

Safer above. Safer beyond.



Building safer skies together.

Manager,
Quality Compliance
Location: Putrajaya

Eligible candidates are encouraged to apply for the aforementioned position by submitting the application form, resume, academic qualifications and supporting documents via www.caam.gov.my/resources/announcements/career/. Kindly note that only applications submitted through **CAAM website** will be considered.

Application deadline is on **18th September 2026, at 11:59 p.m.**

*Recruitment is subject to available vacancies, and only shortlisted candidates will be contacted for interviews.

MANAGER, QUALITY COMPLIANCE

Job Description

To manage and implement CAAM's internal quality compliance monitoring and audit-readiness activities, including internal compliance reviews, audit and finding monitoring, corrective action tracking, Universal Safety Oversight Audit Programme - Continuous Monitoring Approach (USOAP-CMA) readiness coordination and governance reporting. The position supports CAAM divisions in maintaining compliance with approved internal policies, procedures, applicable regulatory requirements and International Civil Aviation Organization (ICAO) audit expectations.

Job Information

- **Department:** Governance & Compliance
- **Job Position:** Manager
- **Type of Employment:** Permanent

Qualifications for Appointment

Candidates must possess the following criteria:

a) Citizenship

- Malaysian citizen.

b) Academic and Professional Qualifications

- Bachelor's Degree in Aviation, Engineering, Quality Management, Compliance, Governance, Risk Management, Audit, Regulatory Affairs, Business Administration, Public Administration or a related field from a higher education institution recognized by the Government.
- Qualification or formal training in audit techniques, compliance monitoring, quality management systems or equivalent is preferred.
- Training or certification relating to ICAO USOAP/Universal Security Audit Programme – Continuous Monitoring Approach (USAP-CMA), International Organization for Standardization (ISO), quality auditing, compliance monitoring, governance or risk management would be an added advantage.
- At least five (5) years of relevant experience in aviation, quality assurance, compliance monitoring, audit, regulatory oversight, governance, risk management or a related field.

c) Skills and Competencies

- Good knowledge of quality management systems, internal compliance monitoring, audit methodologies and corrective action management.
- Good understanding of ICAO Standards and Recommended Practices, ICAO USOAP/USAP CMA and applicable civil aviation regulatory frameworks.
- Good understanding of CAAM internal policies, procedures, governance requirements and regulatory oversight processes.
- Ability to plan, conduct and document compliance reviews and audits objectively and systematically.
- Strong ability to analyse audit findings, compliance gaps, corrective action plans and supporting evidence.
- Ability to assess the adequacy, completeness, traceability and currency of audit-readiness evidence without assuming ownership of technical content.
- Strong analytical, critical-thinking and problem-solving skills.
- Good report-writing, documentation and presentation skills.
- Good stakeholder-management and cross-divisional coordination skills.
- Ability to communicate findings and provide constructive compliance advice professionally and objectively.
- Ability to identify recurring or significant compliance risks and escalate matters appropriately.
- Ability to maintain accurate registers, trackers, dashboards and monitoring tools.
- Ability to manage multiple priorities and deliver time-sensitive compliance and audit-readiness outputs.
- Good command of written and spoken English.
- Proficient in Microsoft Office and relevant reporting / tracking tools.