	MOTORISED AVIATION AND GLIDING ASSOCIATION OF SOUTH AFRICA	MOP

MANUAL OF PROCEDURES

IN ACCORDANCE WITH PART 149 OF THE SOUTH AFRICAN CIVIL AVIATION
REGULATIONS, 2011 AS AMENDED

ARO APPROVAL NUMBER SACAA / ARO: 011

PHYSICAL ADDRESS

Hangar 14B

Springs Airfield

Main Reef Road South, Springs

CONTACT DETAILS

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1. Details and Approval

Title of Document: Revision and Amendment Number: Effective Date:	MANUAL OF PROCEDURES Revision number: 4 17 February 2023
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PROCESS	NAME	SIGNATURE	DATE
Prepared By	Mandy Whitecross		15 February 2023
Reviewed by the person responsible for quality control	Riaan Denner		16 February 2023
Reviewed by the Accountable Manager and Compliance Officer	Sean Flynn		16 February 2023
Approved by the South African Civil Aviation Authority	N de Lange SM:GAD		1 September 2023

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3. Amendment Record

AMENDMENT	AMENDMENT DATE	DESCRIPTION OF AMENDMENT	AMENDED BY
1	2020-06-30	Section completely revised for compliance to Part 149: <ul style="list-style-type: none"> Layout format from SACAA Template watermarked for MOGAS 	Mandy Whitecross
2	2022-05-31	Update of MOGAS MOP as per MOP TGM notice 15 Dec 2021	Mandy Whitecross
3	2023-02-15	Update organisation structure with new Quality and Safety Manager role	Mandy Whitecross


4. List of effective pages

PAGE	REVISION & AMENDMENT NO	EFFECTIVE DATE	PAGE	REVISION & AMENDMENT NO	EFFECTIVE DATE
1	3.0	31 May 2022	2	3.0	31 May 2022
3	3.0	31 May 2022	4	3.0	31 May 2022
5	3.0	31 May 2022	6	3.0	31 May 2022
7	4.0	17 Feb 2023	8	3.0	31 May 2022
9	3.0	31 May 2022	10	3.0	31 May 2022
11	3.0	31 May 2022	12	3.0	31 May 2022
13	4.0	17 Feb 2023	14	3.0	31 May 2022
15	3.0	31 May 2022	16	4.0	17 Feb 2023
17	3.0	31 May 2022	18	3.0	31 May 2022
19	3.0	31 May 2022	20	3.0	31 May 2022
21	3.0	31 May 2022	22	3.0	31 May 2022

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5. Statement

	SA-CATS 149.02.2. 1. (1)
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Statement by Accountable Manager SA-CATS 149.02.02(b)(1)

I **Sean Flynn**, ID Number **6410025208187** accept the Duties and Responsibilities as required by the **MOGAS** MOP or any included manual and Part 149 will be complied with at all times and further listed below.

I further state that as Accountable Manager of **MOGAS**, I know and understand the contents of this manual and all other manuals and documents referenced in this MOP, comply in accordance with document SA-CATS Part 149 (South African Civil Aviation Regulations and Technical Standards Part 149.)

This **MOGAS** MOP, contains a true and accurate reflection of our policies and procedures and will demonstrate the methods and procedures used for ongoing compliance of Part 149.

- This manual will be complied with and adhered to at all times.
- **MOGAS** is committed to good corporate governance principles and practices.
- **MOGAS** and its members will not conduct commercial and unauthorised operations under the name or auspices of the ARO; that the ARO exists to promote safety and development of the aviation recreation discipline.

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Mission Statement

It is the aim of **MOGAS** to act responsibly as an ARO for members operating conventionally controlled non-type certified aircraft of all types within the recreational aviation industry with specific reference to Motorised Gliders, Light Sport Aircraft, conventionally controlled Microlight, Weight shift Microlight and Gliders of all forms in South Africa.

