

Safety & Quality for Airline Business



METD's Pre AGM Talk In-Person Only



Speaker :

**Dato' Sri Azharuddin
Abdul Rahman**

*Former Chairman of Civil Aviation
Authority of Malaysia (CAAM)
Former Director General, Department
of Civil Aviation Malaysia (DCA).*

Dato' Sri Azharuddin Abdul Rahman began his career in aviation as a Trainee Aircraft Maintenance Engineer with Malaysia Airlines in 1976, obtaining his Aircraft Maintenance Engineering License in 1981. He later earned a Master's degree in Air Transport Management from Cranfield University, UK, in 1992. In 1985, he joined the Department of Civil Aviation (DCA) and rose to the position of Director General in 2007. During his tenure, he played a key role in transforming DCA into the Civil Aviation Authority of Malaysia (CAAM) in 2018. Internationally recognized for his leadership during the MH370 and MH17 incidents in 2014, he authored two books documenting these events. In 2016, he was elected President of the Assembly at the 39th International Civil Aviation Organization (ICAO) Assembly, a prestigious global aviation forum. He later served as Chairman of CAAM until his retirement in 2018.



9th November 2024

9.00 am - 11.00 am



**Auditorium Chin Fung Kee,
3rd Floor Wisma IEM, PJ**

Registration Fees

IEM Students : Free

IEM Members : RM 15

Non-IEM Members : RM70



This talk will explore the essential connection between safety protocols and service quality in the airline industry. It will cover key regulatory frameworks, such as those from ICAO, and the role of quality management systems like ISO 9001 in ensuring operational efficiency and customer satisfaction. The discussion will highlight how a strong safety culture not only ensures the safety of passengers and crew but also enhances customer trust and loyalty, giving airlines a competitive advantage. Case studies of successful airlines will be used to illustrate best practices in achieving high safety and quality standards, leading to operational excellence.

Organised By :

Mechanical Engineering Technical Division, IEM

in conjunction with METD's 39th AGM



**BEM Approved CPD/PDP Hours : 2
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