

The AS9100 Workbook



Quality Management System Workbook

Workbook cover page

Workbook contents page

Section 1: The Preparation Phase

Section 2: The Development Phase

Section 3: The Implementation Phase and
Registration Phase

- Note: 1. This Quality Management System Workbook is suitable for use with the **AS9100C** standard for quality management systems.
2. This Quality Management System Workbook is best utilized with the AS implementation training tools as provided in a series of ppt presentations.
- Visit www.as9100store.com for the presentation package that matches the workbook sections.

Quality Management System Workbook

Comments and Instructions:

Congratulations on the management decision to implement the AS9100 Quality management system. This commitment and your participation say a lot about you and show that you are interested in learning, in growing, and in improving your business.

This AS9100 Workbook becomes an implementation tool and is intended to make your aviation, space and defense (AS & D) project as organized as possible when executing a set of tasks in the sequence that they are normally required on the journey to AS9100 certification.

An important first activity or prerequisite, as the Quality program is launched, is for the Management Representative to become as familiar as possible with the AS9100 Workbook format and content.

The Workbook:

The workbook is presented in four sections where the AS Tasks and Exercises are introduced, initiated and completed. You will find that your workbook can be used and marked up to develop and detail the information required for each task and exercise.

The Workbook Forms:

However, since more than one person will be involved in the AS project, the workbook forms that represent the tasks and the exercises are provided in word format for distribution to the staff that will be participating and providing inputs.

The Workbook Presentations:

The AS9100 workbook is best utilized with AS implementation training tools as provided in a series of ppt presentations that match the workbook sections.

The presentations become very effective tools that the Management Representative, as the project manager, can use to keep the momentum moving toward a target registration date.

Good Luck with this important initiative.



**Building your AS9100
Quality Management System**

Section 1: The Preparation Phase

Section 1: The Preparation Phase

Responsibility: Management AS9100 Steering Team Quality Team

1) Management must identify a steering team for the project. It should be made up of managers from the different areas of the organization. The purpose of this team will be to assign resources and responsibilities for the project as well as providing leadership for the project. Include top management on the team.

2) Once the steering team has been identified, the team can work together to complete the assigned tasks for the workbook sections. The sections help you prepare for the project and put together the project plan and timeline.

Task 1:	Management	Describe your company
Task 2:	Management	Choose your Management System
Task 3:	Management	Obtain the latest AS9100 standard
Task 4:	Management	Select the Management Representative and the AS9100 Steering Team
Task 5:	AS Steering Team	Prepare an Organizational Chart
Task 6:	AS Steering Team	Establish the Quality Team
Task 7:	Quality Team	Conduct First Team Meeting
Task 8:	AS Steering Team	Formulate the Quality Policy / Objectives
Task 9:	AS Steering Team	State the scope of the QMS
Task 10:	Quality Team / AS Steering Team	Identify the interrelated requirements*

Note: *Interrelated requirements identified with Task 10 take into consideration the applicable requirements associated with customer, regulatory, statutory, legal and other requirements along with special requirements, critical items and key characteristics.



**Building your AS9100
Quality Management System**

Section 2: The Development Phase

Section 2: The Development Phase

Responsibility: Management AS9100 Steering Team Quality Team

At Task 4 in Section 1, management identified a steering team for the project. It should be made up of managers from the different areas of the organization. The purpose of this team will be to assign resources and responsibilities for the project as well as providing leadership for the project. Include top management on the team.

Once the steering team has been identified, the team can work together to complete the assigned tasks for the workbook sections. The sections help you prepare for the project and put together the project plan and timeline.

Task 11	Quality Team	Identify / Describe your processes / Prepare the process flow diagrams
Task 12	AS Steering Team	Provide Communication Tools
Task 13:	Quality Team	Conduct a Preliminary Assessment –checklist
Task 14:	AS Steering Team	Assign Improvement Actions for QMS
Task 15:	AS Steering Team	Provide AS9100 training with Exercises A--F Conduct clause 7 risk analysis with Exercise G
Task 16:	AS Steering Team	Manage the Implementation Project
Task 17:	AS Steering Team	Complete Project Timing Chart
Task 18:	AS Steering Team	Collect Existing Documents
Task 19:	AS Steering Team	Perform financial study of costs and benefits
Task 20:	AS Steering Team	Reconfirm the AS9100 Decision
Task 21:	AS Steering Team	Promote and practice teamwork

Task 11a Identify your Processes

Most Businesses have similar basic processes that are controlled and incorporated in a QMS.

