

## Post-Audit Survey Results - Airlines

### Survey Description

Following CAA audits participants are given the opportunity to provide feedback in the form of post audit surveys.

Each survey targets three areas of CAA safety audits:

- a) Fairness and reasonableness;
- b) Efficiency; and
- c) Effectiveness (with special regard to their effectiveness at identifying and targeting the particular risks facing the subject of each audit).

This document presents the results of the post audit surveys undertaken in the aviation security sector. The time period for the data ranges from the beginning of 2015 to the end of 2017.

### Response Data

**Please indicate which certificate(s) you hold from those listed below:**

| Answer Choices                    | Responses       |           |
|-----------------------------------|-----------------|-----------|
| Part 121 operations               | 21.67%          | 13        |
| Part 125 operations               | 26.67%          | 16        |
| Part 129 operations               | 0.00%           | 0         |
| Part 135 operations               | 45.00%          | 27        |
| Part 141 training operations      | 18.33%          | 11        |
| Part 145 maintenance operations   | 46.67%          | 28        |
| Part 146 design operations        | 8.33%           | 5         |
| Part 148 manufacturing operations | 11.67%          | 7         |
| Other (please specify)            | 8.33%           | 5         |
|                                   | <b>Answered</b> | <b>60</b> |
|                                   | <b>Skipped</b>  | <b>0</b>  |

**What is your role(s) in the organisation?**

| Answer Choices            | Responses       |           |
|---------------------------|-----------------|-----------|
| CEO                       | 25.00%          | 15        |
| Chief pilot               | 15.00%          | 9         |
| Quality assurance manager | 48.33%          | 29        |
| Other senior person       | 21.67%          | 13        |
| Pilot                     | 5.00%           | 3         |
| Maintenance engineer      | 11.67%          | 7         |
| Other (please specify)    | 5.00%           | 3         |
|                           | <b>Answered</b> | <b>60</b> |
|                           | <b>Skipped</b>  | <b>0</b>  |

**Which type(s) of aircraft do you operate or work with?**

| Answer Choices         | Responses       |           |
|------------------------|-----------------|-----------|
| Fixed wing             | 60.34%          | 35        |
| Helicopter             | 15.52%          | 9         |
| Mixed fleet            | 12.07%          | 7         |
| Other (please specify) | 12.07%          | 7         |
|                        | <b>Answered</b> | <b>58</b> |
|                        | <b>Skipped</b>  | <b>2</b>  |

