to issue, control certification and contain the following information;

- (a) A statement declaring that the initial training certificates is issued in accordance with TCAR OPS Part CC
- (b) Reference Number (TH-YYYY-CCTO-XXXXXX): State of issue – Year of initial completion - CCTO
- (c) Employee or Reference number according to a code established by the issuing body
- (d) Full name of holder
- (e) Date and place of birth of holder
- (f) Nationality of holder
- (g) Signature of holder
- (h) The official name, address of the organisation issuing the CC initial training certificate and the
- (i) stamp or logo
- (j) Full name and signature of the authorised person issuing the CC initial training certificate

- (k) Date of issue (DD/MMM/YYYY)
- (l) A statement as follows: “The holder may only exercise the privileges to act as a cabin crew member on aircraft engaged in commercial air transport operations if he/she complies with the requirements contained in TCAR OPS Part CC for continuous fitness and valid aircraft type qualifications.”

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APPENDIX I. CONTENT OF THE TRAINING and PROCEDURES MANUAL

Topic	CONTENT OF THE TRAINING & PROCEDURES MANUAL
Commitment of the accountable manager	A statement signed by the accountable manager committing to comply with the regulations
Quality and Safety Policy	The policy of the compliance monitoring system and safety
Organisation information	Name and address of the training organization Description of the structure including an organisation chart and the names of the designated personnel. Roles and responsibilities of the designated personnel.
Staff	Name, position and qualifications of the person designated to ensure compliance with the applicable regulations. Description of the duties and qualifications of personnel employed to plan and supervise training.
Documentation management	A procedure to maintain this documentation up to date and to distribute it to the different recipients including CAAT
The purpose of the training	A general description of the purpose of the training that the organisation is authorised to provide under the terms of its approval. A statement of the objectives that a trainee is expected to achieve as a result of the training received.
Pre-requisites	Minimum age of trainee, educational level, medical requirements, other requirements.
Training programme	Content of the theoretical and practical training programmes in accordance with TCAR OPS Part CC, Appendix 1.
General and weekly calendar	Organisation of the course and integration. Programme constraints in terms of maximum number of hours of training, e.g. per day/week
Facilities/Means	Description of the organisation's facilities and resources including a plan of the different facilities Maintenance procedures as applicable Training Material and other training means and devices used
Training records	Description of the method of establishing and maintaining training records. Attendance records. Form of training records to be kept. Persons responsible for checking trainees. Standardisation of entries in training records.
Safety training related to the use of facilities and equipment	Individual responsibilities. Implementation of equipment.
Trainee controls & Examination	Theoretical assessments. Practical assessments. Procedure to authorise to take the examination. Internal procedures for question analysis and review, preparation of examination papers, types of questions and evaluation, level required to pass.
Examination	Procedures for organising and conducting theoretical and practical examination, in accordance with TCAR OPS Part CC, Appendix 2, including question analysis and review, preparation of examination papers, types of questions and evaluation, level required to pass.

	Qualification required for instructor authorised to conduct practical examination for safety and emergency procedures, aero-medical and first aid, CRM, dangerous goods, and aviation security; Recurrent training programme for instructors/evaluators in accordance with TCAR OPS Part CC, SUBPART TRC - REQUIREMENTS FOR CABIN CREW INSTRUCTORS/EVALUATORS
Effectiveness of the training	Individual responsibilities. General evaluation. Monitoring of trainee progress. Internal feedback system for identifying training deficiencies. Procedure for interrupting trainee training. Discipline.
Training of instructors/evaluators	Procedures for maintaining instructors/evaluators 's competency. Qualification required for instructors/evaluators for safety and emergency procedures, aero-medical and first aid, CRM, dangerous goods, and aviation security; Recurrent training programme for instructors/evaluators.
Issue of cabin crew initial training certificate (CCC)	Procedure for issuing the cabin crew initial training certificate (CCC) Training for staff issuing cabin crew attestation (Training to issuing procedure)
Subcontractors & Partners	List the subcontractors and their role. The compliance monitoring system shall include a process to ensure the subcontractors and partners remain in compliance with the regulations.
Management System processes	Compliance monitoring key processes and resources shall be documented and shall include a feedback system of findings to the accountable manager to ensure effective implementation of corrective actions as necessary