



AS9100 Store
QUALITY FOR AEROSPACE

AS9100 Rev C

Internal Auditor Training



Student Manual

Internal Auditor Training

AGENDA

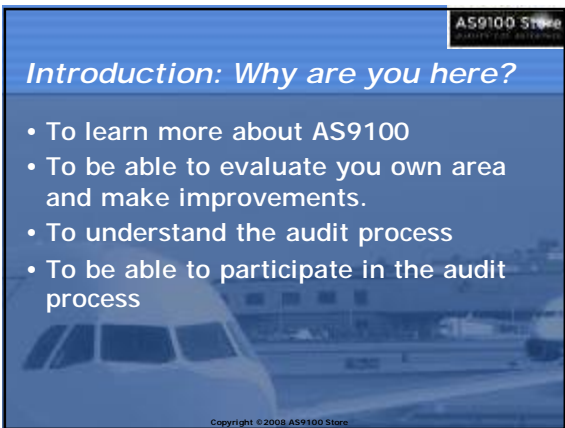
I. The Standard

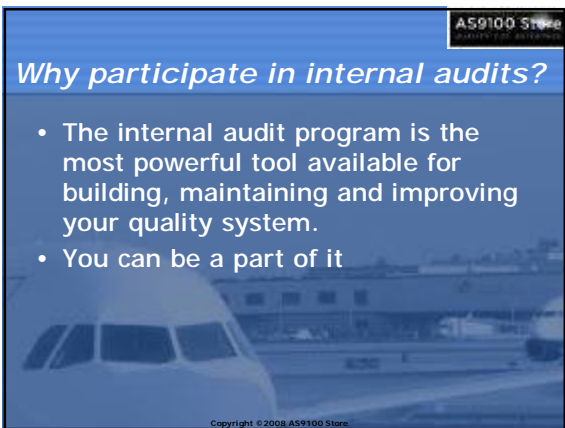
- Introduction to Auditing
- 0:15 Presentation: Guide to Internal Auditing AS9100
- 0:15 Review Document: AS9100
- 0:30 Exercise: Is it a Requirement?
- 2:00 Presentation: Requirements of AS9100
- 0:45 Exercise: Find the Requirement
- 0:15 Questions

II. The Audit

- 0:30 Scheduling the Audit
- 0:30 Planning the Audit
- 0:45 Opening Meeting
- 0:45 Audit 4.2 Documentation
- 0:45 Audit 5.0 Management Responsibility
- 0:45 Audit 7.2 Customer-Related processes
- 0:45 Audit 7.4 Purchasing
- 0:45 Audit 8.5 Corrective Action
- 0:30 Auditors Document Findings
- 0:30 Final Audit Report
- 0:30 Closing Meeting
- 0:30 Creating the Audit File



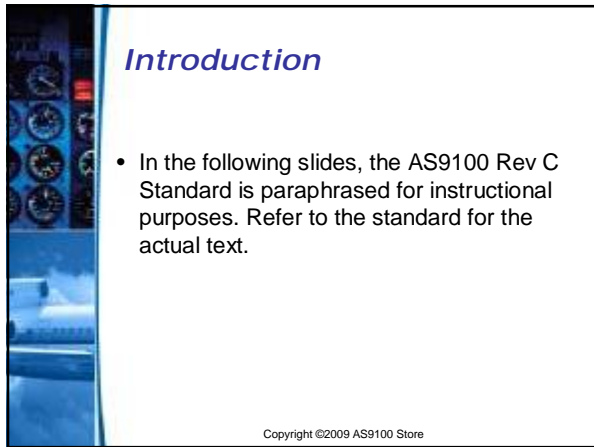


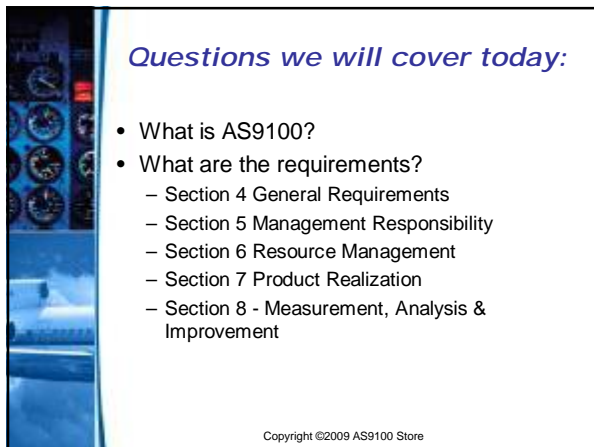


Is it a Requirement?

The standard requires that: If the requirement is true, circle True and list the clause. If it is false, circle False and list the clause used.	True	False
1. Verbal orders may not be accepted.	T Clause:	F Clause:
2. Management must review the quality system every quarter.	T Clause:	F Clause:
3. A procedure must be written for contract review (receiving and processing of customer orders).	T Clause:	F Clause:
4. The effectiveness of employee training must be assessed.	T Clause:	F Clause:
5. Statistics must be used to monitor processes.	T Clause:	F Clause:
6. Customer complaints are handled by management.	T Clause:	F Clause:
7. The results of corrective actions taken must be documented.	T Clause:	F Clause:
8. Release of product for delivery must be authorized.	T Clause:	F Clause:
9. There must be a documented procedure for purchasing of product.	T Clause:	F Clause:
10. A list of approved suppliers must be maintained.	T Clause:	F Clause:
11. All non-usable customer supplied product must be returned to the customer.	T Clause:	F Clause:
12. Work instructions may be changed if quality assurance approves the changes.	T Clause:	F Clause:



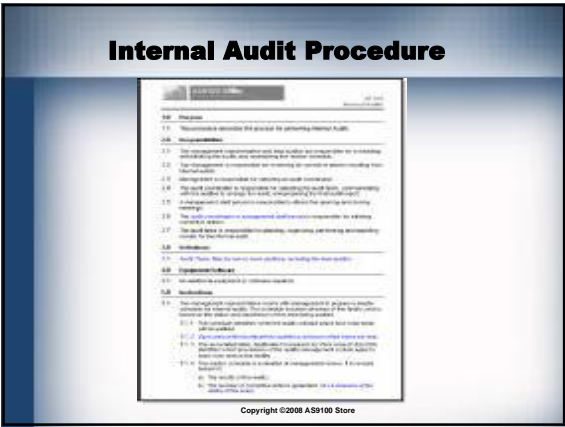


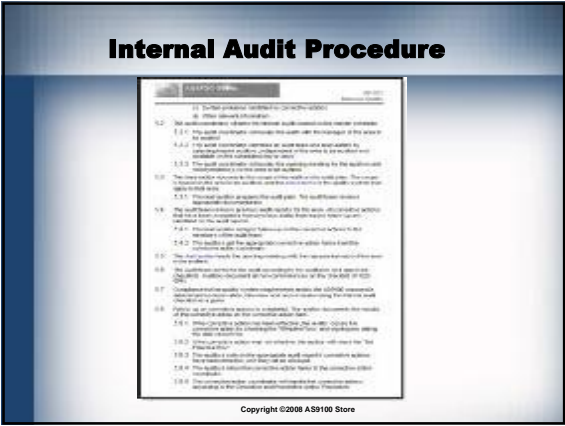


Find the Requirement

	Clause
17. Have a maintenance program for your equipment.	
18. Have adequate amounts of trained personnel for performance of work.	
19. Do not release product until all required inspection has been completed and approved.	
20. Prepare documented procedures	
21. Identify where statistics are required to verify product characteristics.	
22. Design outputs must enable verification against design inputs.	
23. Record the unique identification of product, where required.	
24. Assign a member of management to ensure that the quality system is established and maintained.	
25. Identify inspection and test status of product.	
26. Review the quality system at planned intervals.	
27. Identify the monitoring and measurement equipment needed to verify product.	
28. Release of product must be approved by the relevant authority.	
29. Ensure that purchased product conforms to specified requirements.	
30. Before accepting an order from a customer, review the order to ensure that requirements are defined	
31. Conformity of product must be maintained during storage.	
32. Document the responsibility for dealing with nonconforming product.	
33. Schedule audits based on how the quality system is performing.	







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6	Internal Audit Checklist Samples:	
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	• 7.1 Planning of Product Realization.....	1
	• 7.2 Customer Related Processes.....	1
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1	Closing Meeting Agenda.....	1
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Memo

ASD Manufacturing



To: Expert Audit Assistance

From: J. Sample

Date: March 5, 2011

Subject: Request for Internal Audit

As we discussed on the phone, our company will be having a registration audit in June 2011. We have developed and are implementing our quality management system and are ready for our first of a group of planned internal audits and would like your group of expert auditors to perform the audits for us before our registration audit.

During the first audit we would like the auditors to audit a general process where the audit path goes from the quality policy to product realization to customer related processes to purchasing to corrective action and finally to management review. Other processes related to the remaining clauses of the AS9100C standard will be audited during subsequent internal audits.

I would like you to come in on March 15th to review our audit files and prepare your audit plan. We will schedule the audit for the morning of April 14th.

Best regards

Joe

QA Manager / QMS Management representative



Example Internal Audit Checklists

F-822-004

PAGE 1 of 6	STANDARD AUDIT IS BASED UPON: AS9100C
AUDITORS: Richard Richards, Ander Anderson, Robbie Roberts	DATE: April 4, 2011

Document Reference	Description of Audit Point	Acc / Rej	Comments	C.A.R. #
P-530	Has the Quality policy been communicated to all persons working on behalf of the organization?			
	Was the Quality policy formulated and approved by the top management?			
	Is the Quality policy aligned with the defined scope of the QMS?			
	Does the quality policy provide for the framework for establishing specific quality objectives and provides direction for the continual improvement effort?			
	Is the quality policy reviewed to ensure that it continues to be suitable for the organization?			
	Additional questions – Specific to P-530			
	What record keeping forms have been completed?			
	In your own words, please describe what the Quality policy means to you and your daily activities?			

Internal Audit report – cont'd

Summary:

The 1st internal audit at ASD Manufacturing indicates that the QMS is well on the way of being followed.

Some exceptions are noted on the (4) non-conformance reports.

Assessment of the system's ability to meet quality objectives and extent of compliance:

With consideration given to the fact that the QMS is in the early stages of operation, it is being well followed with some exceptions as noted on the non-conformance reports.

Person responsible to issue Corrective Action Requests:

R. Richards, Lead auditor

Signature of Lead Auditor: RRR

Date: April 14, 2011

Final Report Distributed to: Closing Meeting Attendees

Internal Audit Number: 1 of April 14, 2011

Corrective Action Table

--	Area	Description of Issue	CA#	CA Verified as effective
1	Manufacturing	Incomplete quality planning	11C-03	
2	Purchasing	Incomplete information on Purchase Order	11C-04	
3	QMS Management Representative	Procedure for Preventive action is not implemented	11C-05	
4	Management	Quality policy not reviewed at 1 st management review meeting	11C-06	