To monitor safety standards relating to recreational aviation:

1. Where applicable, monitor and propose changes in standards for the operation of or airworthiness of aircraft involved in recreational aviation.
2. Advise the SACAA of such safety standards, or the improvement thereof.

To analyse accident data provided by SACAA for the promotion of safety of its members.

To further aviation and related activities within the fields of aviation falling under **MOGAS**.

To play an active part in the regulation of aviation activities through representation at CARCOM and or NASCOM, and any other body which may impact on the regulation of the aviation activities which fall under the scope of this ARO.

To promote airmanship and safety awareness.

To co-operate and associate, with any other body of similar nature in fulfilling the objectives of **MOGAS**.


To provide members with collective representation in all matters affecting them.

MOGAS shall be a non-profit and non-political organization and shall not exercise or support any sexual, racial or any other discrimination of any nature what so ever.

To suggest, advise upon and oversee the aviation related activities of members where possible and to apply disciplinary procedures where required as per the approved guidelines, regulations, by-laws and or MOP.


To carry out such other activities as may be agreed with the Director for Civil Aviation in terms of Part 149 as the case may be, from time to time.

To promote and/or participate in events organised by **MOGAS** and any other such organisation.

SIGNED:		DATE
ACCOUNTABLE MANAGER:	Sean Flynn	16 February 2023


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6. Personnel

	SA-CATS 149.02.2. 1. (2)
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i. Titles and Names

Title	Name
Chairman	Gary Whitecross
Accountable Manager	Sean Flynn
Compliance Manager	Sean Flynn
Quality Assurance Manager	Riaan Denner
Safety Manager	Riaan Denner
Secretary	Mandy Whitecross
Treasurer	Mandy Whitecross

	SA-CATS 149.02.2. 1 (8)(a) and SACAR 149.02.4
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ii. Procedure for initially assessing personnel authorised by the ARO

Selection of Personnel

Personnel will be selected from nominations submitted by members when called for, or as necessary at an Annual General Meeting, or as necessary to fill the position due to unforeseen circumstances where the position has become vacant.

Assessment of suitability and skills

The suitability of personnel will be assessed by and in order of:

- Experience in the industry or similar role in another industry
- Qualification if necessary and/or by experience
- Willingness to grow and sustain the industry

Skill requirement

The candidate must have, in the opinion of the Accountable Manager and in conjunction with the Chairman, possess the skills necessary to perform the duties expected of that person for that position.

Once the candidate has fulfilled all the requirements, the Executive Committee of **MOGAS** will appoint the candidate who will sign and accept their duties and responsibilities.

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iii. **Procedure for maintaining the competence of those personnel authorised by the ARO**

1. Provide where necessary, suitable training for the personnel in the form of enrolment in an industry accredited training courses at least once a year.
2. Attend workshops and seminars from time to time, scheduled by SACAA.
3. Provide access to industry specialist for assistance to assist the personnel where skills are currently falling short.

iv. **PROCEDURES WHICH THE HOLDER OF APPROVAL IS AUTHORISED TO ESTABLISH AND ADMINISTER**

Not applicable

7. Duties and responsibilities of the personnel specified 7

	SA-CATS 149.02.2. 1. (3)
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This section will outline the duties and responsibilities of the personnel specified in section 6. These duties and responsibilities will include matters for which they have responsibility to the Director of Civil Aviation on behalf of the ARO.

i. **Duties and responsibilities of the senior person identified as the Accountable Manager and Compliance Manager**

Duties

1. Ensure that the appropriate action is taken by the Executive Committee to ensure compliance with Part 149.
2. Ensure that all statutory requirements are met by the Executive Committee.
3. Ensure that renewal of ARO documents are sent to SACAA timeously.
4. Perform ad-hoc internal audits of the **MOGAS** systems in place are carried out at least twice per annum over and above the annual SACAA audit.
5. Ensure that any findings and observations are dealt with in an expedient manner.
6. Monitor any suspensions or disciplinary procedures.
7. Accept the Duties and Responsibilities as required by the **MOGAS** MOP and QAS

