



CIVIL AVIATION AUTHORITY OF MALAYSIA

APPROVED TRAINING ORGANISATION CORRECTIVE ACTION FORM (Respond Within 14 Days)

Approved Training Organisation	COA Number	Date (dd/mm/yy)

Code	Finding/Observation		
Feedback		Remarks	
Immediate Corrective Action:			
Root Cause Analysis:			
Root Cause Correction:			
Follow Up:			
Closure:			
Name:			
Designation:			
Date:		Applicant's Signature:	

Remarks by CAAM		
The corrective action has been reviewed, verified and found to be: <input type="checkbox"/> ACCEPTABLE <input type="checkbox"/> UNACCEPTABLE		
Remarks:		
Name:		
Date:		Signature:

RESPONSE TO FINDINGS

With regards to the responses to the CAAM findings, the ATO should respond to non-compliances using the following five points closure plan:

1. **IMMEDIATE CORRECTIVE ACTION**
Action taken by the responsible manager has in the short term at least contained the non-compliance and stopped it from continuing.
2. **ROOT CAUSE ANALYSIS**
Sufficient root cause analysis by the responsible person to identify the origin of the finding.
3. **ROOT CAUSE CORRECTION**
Sufficient root cause correction by the responsible person that should significantly reduce or eliminate the chance of recurrence.
4. **FOLLOW UP**
Timely follow up by line management or the quality assurance programme to verify the effectiveness of the corrective action taken.
5. **CLOSURE**
A statement from the Head of Training/Chief Flying Instructor/Chief Ground Instructor/Safety Manager or equivalent stating his reasons for acceptance of the corrective actions taken.

CAAM RESPONSES TO CORRECTIVE ACTION

With regards to the responses on the ATO's corrective action, the CAAM should respond in **Remarks by CAAM** (in the following table) by striking acceptable or unacceptable on the corrective action taken.

If UNACCEPTABLE, the CAAM shall highlight the reason for rejecting the corrective action taken by the ATO. To insert name, date and signature after completion.