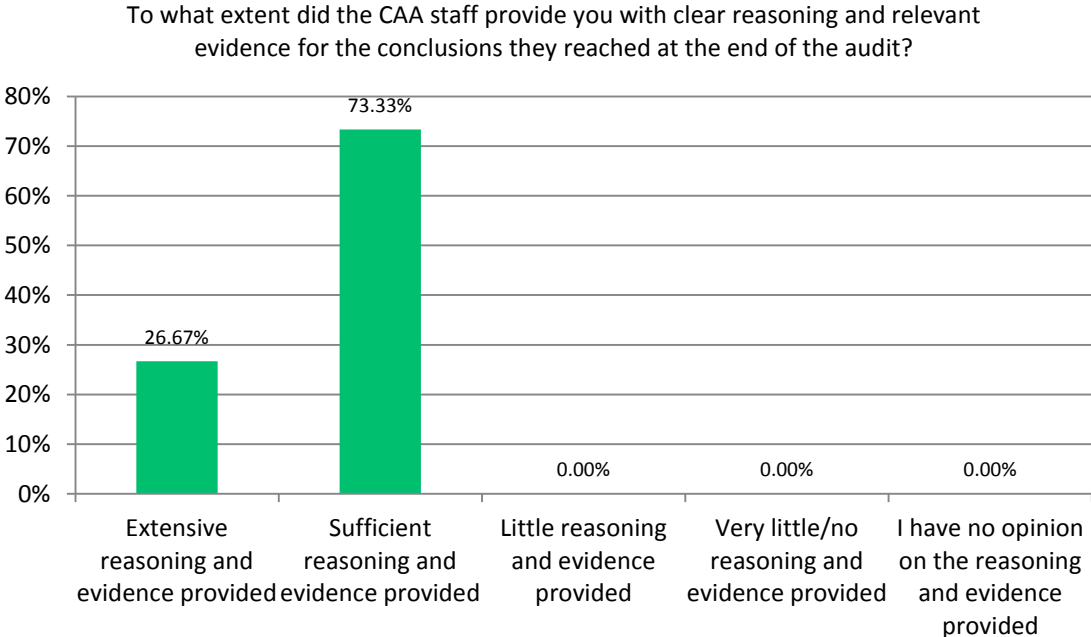
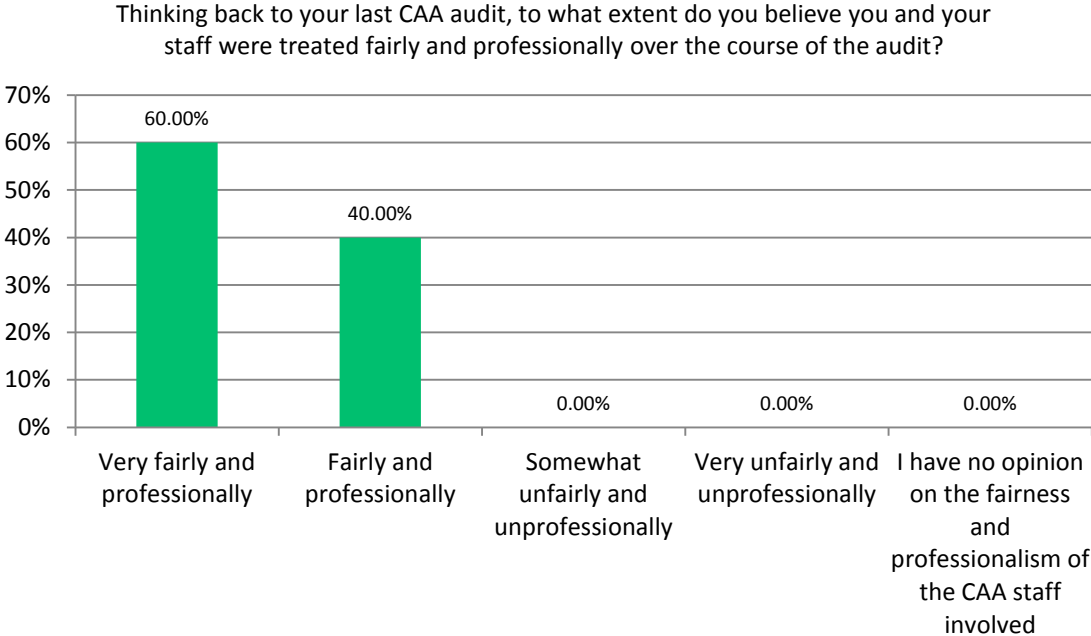
**What is the size of your fleet?**

| Answer Choices    | Responses       |           |
|-------------------|-----------------|-----------|
| 1-2 aircraft      | 13.33%          | 8         |
| 3-7 aircraft      | 30.00%          | 18        |
| 8-12 aircraft     | 5.00%           | 3         |
| 13+ aircraft      | 21.67%          | 13        |
| N/A (no aircraft) | 30.00%          | 18        |
|                   | <b>Answered</b> | <b>60</b> |
|                   | <b>Skipped</b>  | <b>0</b>  |

**What operation type(s) do you or your organisation mainly perform? (Select multiple types if necessary)**

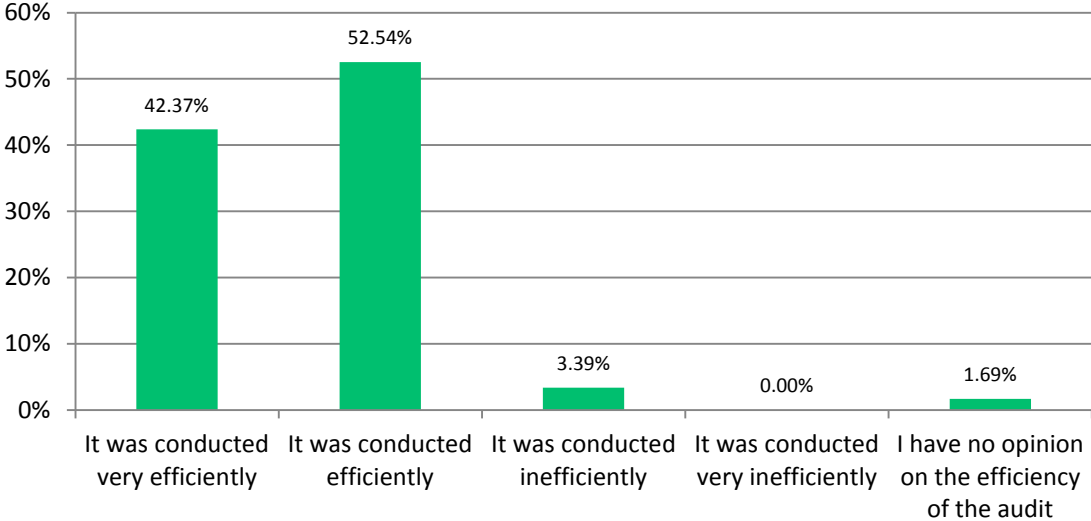
| Answer Choices                                  | Responses       |           |
|---|-----------------|-----------|
| Passenger transport                             | 46.67%          | 28        |
| A to A scenic flights                           | 33.33%          | 20        |
| Other commercial work (photography, cargo, etc) | 23.33%          | 14        |
| Training  | 13.33%          | 8         |
| Aircraft maintenance and repair                 | 50.00%          | 30        |
| Aircraft design and/or manufacture              | 8.33%           | 5         |
| Other (please specify)                          | 13.33%          | 8         |
|   | <b>Answered</b> | <b>60</b> |
|   | <b>Skipped</b>  | <b>0</b>  |