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Responsibilities

1. Is responsible for the action taken by the Executive Committee to ensure compliance is in-line with Part 149.
2. Is responsible for the statutory requirements of the organisation.
3. Responsible for monitoring currency of documents and approvals at SACAA.
4. Responsible to perform Ad-Hoc audits at least twice per annum.
5. Responsible for corrections of any audit findings and observations.
6. To maintain communication between SACAA and **MOGAS** and initially deals with all complaints addressed to **MOGAS** either in person, or ensures that the correct person has dealt with the complaint satisfactorily.

ii. Duties and responsibilities of the person identified as Quality Assurance and Safety Manager

Duties

1. Will maintain the QA system across the full spectrum of **MOGAS** operations and its personnel.
2. The QAM will move freely within the organization and interview personnel on any operational activities within **MOGAS** when necessary.

Responsibilities

1. Monitor compliance with, and the adequacy of, procedures required to ensure safe operational practices.
2. Monitor activity in all the fields of oversight within **MOGAS**.
3. Holding meetings with the Chairman, Accountable Manager and other key personnel, to discuss the progress of the achievement of the **MOGAS** quality objectives, as well as deviations.
4. Report non-compliances and non-conformances to the Accountable Manager.
5. Recommend preventative actions to the Accountable Manager that will serve to counter and rectify non-compliance and non-conformance with the aviation regulations and company procedures that have been brought to the attention of the QAM.
6. Issue corrective action requests after non-compliance with aviation regulations and organisation procedures has been detected – whether by means of a formal audit or any other means.
7. Make suggestions to the Chairman and Accountable Manager to enhance the effectiveness of **MOGAS** QA and Safety standards, measures and interventions.
8. Establishing, implementing, maintaining, continuously renewing and improving a QA and Safety Program.
9. Conducting QA audits as directed by the QAS in this manual.

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10. Auditing the content of this manual when indicated by the QAS and arranging for amendments to be made to this manual with the SQUAR committee.
11. Giving full commitment to matters affecting QA and Safety issues of **MOGAS**, personnel and its members.
12. Ensuring the proper maintenance and storage of records of a general nature, concerning all QA and Safety matters affecting **MOGAS**.
13. Has direct access to the Chairman and Accountable Manager.
14. Accept the Duties and Responsibilities as required by the **MOGAS** MOP and QAS.

iii. **Duties and responsibilities of adequate personnel to carry out and supervise the aviation recreation covered by the application**

Chairman

Duties

1. Promote the goals of **MOGAS**, and have the interests of **MOGAS** and recreational aviation in general at heart.
2. Attend required meetings scheduled by SACAA.
3. Monitor the work performed by the Executive Committee as well as persons performing contractual services to **MOGAS**.
4. In charge of communication between SACAA and **MOGAS** and initially deals with all complaints addressed to **MOGAS** either in person, or ensures that the correct person has dealt with the complaint satisfactorily.
5. Travel to all necessary events, meetings and locations in South Africa, in line with the aims and goals and to the benefit of the organization and all its members or arrange for a **MOGAS** representative to attend in his/her stead.
6. Chair meetings and oversee internal audits with the SQUAR committee.
7. Oversee any suspensions or disciplinary procedures.
8. Accept the Duties and Responsibilities as required by the **MOGAS** MOP and QAS.

Safety Manager

Duties

1. Stays up to date on all developments in aviation safety, which falls under the scope of the ARO.
2. Gives appropriate safety feedback to its members.
3. Has direct access to the Chairman and Accountable Manager.
4. Will maintain the necessary records in the incident and accident database.
5. Will deal directly with any members where complaints on safety issues have been raised.

