



## Case Study



**Tank Devils** Suite 36, Basepoint Business Centre, Aviation Park West,  
Enterprise Way, Bournemouth International Airport, Christchurch, Dorset BH23 6NW.

**The Client.** Tank Devils operate at the cutting edge of equipment development and fuel tank diagnostics working closely with Original Equipment Manufacturers (OEM) and specialist sealant manufactures to meet maintenance and Aircraft On Ground (AOG) requirements. This initiative enables Tank Devils to establish a comprehensive Base Maintenance capability at customer's locations or a fully transportable AOG/On-wing support service.

**The Project.** The provision of an independent Quality surveillance service to monitor compliance to contractual obligations, the performance of the Management System, Quality Assurance and Continuing Airworthiness and improvement initiatives.

**The Challenge.** The structure and requirements of the QMS have been established within the company to meet BS EN ISO 9001:2000 standard and the EASA regulatory requirements. The challenge was to carry out a zonal based audit programme in order to demonstrate that the QMS was being maintained and compliant with the defined and obligatory standards and directives.

The expected outputs from this ongoing service shall be the identification of areas within the management and delivery systems which require attention and improvements to enhance the effectiveness and efficiency of the current operation and the identification of best practice within the aerospace industry that can be transferred into the business.

**The Solution.** A zonal audit schedule was planned with inputs from the management team and the engineering team supervisors. The audits were conducted with all members of the organizations staff the results of which were presented to a Quality Management Review. The results of this review produced an action plan with defined ownership and formal target dates for closure. Having identified the improvement plans follow up visits were undertaken to assist the teams and deliver support training activities.

**Project Outcome** An action plan and subsequent delivery activities were completed within the agreed time line and assessed and verified within the QMS as being complainant and effective. Subsequently, further improvements have been identified from staff at all levels and we continued to support the business until it was sold in 2008

**Clients Comments** Tank Devils was a small privately owned company that had to comply with aviation regulations underpinned by procedures acceptable to large corporate clients. In order to achieve this robust and comprehensive system were put in place, however we required an independent review of compliance within the Company. Qualiteq provided this service in a way that ensured all staff felt part of the process,

The Qualiteq way was to educate staff and ensure they understood that QA systems were put in place to assist not hinder the staff, Qualiteq approached each audit with a mind to not only improve the system but to improve understanding of Quality within my workforce. The outcome was more than could have been expected! During this time Qualiteq not only fulfilled the project expectations through their understanding of not only the standards and legislation but also how they improved the culture across to the workforce in a positive and helpful way. The outcome was a workforce that embraced QA and was not afraid to add input to the improvement programme. A win win situation for any company!

**Gary Cooper Managing Director**