### Survey Results – Fairness and Reasonableness

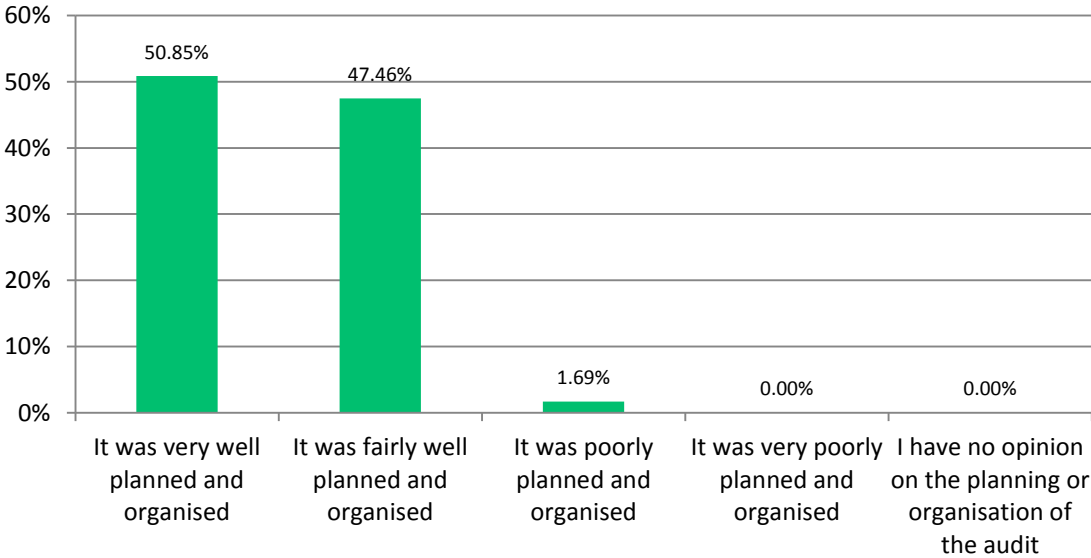


**Survey Results – Efficiency**

Thinking back to your last audit, to what extent do you think the CAA staff operated efficiently during the audit, with regard to the time the audit took and the material that was covered?

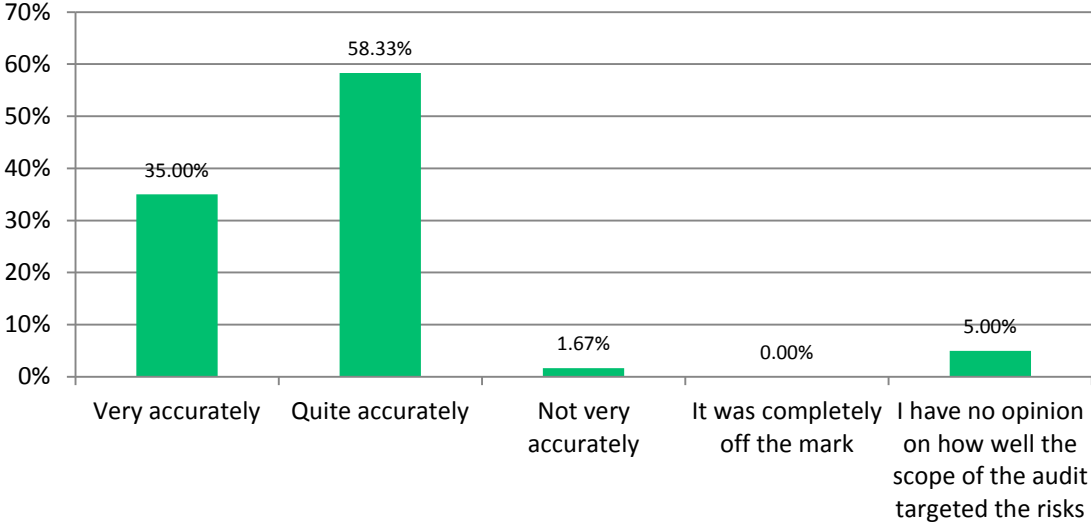


To what extent do you think the audit had been well planned and organised by the CAA staff involved?