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Secretary

Duties

1. Send out notices of all required meetings i.e. AGM, SGM, Executive Committee meetings.
2. Take minutes of all meetings and distribute.
3. Report directly to the Chairman and Accountable Manager.
4. Maintain the necessary records in the membership database.
5. Deal directly with any members in connection with their membership.
6. Prepare all member communication, when required, on relevant platforms.
7. Accept the Duties and Responsibilities as required by the **MOGAS** MOP and QAS

Treasurer

Duties


1. Maintain a set of auditable books indicating the financial position of the organisation.
2. Maintain and be co-signatory with the Accountable Manager on all organisation bank accounts.
3. Report the financial position of the organisation at Annual General Meeting or upon Audit request.
4. Ensure membership fee invoices are raised and distributed.
5. Enrol new members.
6. Deal directly with members in connection with membership fees queries.
7. Make payments of necessary accounts as agreed upon by the Executive Committee.
8. Accept the Duties and Responsibilities as required by the **MOGAS** MOP and QAS

Responsibilities

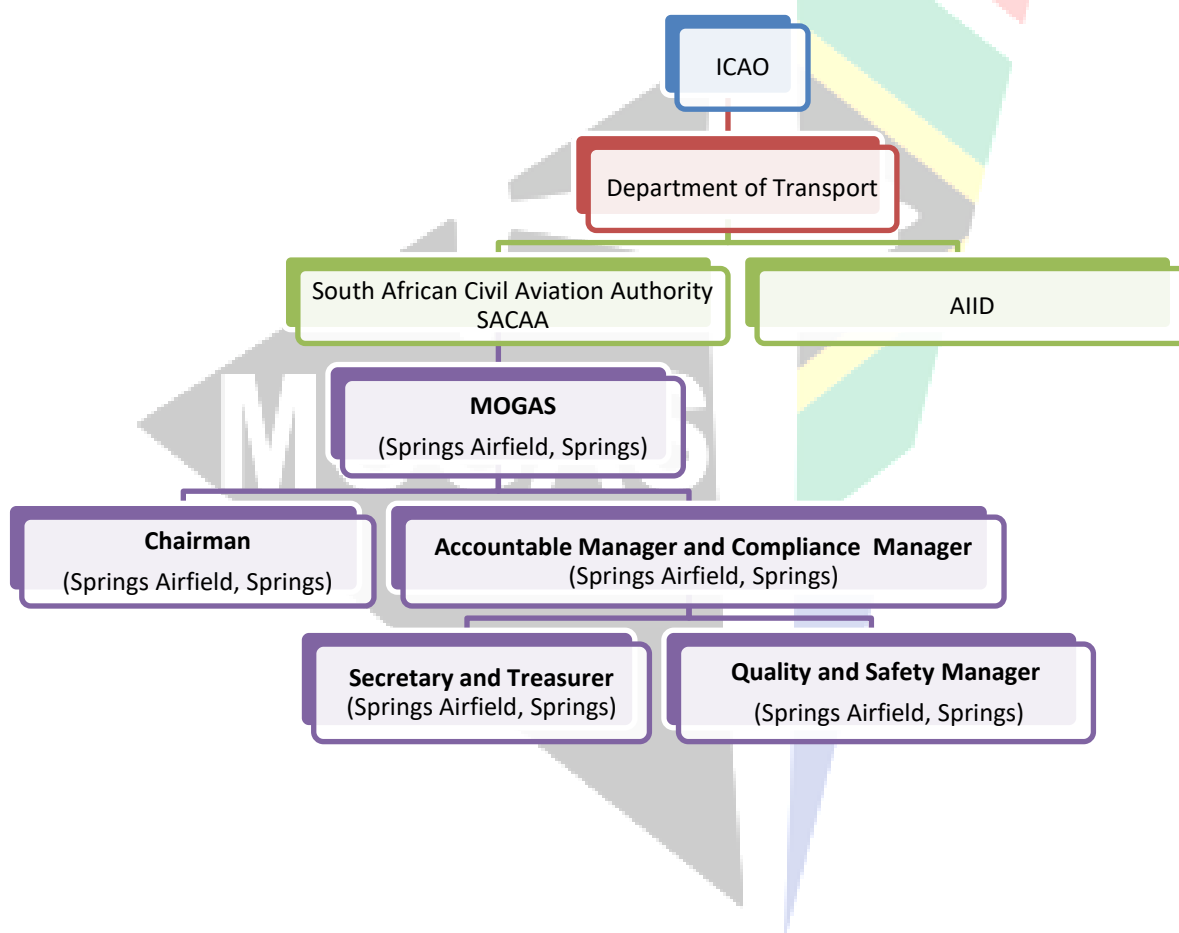
The responsibilities of any other adequate personnel to carry out and supervise the aviation recreation covered by the application are listed in their duties.

