

Chapter 4

QUALITY MANAGEMENT SYSTEMS IN CIVIL AVIATION SECTOR: AS/EN 9100 QUALITY MANAGEMENT SYSTEM

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1. INTRODUCTION

Civil aviation has become a rapidly growing sector as a result of globalization and technological developments. Increasing competition in the growing sector has brought customer satisfaction to the fore. Besides, the number of aircraft and flights, which increased with the sector's growth, led to an increase in safety concerns. Although civil air transport seems to be the safest form of transportation when the number of accidents are compared with variables such as distance, number of flights and number of passengers and the high mortality rate in accidents has brought to the fore the need for quality management systems in the civil aviation sector. In short, it has become a necessity for all stakeholders to use quality management systems to maximize safety, reliability, and customer satisfaction in the globalizing civil aviation industry.

The notion of quality is a subjective concept. Because quality; It can change according to the needs and anticipations of institutions or people. Therefore, the most widely used definition; It emerges as "the suitability of a product or service for a specific need and use (ICAO, 2010)". Due to the unique structure of each sector, the quality expectations of the customers will also be different. An example is flavor, expiry date, packaging, etc. in the food industry. While concepts are criteria of quality; Safe, timely and comfortable flight service emerges as a quality criterion in the aviation industry.

Quality management is a coordinated activity that directs and inspects an organization to quality. Quality management includes the establishment of elements such as quality policy, quality target, quality planning, quality control, quality assurance and quality improvement in accordance with the offered product. It is the responsibility of senior management to define the quality policy, to prove its commitment, to meet customer requirements, and to train employees

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