



## 1. Purpose

This documents the audit process for the Kalitta Charters Operations and QMS.

## 2. Scope

- Operational processes
- Quality Management System

## 3. Policy

### 3.1 Operational Audits

Purpose:

- Review and evaluate the reliability and soundness of its internal control system.
- Ascertain the degree of compliance with established standards, policies, and procedures.
- Minimize losses and maximize profits.
- Provide informed results to management on next steps and growth opportunities.
- Seek opportunities for improvement in the existing systems.

Type of Audit: Charter On-Time Performance

When to audit: Quarterly

What to audit: A report will be run from our flight following software to track on-time taxi performance for the preceding quarter.

Audit steps: A report will be run from our flight following software and a percentage will be calculated to compare total legs flown to total legs delayed, cargo legs flown to cargo legs delayed, air ambulance legs flown to air ambulance legs delayed, and passenger legs flown to passenger legs delayed.

Type of Audit: Controllable Errors

When to audit: Quarterly

What to audit: Resource management, Maintenance events, Flight Follower errors, Sales errors

Audit steps: We will review the CAPA forms/log, the operations and sales shared email inboxes, call recordings, flight tracking sheets, aircraft log sheets, and reports from our flight following software.



Type of Audit: Corrective Action and Preventative Action (CAPA) Counts

When to audit: Quarterly

What to audit: CAPA Forms and CAPA Log

Audit steps: Each calendar quarter, a review of the CAPA log, along with the associated CAPA forms and any supporting documents, will be done by the Quality Leader or their designee.

### 3.2 QMS Audit

Purpose:

- Assess Kalitta Charters support and continual improvement regarding its QMS.

When to Audit: Once per year.

What to Audit: QMS and related components to include, but not limited to:

- Manuals and SOPS and associated revision controls
- Record control
- CAPA program and records
- Training program and records

### 3.3 Auditor

The auditor can be the Quality Leader and/or the Quality Team. It can also be someone in the Leadership team. Preferably, the QMS audit is performed by an outside party annually. This can be done remotely.

