Drukair
Royal Bhutan Airlines
A dhi company

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(Drukair Corporation Limited)

TERMS OF REFERENCE (TOR) (Fresh Recruitment)

Position Title: Compliance / Quality Auditor

Division: Compliance & Security

Reports To: Chief Compliance & Security Officer

1. Purpose of the Position

The Compliance/Quality Auditor is responsible for supporting the Compliance & Security Office in monitoring compliance with applicable regulatory requirements, company policies, approved procedures, and industry standards. The position assists in conducting audits, inspections, compliance monitoring, supplier assessments, and follow-up of corrective actions to ensure the effectiveness of the organization's Quality Management System.
This is an entry-level position intended for fresh graduates or newly qualified professionals. The successful candidate will receive structured on-the-job training and mentoring to progressively develop the knowledge and competencies required to independently perform compliance and quality assurance functions.

2. Key Responsibilities

The Compliance/Quality Auditor shall:

A. Audit and Compliance

1. Conduct scheduled and unscheduled audits, inspections, and compliance assessments as assigned by the Chief Compliance & Security Officer.
2. Verify compliance with applicable regulatory requirements, company manuals, policies, procedures, and approved standards.
3. Assist in the preparation of audit plans, checklists, working papers, and audit reports.
4. Identify, document, and substantiate audit findings with objective evidence.
5. Monitor and verify the implementation and effectiveness of Corrective and Preventive Actions (CAPA) within agreed timelines.
6. Maintain audit records and ensure the confidentiality of audit reports and supporting documents.
7. Assist in the continual review and improvement of the organization's Quality Management System.

B. Supplier and External Oversight

1. Participate in evaluations and audits of external service providers, contractors, maintenance organizations, suppliers, and vendors.
2. Assist in assessing supplier performance and provide recommendations for supplier approval or continued acceptance.
3. Participate in oversight activities of contracted organizations to ensure compliance with contractual and regulatory requirements.

C. Quality System

1. Assist in the review, amendment, and control of company manuals, procedures, and controlled documents.
2. Support Management of Change (MOC) activities and compliance reviews.
3. Participate in risk assessments associated with organizational changes, audit findings, and operational processes.
4. Support document control activities, including revision tracking and document distribution.

D. Competency and Compliance Monitoring

1. Assist in competency assessments as assigned.
2. Assist in monitoring personnel authorizations, qualifications, and competency records.
3. Identify training needs observed during audits and recommend appropriate corrective actions.

E. Regulatory Support

1. Support regulatory oversight activities, including audits conducted by the Bhutan Civil Aviation Authority (BCAA), IOSA, aircraft manufacturers, and other external organizations.
2. Assist in preparing responses to audit findings and developing corrective action plans.

3. Authority

The Compliance/Quality Auditor is authorized to:

- Access records, facilities, personnel, and documents necessary to perform assigned audits and compliance activities.
- Raise audit findings supported by objective evidence.
- Monitor implementation of corrective and preventive actions.
- Recommend corrective actions and process improvements.
- Escalate unresolved compliance issues to the Chief Compliance & Security Officer.

4. Minimum Qualifications

Applicants shall possess one of the following qualifications:

- Bachelor's Degree in relevant technical disciplines, such as Mechanical Engineering, Electrical Engineering, Aeronautical Engineering, or an equivalent qualification; **or**
- A valid Aircraft Maintenance Engineering License (B1 or B2).

5. Experience

No prior work experience is mandatory; however, candidates with relevant exposure will be preferred.
Experience or exposure in the following areas will be considered an advantage:

- Aviation industry through internships, industrial attachments, academic projects, or practical training.
- Quality Management Systems (QMS) and compliance monitoring.
- Aviation Quality Management Systems and regulatory compliance frameworks.
- Internal auditing, quality inspections, or audit-related activities.
- Preparation of audit reports, findings, and corrective action follow-up.

Candidates with demonstrated interest and understanding of aviation quality assurance and auditing principles will be given due consideration.

6. Knowledge

While comprehensive training will be provided, applicants should possess a basic understanding of:

- Aviation regulations and the aviation operating environment.
- Quality Management Systems.
- Safety Management Systems (SMS).
- Basic auditing principles.
- Microsoft Office applications.
- Technical report writing.

7. Competencies

The successful candidate should demonstrate:

- Strong analytical and problem-solving abilities.

- Good written and verbal communication skills.
- Ability to interpret technical documents and procedures.
- Attention to detail and a systematic approach to work.
- High ethical standards, integrity, and professionalism.
- Willingness to learn and undertake regulatory and technical training.
- Ability to work independently and collaboratively within a team.
- Good organizational and time management skills.

8. Training and Development

Upon appointment, the Compliance/Quality Auditor shall undergo structured training and competency development as determined by the Compliance & Security Office. Training may include:

- Internal Auditor Training
- Aviation Quality Management System
- Safety Management System (SMS)
- Human Factors
- Root Cause Analysis and Corrective Action
- IOSA Awareness
- Regulatory Familiarization (BCAR, ICAO, and company manuals)
- Aviation Security Awareness
- Document Control and Compliance Monitoring
- Basic AMEL
- Type Training
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9. Career Development

The Compliance/Quality Auditor will work under the supervision and mentoring of the Chief Compliance & Security Officer. As knowledge, competency, and experience develop, the employee will progressively undertake independent audit assignments and assume greater responsibility within the Compliance & Security Division.

10. Probation

The successful candidate shall serve the organization's probationary period in accordance with the Drukair Service Manual Policy. Confirmation of appointment shall be subject to satisfactory performance, successful completion competency during the probation period.