



**CIVIL AVIATION AUTHORITY OF MALAYSIA
FLIGHT OPERATIONS DIVISION
GROUND HANDLING UNIT**

CAAM/BOP/GH/02

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

OPERATOR	TAC 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: :

SIGNATURE:

DESIGNATION: :

DATE: :

.....



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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 :
Designation :
Date :

Signature:
.....

NOTE: OPERATOR RESPONSES TO FINDINGS

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

a. *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

a. *Sufficient root cause analysis by the responsible person to identify the origin of the finding.*

(3) ROOT CAUSE CORRECTION

a. *Sufficient root cause correction by the responsible person that should significantly reduce or eliminate the chance of recurrence.*

(4) FOLLOW UP

a. *Timely follow up by line management or the quality assurance programme to verify the effectiveness of the corrective action taken.*

(5) CLOSURE

a. *A statement from the Head of Quality Assurance/Quality Manager or equivalent stating his/her reasons for acceptance of the corrective actions taken.*