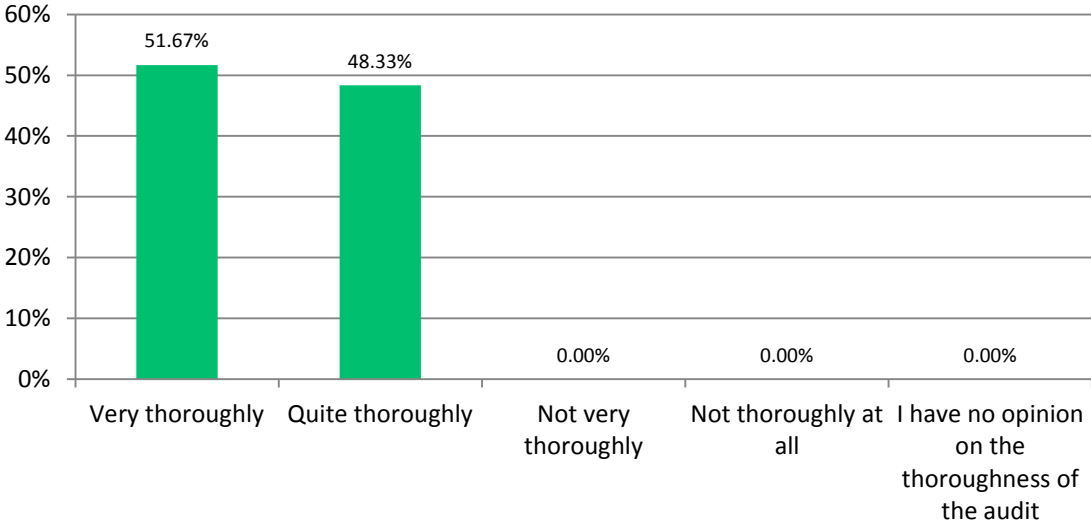


**Survey Results – Effectiveness**

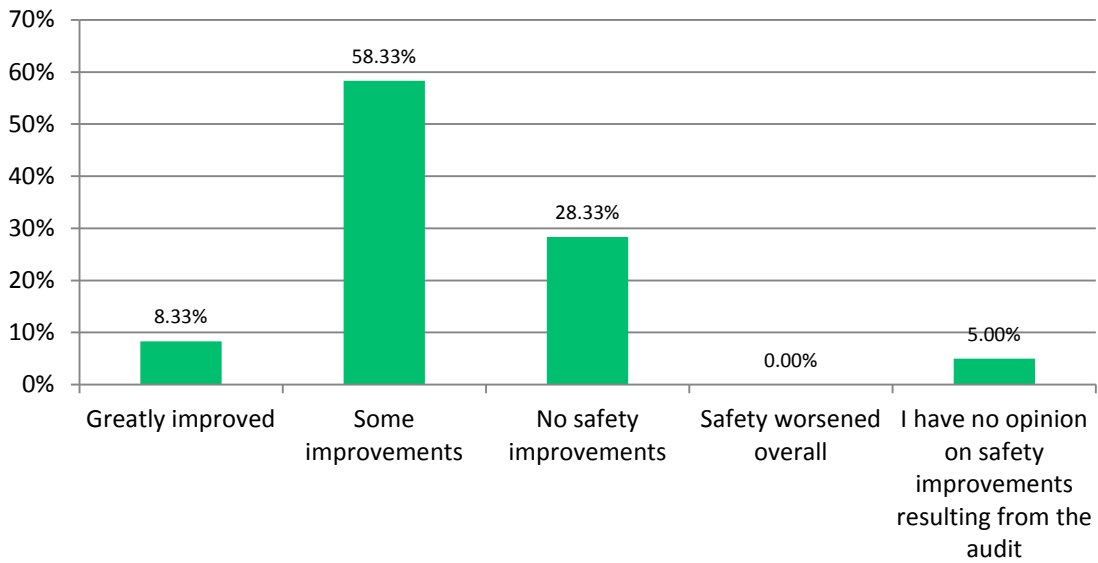
To what extent do you believe the scope of the CAA's audit of your operation accurately targeted the main risks your operation actually faced at the time of the audit?



During the audit, how thoroughly do you feel the CAA staff assessed your compliance with Civil Aviation rules and your exposition in the areas they said they would be looking at?



To what extent do you feel the audit has improved the safety performance of your organisation?



Turning to the aviation sector you operate in (e.g air transport sector, training sector, etc) to what extent do you feel that CAA audits improve the safety performance of the sector as a whole?