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8. Organisational Chart 8

	SA-CATS 149.02.2. 1. (4)
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This section will include an organisational chart showing lines of responsibility of the personnel specified in section 6 (as per SA-CAR 149.02.4) and extending to each location as detailed in section 9.



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9. Locations 9

	SA-CATS 149.02.2. 1. (5)
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This section will include details of those locations where members or personnel of the organisation are to exercise functions or powers delegated by the Director of Civil Aviation.

Location	Members or personnel	Function	Powers delegated
Hangar 14B Springs Airfield Springs	Gary Whitecross Sean Flynn Riaan Denner Mandy Whitecross	Duties and responsibilities as listed in this MOP	SACAA has not delegated any powers

10. Resources 10

	SA-CATS 149.02.2. 1. (6)
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This section will include a summary of the resources and the scope of activity [the scope of activity is the applicable operation and relevant activities] to be conducted at each location listed under section 9.

Location	Summary of the Resources	Scope of activity
Hangar 14B Springs Airfield Springs	<ul style="list-style-type: none"> Computer System Personnel time Website Facebook page WhatsApp group Email Member database Bank account Mogas Administration System 	<ul style="list-style-type: none"> Data Entry point Record Storage point Internet connection
Easyweb Internet Data Centre	Cloud storage of MOGAS administration System	Cloud Data Storage Point for administration system

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11. Authorisations or delegations granted

	SA-CATS 149.02.2. 1 (7)
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The SACAA has not conferred any powers of authority on **MOGAS** at this time.

12. Quality Assurance System

	SA-CATS 149.02.2. 1 (8)(b) and SA-CATS 149.02.3. 1
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1. Level of Quality

The level of quality that **MOGAS** is committed to is as follows:

i. COMPLIANCE COMMITMENT

Commitment to compliance to the following legislative and other publications, as amended:

- Civil Aviation Regulations, 2011, inclusive of their associated Technical Standards, relating to PART 149 requirements.
- MOGAS Manual of Procedures.

ii. PRODUCT SUITABILITY AND EFFECTIVENESS

The QAM will be required to perform at least 2 annual reviews of the MOGAS MOP to determine:

- Compliance with the relevant regulatory requirements.
- Compliance of MOGAS operations conformance to the MOP.
- Suitability of effectiveness of MOGAS procedures.
- Effectiveness of the SQMS system.

iii. ACHIEVEMENT OF GOALS AND OBJECTIVES

Maintain a Safety and Quality Management System (SQMS) to effectively manage and control records of all documentation including, but not limited to:

- MOGAS manuals
- Risk assessments.
- Audits conducted.
- Non – compliances or conformances.
- Notification system (TAG) system.

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- Safety Talks.
- Meeting minutes.
- Member database.
- ARO Approval requirements and renewal.
- Financial statements

iv. COMMUNICATION AND IMPROVEMENT

Ensure that a Safety and Quality Review (SQUAR) committee be established.

