



**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  
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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>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. 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 and Part 149 of the SA-CAR.



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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.

4.1.2 A committee meeting will be held to discuss the findings. The Accountable Manager will then instruct the appropriate MISASA Management Committee member to rectify the deficiencies within a suitable time period.

4.1.3 A CAP will be drafted for all findings. The committee member will then sign off the CAP once completed.

4.1.4 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 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 CAP will be drafted by the Quality Assurance Manager and submitted to the Accountable Manager.

4.2.3 Notification of the findings and the CAPs will be communicated to the committee.

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 Document MOP-DOC-001.

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.



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

## 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 The Quality Assurance System document QAS-DOC-001 will be reviewed annually after the AGM by the Accountable Manager to identify deficiencies and to identify whether the system needs to be improved or updated.
- 8.1.2 The organisation, its MOP and its supporting documents will be reviewed using the Quality Assurance System to ensure that all areas of the organisation have been audited.
- 8.1.3 The process will be followed as per paragraph 4 above until finalisation of the review process.



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