They are listed as:

- Public relations, Sales and order management,
- Purchasing and material control,
- Production and shipping,
- Management and administration,
- Review and improvement.

Review the list and determine if your organization has the same, or similar, or different functions. Add your comments in areas below:

- Public relations, Sales and order management,

- Purchasing and material control,

- Production and shipping,

- Management and administration,

- Review and improvement.

Make use of Task 11b Process description worksheet to further detail your individual activities.

Prepared by _____ Date _____

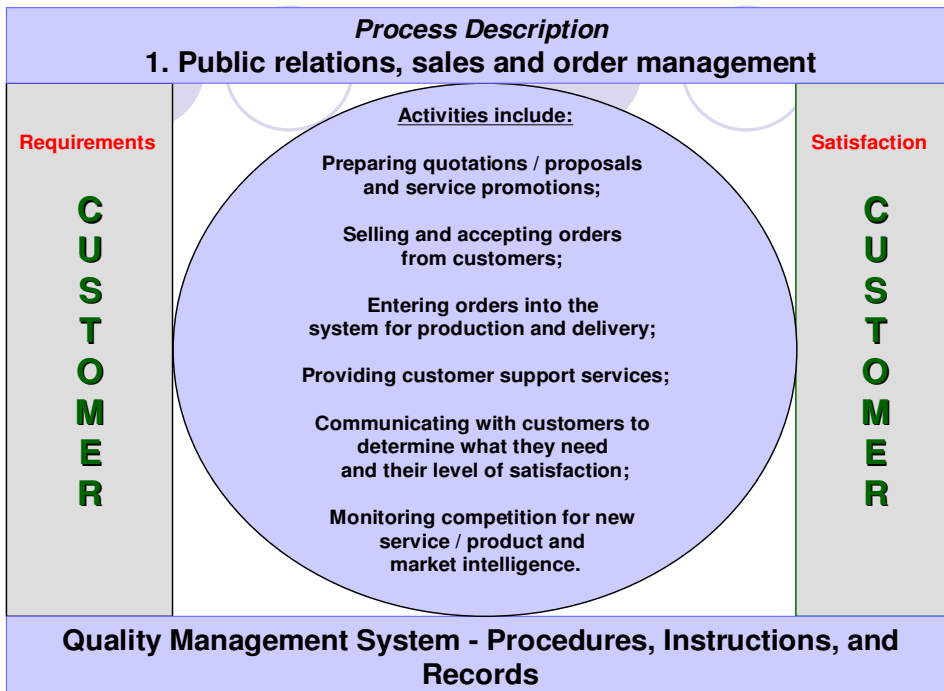
Process Description Worksheets - Task 11b

For the processes identified at Task 11, review the process description examples below (forms #401-1 to 5) and adjust your descriptions and activities that apply to your company.