- The function of the SQUAR will be to:
 - Ensure that relevant personnel are kept up to date with all safety and quality events, as well as the status of all aspects of the SQMS.
 - It will serve to resolve any issues that the QAM or other SQUAR members may raise to improve effective quality control.
 - Ensure that the SQMS maintains continuous improvement by awareness and review of safety and quality deficiencies.
 - Meet at least twice annually. Records of the SQUAR activity are to be maintained in the SQMS, within the MAS.
- The SQUAR will be comprised of the following minimum members:
 - Chairman of MOGAS.
 - Accountable Manager.
 - Quality Assurance Manager (meeting chairman).
 - Other relevant personnel.

v. ACCEPTABLE LEVEL OF DEFECT

No quality system ever attains a zero-defect status. However, it is important to ensure that continuous improvement is maintained.

MOGAS will therefore establish baseline values for quality and establish continuous improvement targets to be achieved.

Defect levels will be classified as follows:

- Possibly Acceptable or minor defects.
- Undesirable or major defects.
- Needs attention or critical defects.

MOGAS will accept “Possibly acceptable” defect levels. All other levels of defect will require a time-based correction based on the severity of the defect.

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2. Internal reviews

i. REGULATORY AUDITS

MOGAS will ensure that it complies with the required audits of its operations by the SACAA.

ii. INTERNAL AUDITS

Perform internal sampling audits, at least twice annually. Areas of audits should cover:

- MOGAS manuals
- Non – compliances or conformance CAP implementations.
- Notification system (TAG) system.
- ARO Approval requirements and renewal.
- Financial statements
- Compliance with the relevant regulatory requirements.
- Compliance of MOGAS operations conformance to the MOP.
- Suitability of effectiveness of MOGAS procedures.
- Effectiveness of the SQMS system.

3. Procedure to record the findings and communicate them to management

- i. Any breach of procedures identified in either internal or external audits will be recorded in MAS by means of a Non-compliance report (NCR).
- ii. All NCR's must be completed by the person assigned on MAS as the responsible person for close out complied by due dates indicated.
- iii. The Accountable Manager is to approve each NCR on close out by the Quality Assurance Manager (QAM).
- iv. Reported Incidents that are classed as reportable to SACAA will be forwarded by the QAM if they were not reported by the reporter. Evidence of reporting is to be recorded on MAS.

4. RESPONSIBLE PERSONS

- i. The MOGAS Accountable Manager will hold ultimate responsibility for ensuring the implementation and management of the SQMS.
- ii. The MOGAS QAM will be responsible for the day to day management of the SQMS and ensure it meets the defined level of quality.

Responsible Persons	Areas of responsibilities
Accountable Manager	Sean Flynn
Quality Assurance Manager	Riaan Denner

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5. OTHER QUALITY INDICATORS

1. Facility malfunction
2. Incidents
3. Occurrences
4. Complaints
5. Defects

5.1 to 5.5 outlined below:

Reports of malfunction, incidents, safety occurrences or complains of any nature can be filed by any member on MAS. These will be processed by the QAM and all reports will be discussed at the next Executive Committee meeting.

- i. The results of the discussions and recommended remedial action will be forwarded to the relevant personnel for attention and distribution to the members if necessary, by means of a TAG event. The TAGS are colour coded according to urgency:
 - **RED TAGS** – Issued when an item is identified that may be critical to safe operations.
 - **YELLOW TAGS** – These are events that affect operations but are not critical to safety.
 - **GREEN TAGS** – These do not affect operations but are issued as cautionaries to identified risks outside of the organisation operations and safety sphere.

Note: A report encompassing the above quality indicators (12.5.1 – 12.5.5) must be submitted to the CAA within 14 days ensuing each calendar year quarter. (Ending March, June, September, December of each year).

6. Procedures for management analysis and overview

- i. Create audit schedule
- ii. Create audit summary
- iii. Perform GAP analysis on audit items

7. Procedures for rectifying any deficiencies

- i. Non-compliance / non-conformance

A Non-compliance Report (NCR) is issued in the case of a finding raised during a safety or quality internal audit. They can also be issued when there is a failure to comply with published processes and procedures, or when there is a failure to comply with other deadlines or target dates set, for example in Occurrence Corrective Actions.

