

**OPERATOR'S GROUND HANDLING
AUDIT RESPONSE FORMAT**

OPERATOR	TA CERTIFICATE NO:	AUDIT DATE:

CODE	FINDING/OBSERVATION	REMARKS

OPERATORS FEEDBACK

<u>IMMEDIATE CORRECTIVE ACTION</u>
<u>ROOT CAUSE ANALYSIS</u>
<u>ROOT CAUSE CORRECTION</u>
<u>FOLLOW UP</u>
<u>CLOSURE</u>

NAME:

DESIGNATION:

DATE:

Signature:

REMARKS BY CAAM (TO BE COMPLETED BY PRINCIPAL OPERATIONS INSPECTOR AFTER REVIEWING OPERATOR'S FEEDBACK)	
The corrective action has been reviewed, verified and found to be: ACCEPTABLE / UNACCEPTABLE	
If UNACCEPTABLE , the reason for rejecting the corrective action:	
Name: Date:	Signature

NOTE: OPERATOR RESPONSES TO FINDINGS

- (a) *With regards to the responses to the CAAM findings, the operator should respond to non-compliances using the following five point 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 Quality Assurance/Quality Manager or equivalent stating his/her reasons for acceptance of the corrective actions taken.