

# AVIATION AUDITOR MODULE

## *Qualification as Aviation Auditor*



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**November 9<sup>th</sup> – 11<sup>th</sup>, 2015**

- 1 Point of departure**
- 2 Module schedule**
- 3 Location and costs**
- 4 Lecturers**

## 1 Point of departure

The aerospace industry is not only a challenging one from the market and cost perspective, but it is also a strongly regulated industry. Barriers to enter this industry are high, because of certifications, which are demanded by the regulator for all technologies, products and components as well as services that are supplied to the aerospace industry. With this come complex and costly certification processes, risk management processes, quality management processes, etc.

In order to cope with these demanding challenges, the industry requires highly trained management personnel including qualified auditors to monitor quality and compliance processes.

This module will focus exactly on these challenges and includes the following courses:

- Introduction to quality and compliance management
- Regulations of Management Systems (ISO/EASA)
- Integrated Management Systems (aviation)
- Compliance Monitoring System (acc. GEN.200)
- Design and structure of EN ISO 19011 (guidelines for auditing management systems)
- Introduction to auditing
- Audit preparation
- Audit performance (conversation skills, interview techniques)
- Audit follow-up actions (evaluation, reporting)
- Communication and behavior during the Audit
- Group exercises, role playing, Discussion
- Audit-Software AMAS II (Aviation Management Audit System)

The topics will be handled in the courses by lectures, case study work and workshops, to ensure practical application besides theoretical understanding.

The course program was developed by the Center for Aviation Competence at the University of St.Gallen in collaboration with AeroEx GmbH.

## 2 Module schedule

### November 9<sup>th</sup>, 2015: Introduction

Time	Topic and content	Lecturer
8.15 – 8.30	Welcome and administration	Andreas Wittmer
8.30 – 10.00	Introduction to quality and compliance management	Joel Hencks
10.00 – 10.30	Coffee break	
10.30 – 12.00	Regulations of Management Systems (ISO/EASA)	Joel Hencks
12.00 – 13.00	Lunch break	
13.00 – 14.30	Design and structure of EN ISO 19011	Joel Hencks
14.30 – 15.00	Coffee break	
15.00 – 16.30	Group Exercise	
16.30 – 17.00	Summary and Discussion	
18.30	Networking Dinner (costs included in registration fee)	

### November 10<sup>th</sup>, 2015: Auditing

Time	Topic and content	Lecturer
8.30 – 10.00	Introduction to auditing	Joel Hencks
10.00 – 10.30	Coffee break	
10.30 – 12.00	Audit preparation	Joel Hencks
12.00 – 13.00	Lunch break	
13.00 – 14.30	Audit performance	Joel Hencks
14.30 – 15.00	Coffee break	
15.00 – 16.30	Group Exercise	
16.30 – 17.00	Summary and Discussion	

### November 11<sup>th</sup>, 2015: Audit System

Time	Topic and content	Lecturer
8.30 – 10.00	Audit follow-up actions (evaluation, reporting)	Joel Hencks
10.00 – 10.30	Coffee break	
10.30 – 12.00	Communication and behavior during the Audit	Joel Hencks
12.00 – 13.00	Lunch break	
13.00 – 14.30	Group Exercise	
14.30 – 15.00	Coffee break	
15.00 – 16.00	Group Exercise	
16:00 – 16.30	Audit-Software AMAS (Aviation Management Audit System)	Helmut Gottschalk
16.30 – 17.00	Summary and Discussion	Joel Hencks/ Andreas Wittmer

### 3 Location and costs

#### Costs:

Participation fee for Aviation Auditor Module includes **a certificate of participation** from the CFAC-HSG and the **title “Aviation Auditor”**

- **Regular participants CHF 2'900.-**
- **Supporter CFAC-HSG CHF 2'600.-**

**Location:** Radisson Blu Hotel, St.Gallen

- **Public transport to the hotel**

Take the train toward St. Gallen, and exit at the St. Gallen main station. Transfer to bus No. 3 toward Heiligkreuz (about a five-minute ride). Exit at the Schützengarten stop. The hotel is located just a few steps away.

- **Directions to the hotel from Zurich Airport**

The hotel is located 80 kilometers, or about a 50-minute drive, from the Zürich Airport. From the airport, take highway A1 to Winterthur/St. Gallen. Drive 75 kilometers. Then take the St. Gallen-St. Fiden exit. At the first crossroad, turn left and after 1,000 meters (at the next crossroad), turn left again. After 300 meters, the hotel is on the right.

## 4 Lecturers

**Dr. Andreas Wittmer**, Managing Director of the Center for Aviation Competence at the University of St. Gallen, Senior Lecturer at the University of St. Gallen, the Module University Vienna, University of Applied Sciences in Chur and Zurich University of Applied Sciences in Winterthur.

Professional experience:

- University of St. Gallen  
Center for Aviation Competence, Managing Director,
- University of St. Gallen  
Institute for Systemic Management and Public Governance, Vice Director
- University of St. Gallen  
Institute for Public Services and Tourism, Project Director  
Lecturer: Marketing Tutorials
- University of St. Gallen  
Institute for Public Services and Tourism, Research Associate (part time during 3 years)
- Lindberg International AS (DK)  
Country Manager Benelux and Switzerland (work on new branch in Brussels and Switzerland during 2 years)
- Lindberg International Aarhus (DK)  
Market Research Consultant (part time while student in Aarhus during 3 years)
- Aarhus School of Business (DK)  
Department of Economics, Research Associate (Research and Analysis) (1 year)
- Ludwig & Partner AG Internship as Marketing Researcher (3,5 month)
- Credit Suisse First Boston, Zurich  
2 years Investment Bookkeeping then 2 years on recall during my studies

More information about Andreas Wittmer:

[https://www.alexandria.unisg.ch/Personen/Person/W/Andreas\\_Wittmer](https://www.alexandria.unisg.ch/Personen/Person/W/Andreas_Wittmer)

**Joel Hencks**, Managing Director, AeroEx GmbH, official Partner of the Center for Aviation Competence at the University of St. Gallen.

Professional experience:

- 2006 European Aviation Safety Agency „EASA“- Expert in the field of Aviation Law for Flight Operation
- 2004 Accredited Auditor for Aviation Companies
- 2003 Referent for „Aviation Safety Management Systems“ and Air Law (Accredited by the „International Business Aviation Council“)
- 2001 Managing Director of Consulting companies in aviation with a focus on certification of aviation companies as well as management systems
- 1999 Captain of several plane types with different companies

More information about AeroEx: <http://www.aeroex.eu/>