The process of closing out internal **MOGAS** NCR's must not be confused with the close out process of SACAA non-compliances.

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ii. NCR Types

Non-compliances issued for these audits are managed in accordance with the relevant 3rd party requirements. These non-compliances are loaded on MAS and their close out management is the responsibility of the QAM.

The MOGAS NCR does not require a separate document for the Corrective Action Plan (CAP). Both the NCR and the CAP are incorporated into a single document to improve controllability. To avoid confusion, the same document is used for both safety and quality NCR's and CAP's.

iii. NCR Management

The NCR is issued for completion by the responsible person for completing the NCR. An NCR record is then created in MAS and managed as follows.

NCR information required

- NCR reference
- Section the NCR applies to
- What the NCR relates to e.g. Audit Number
- NCR issuing Department (safety or quality)
- Status of:
 - Root Cause Analysis
 - Short-term CAP Status, due date and close out date
 - Long-term CAP status, due date and Close out date
- Person Responsible for Close Out
- NCR Issue Date
- NCR Notification email (if applicable)
- Completed NCR Due Date
- NCR Received Date
- Copy of NCR (once completed, signed and received)
- Supporting Documents (where applicable)
- AM approval on close out.

iv. Completion of NCR

The person completing the NCR is responsible for supplying the following information on the NCR:

- The Root Cause Analysis.
- The Short-term Corrective Action.
- The date of completion of the Short-term Corrective Action.
- The Long-term Corrective Action.
- The date of completion of the Long-term Corrective Action.
- Name, Signature and Date of person responsible for CAP's.

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v. NCR completion time limitations

Two time frames are defined for NCR management. The first time frame is for the completion and submission of the issued NCR to the relevant party.

The second time frame is entered into the short and long term CAPs by the person responsible for implementing the CAP. However, these time frames may not exceed those defined in the table below. Acceptance of the time frame requested is at the discretion of the responsible person issuing the NCR.

NCR completion and submission time frames:

NCR FINDING SEVERITY	TIME LIMITATION FOR SUBMISSION
Minor (Level 3)	30 days
Major (Level 2)	14 days
Severe (Level 1)	24 hours

NCR – Corrective Action Plan implementation time frames:

NCR FINDING SEVERITY	TIME FRAME FOR IMPLEMENTATION
Minor (Level 3)	
Short term CAP	Not exceeding 30 days
Long term CAP	Not exceeding 120 days
Major (Level 2)	
Short term CAP	Not exceeding 14 days
Long term CAP	Not exceeding 60 days
Severe (Level 1)	
Short term CAP	Not exceeding 7 days
Long term CAP	Not exceeding 30 days

vi. Failure to comply with NCR requirements

If the responsible person for close out fails to close out the CAP or fails to submit an issued NCR by due date, the NCR will be escalated to the AM. The escalation action taken by the AM must be recorded in the escalation section of the NCR in MAS.

The AM must ensure that the item is finalized and closed out within 7 days of notification of the escalation. The person who raised the NCR is responsible for notifying the AM of the escalation.

