

**ANNEXURE D**  
**Quality Assurance System**  
**of the**  
**Microlight and Sport Aircraft Association of South Africa**  
**An Aviation Recreation Organisation**

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**This QAS forms part of the Manual of Procedures of**  
**THE MICROLIGHT AND SPORT AIRCRAFT ASSOCIATION OF SOUTH AFRICA**

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## 1. Definitions

<b>AGM</b>	<i>“Annual General Meeting”</i>
<b>CAP</b>	<i>“Corrective Action Plan”</i>
<b>CAR</b>	<i>“Civil Aviation Regulations”</i>
<b>CATS</b>	<i>“Civil Aviation Technical Standards”</i>
<b>Designated Body</b>	<i>“Recreation Aviation Administration South Africa”</i>
<b>Director</b>	<i>“Director of South African Civil Aviation Authority”</i>
<b>MISASA</b>	<i>“Microlight and Sport Aircraft Association of SA”</i>
<b>MOP</b>	<i>“Manual of Procedures”</i>
<b>QAS</b>	<i>“Quality Assurance System”</i>
<b>SACAA</b>	<i>“South African Civil Aviation Authority”</i>
<b>SGM</b>	<i>“Special General Meeting”</i>

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## 2. Level of Quality

2.1 This QAS complies with CAR 149.02.3(1) and (2) and CATS 149.02.3(1)

2.1.1 MISASA expects its members of the committee to –

2.1.1.1 Abide by an ethical code of conduct, which includes but is not limited to:

2.1.1.1.1 The duty to do good

2.1.1.1.2 The duty to do no harm

2.1.1.1.3 Treating offenders fairly and required to make good their wrongs and face the same sanctions for the same transgressions;

2.1.1.2 Read, understand and implement the contents of the approved MOP and its Annexures.

2.1.2 MISASA expects the members of the organisation and pilots to –

2.1.2.1 Abide by an ethical code of conduct, which includes but not limited to:

2.1.2.1.1 The duty to do good

2.1.2.1.2 The duty to do no harm

2.1.2.1.3 The duty to not be a nuisance to those who do not fly.

2.1.2.2 Demonstrate good airmanship when in control of an aircraft.

2.1.2.3 Comply with the requirements of the South Africa Civil Aviation Regulation and South African Civil Aviation Technical Standards applicable to them as amended and promulgated from time to time.

2.2 This Document must be read in conjunction with Annexure C – MISASA Code of Conduct.

## 3. Level and frequency of internal reviews and audits

3.1 MISASA will subject itself to a minimum of ONE Full Audit per annum of its operations by the Director/Designated Body. In addition, MISASA will subject itself to at least ONE internal review by the Quality Assurance Manager ((149.02.4(1)(b)) to ensure full compliance to the approved MOP.

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## 4. Procedures for recording findings & communication thereof

### 4.1 Internal Audits

4.1.1 Any findings identified during an internal audit by the Quality Assurance Manager will be recorded in writing and forwarded to the Accountable Manager who will then instruct the appropriate MISASA Management Committee member to rectify the deficiencies within a suitable time period.

4.1.2 The Accountable Manager will then sign off the finding once it has been rectified.

### 4.2 External Audits

4.2.1 Any finding found during an external audit by the Director/Designated Body will be submitted to the Accountable Manager by formal notification of such finding, in the form of an audit report, together with the required time frame, in which to rectify the finding.

4.2.2 The Accountable Manager will be responsible for the CAP in response to the finding.

## 5. Responsible Persons

5.1 Personnel that are employed or elected to serve on the MISASA Management Committee can be found in Annexure A of the MOP.

5.2 The requirements, qualifications, duties & responsibilities of key personnel as required by the regulations can be found in Section 5 of the MOP.

5.3 A competent person, who is qualified as a quality auditor, will be responsible for the quality control and will have direct access to the Accountable Manager on matters of airworthiness and aviation safety. The quality auditor is required to hold a valid QA certificate whilst on the Management Committee of the organisation.

## 6. Incidents, Occurrences and Complaints

6.1 Any incidents, occurrences or complaints of any nature must be brought to the attention of the Chairman/Accountable Manager and/or Safety Officer, as applicable, and be recorded by the Administration Officer.

6.2 These items due to the demographical nature of the MISASA Committee are to be discussed via the Management Committee WhatsApp Group. In addition, the items may be tabled for discussion at the next physical Management Committee meeting as a New Matter Arising.

6.3 The results of the discussions and recommended remedial action will be recorded by the Administration Officer and be actioned by the relevant committee member for attention and distribution to the members, if necessary.

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- 6.4 The same applies to any incident, occurrence and or complaint received from our members towards the Director and/or Designated Body.

## 7. Management Analysis

- 7.1 Any data accumulated during an audit period will be analysed by the MISASA Executive Committee and be presented at a Management Committee meeting prior to the AGM as the need may arise.
- 7.2 Statistical data regarding membership levels, safety incidents, occurrences and complaints will be discussed at this meeting and analysed.
- 7.3 This analysis will be tabled at the AGM or SGM called for that purpose.

## 8. Review Process

### 8.1 Internal review procedures

- 8.1.1 Data will be collected during the year by the MISASA committee and forward to the person responsible for administration of data for MISASA.
- 8.1.2 Data will be collated and presented to the Accountable Manager.
- 8.1.3 Data will be discussed and reviewed at committee meetings, if necessary.
- 8.1.4 Findings identified at the committee meeting will be actioned by assigning the finding to the relevant committee member for action.
- 8.1.5 A CAP will be drafted for any findings
- 8.1.6 The CAP will be signed off by the applicable committee member.
- 8.1.7 The CAP will be finally signed off by the Accountable Manager.

### 8.2 External audit review procedures

- 8.2.1 Findings identified at an audit by the Director/Designated Body in the form of an audit report, will be actioned by assigning the finding to the relevant committee member for action.
- 8.2.2 A CAP will be drafted for any findings.
- 8.2.3 The CAP will be submitted to the Director/Designated Body.
- 8.2.4 On finalisation the CAP will be signed off by the applicable committee member.
- 8.2.5 The CAP will be closed off by the Accountable Manager signing the CAP.

### 8.3 Director/ Designated Body Review Procedures

- 8.3.1 Any data collected during the year by the MISASA committee or its members where it relates to service levels, regulatory changes and/or compliance anomalies that might have a direct impact on MISASA and its members, will be tabled, discussed and resolved in the applicable format and forum, depending on the nature of the data.

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