

Air Navigation Services

Safety BITes

04/2015



Department of Civil Aviation Malaysia
Air Traffic Inspectorate Division
safetybites@dca.gov.my

(For circulation within ANS Providers ONLY)

This newsletter is issued by the Air Traffic Inspectorate Division (BIT) as an information tool to disseminate, alert and educate ANS Providers, in a systemic way, of essential information only, as quickly and clearly as possible.

To locate, view, and download individual newsletter, login to :

http://www.dca.gov.my/Division/Air_Traffic_Inspectorate/Air_Traffic_Inspectorate_SafetyBITes.html

FEEDBACK BY ATS PROVIDERS TO BIT

15 SEPTEMBER 2015

This Division has established and implemented a quality assurance system (QAS) since 15 May 2015. The QAS is designed to address an ATS Provider-BIT communication channel, and for the BIT's internal evaluation which includes the process for self-corrective actions.

One of the processes in the QAS is a feedback (including complaint, suggest or comment) mechanism about BIT products, in particular ATC licensing activities pertaining to the updating of Medical Class 3 Assessment, ATC examination and *English Language Proficiency Test (ELPT)* results.

The ATS Providers are encouraged to provide feedback regarding any non-satisfactory products to BIT, using the [Form DCA/BIT/QAS01](#) which can be downloaded from :

http://www.dca.gov.my/Division/Air_Traffic_Inspectorate/Air_Traffic_Inspectorate_forms.html

Summary

The ATS Providers may use the [Form DCA/BIT/QAS01](#) to provide feedback or suggestion for improvement regarding any BIT products related to ATC licensing activities of which the BIT is responsible for. The completed form can be returned to BIT via the means of fax: [03-88714333](tel:03-88714333) or email to safetybites@dca.gov.my.

Purpose

This bulletin is aimed at creating awareness among aviation professional regarding the feedback or complaint handling process that has been established and implemented by the BIT.

Further information : In case of any query, please contact us at safetybites@dca.gov.my