Process Identified @ Task 11a

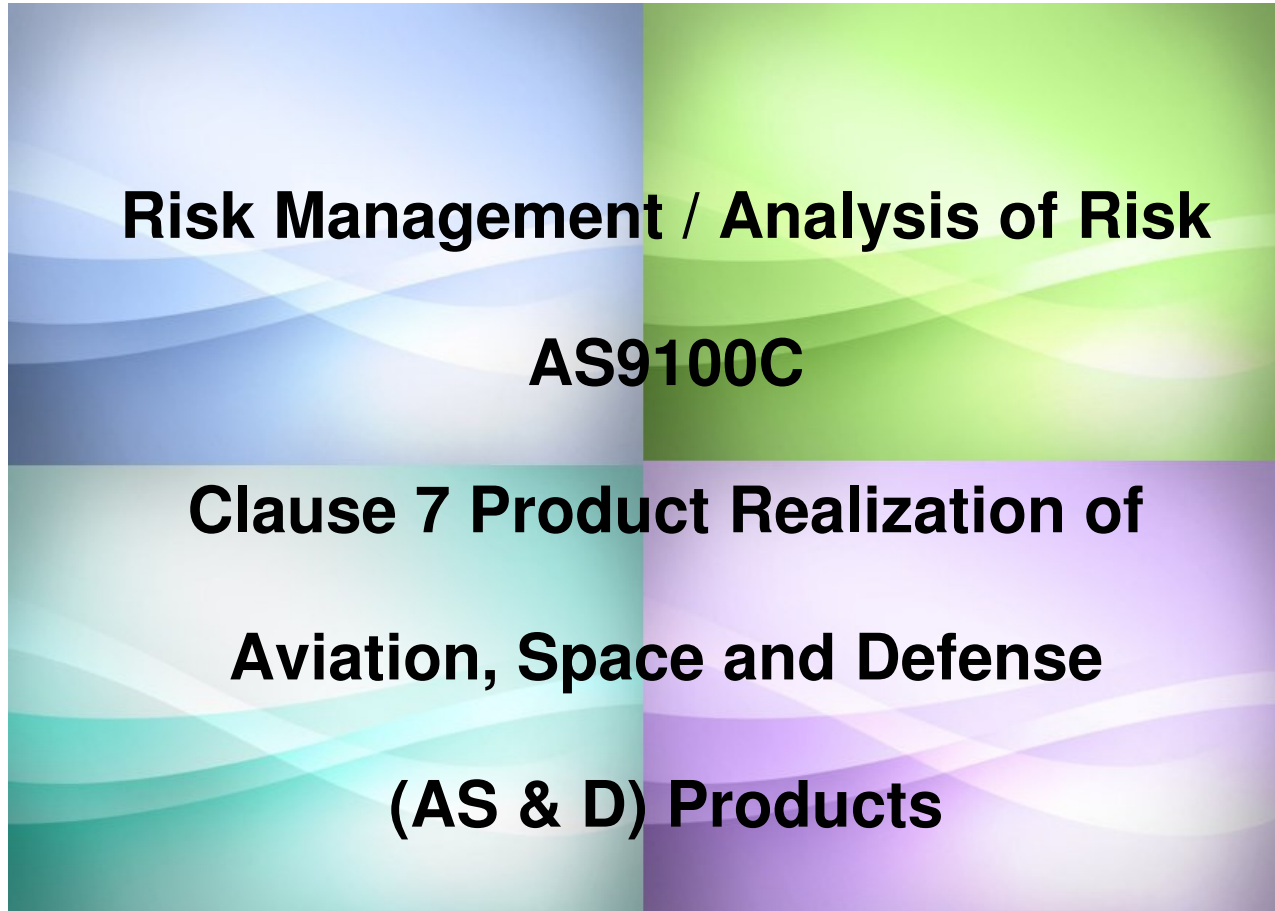
F- 401-1 Public relations, Sales and order management, _____

An example of the process description is provided below:



Your process is described as follows:

Prepared by: _____ Date: _____



Exercise G deals with risk management and the analysis of risks throughout clause 7 for product realization.



**Building your AS9100
Quality Management System**

**Section 3: The Implementation and
Registration Phase**

Section 3: The Implementation and Registration Phase

Implementing your AS9100 QMS

Responsibility: AS Steering Team

This section of the workbook includes the steps to complete the design, implementation and documentation of your AS9100 QMS. The AS Steering Team will assign responsibilities and timeline for tasks 22 through 28 (See your Timing Chart at Task 17)

- Task 22:** Obtain and Review a Model for a QMS Manual
- Task 23:** Use the Model as a Template to generate QMS documentation
- Task 24:** Implement the Quality Management System
- Task 25:** Conduct Internal Audit of the QMS
- Task 26:** Conduct the Management Review
- Task 27:** Select a Certification Body to register the QMS
- Task 28:** Receive Certification and Celebrate!

MANAGEMENT REVIEW – QMS-AGENDA

DATE : _____ VENUE: _____
TIME : _____

COME PREPARED TO DISCUSS THE FOLLOWING AGENDA ITEMS:

1. Results of Internal Quality Audits
 2. Customer feedback to products / services provided
 3. Process performance / Product conformance
 4. Status of Corrective / Preventive actions
 5. Follow up actions from earlier reviews
 6. Changes affecting the QMS – review data for:
Quality Policy & Objective
Organization chart
Quality objectives planning – programs
Identification of key processes & sub-processes, F-400-1
 7. Recommendations for improvement
 8. Identification of new or revised regulations
- Other optional topics:
9. _____
 10. _____
 11. QMS planning-Effects of upcoming projects, status of on-going project on QMS
 12. Resources – people & training, facility & equipment
 13. Overall QMS effectiveness

PARTICIPANTS	INITIALS	DATE
1. _____		
2. _____		
3. _____		
4. _____		
5. _____		
6. _____		
7. _____		
8. _____		

Prepared by: _____ Date: _____