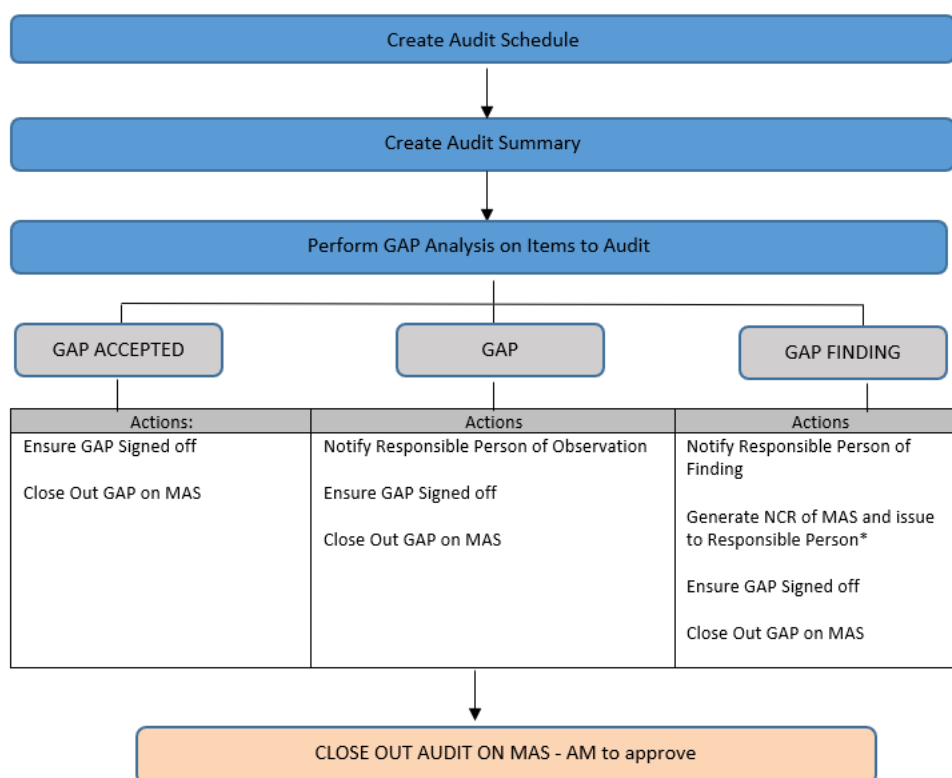
Failure by the AM to comply with such NCR escalation will result in reporting of NCR to SACAA.

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vii. CAA Inspections and Review Process

All data and findings accumulated during an audit will be reviewed by the SQUAR committee subsequent to an audit and a Corrective Action Plan if necessary, will be prepared for the SACAA, as the case may be in the format prescribed by the SACAA.

8. Procedures for documenting the complete review process



* **NOTE:** The audit can be closed out with a finding as the implementation of a CAP will be completed by an NCR.

9. Adoption of Quality Assurance System

If the responsible person for close out of audit findings fails to do so, this shall be escalated to the SQUAR committee to ensure the finding is closed within an agreed time frame and presented to the Executive Committee for approval and sign off.

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13. Control, amend and distribution

MOP control

Control copies of this manual will be kept as per the manual distribution table. This ARO will keep at least one complete and current copy of its MOP referred to in regulation 149.02.2, at each recreation facility specified in the MOP.

Distribution and availability

The MOP may be maintained in electronic format or hard copy, provided that all relevant persons have immediate access to the document. The table below may be used as a register detailing its distribution.

The manual is distributed to the personnel and entities mentioned in the following table:

COPY	PERSON/ORGANISATION/AUTHORITY	LOCATION
1	South African Civil Aviation Authority	Offices of the SACAA
2	MOGAS (Master)	MOGAS: Head Office
3	Senior person identified as the Accountable Manager and Compliance Manager	Hangar 14B Springs Airfield Springs
4	A competent person who is responsible for quality control	Hangar 14B Springs Airfield Springs
5	Easyweb Internet Data Centre	Cloud storage of MOGAS administration System
6	Adequate personnel to carry out and supervise the aviation recreation covered by the application	Hangar 14B Springs Airfield Springs

Issuing of amendments

Any amendment to the MOP must be approved by the SACAA before implementation by the ARO. Amended versions of the manual may be distributed electronically to all members and personnel.

Once the ARO has received the SACAA approved amendments, all ARO members and personnel must indicate that they have read and understood the amendments.

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14. ANNEXURE A

SPECIAL AIR EVENTS AND COMPETITIONS PROCEDURES:

MOGAS does not conduct any special events, competitions or air shows.



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