



AS9110 REV A Internal Auditor Training



Trainer's Guide



Overview

These course materials are meant to train people to conduct internal quality audits within your organization, which are necessary to meet the internal audit requirements of the AS9110 Rev A standard.

The course is divided into two sections:

1. The first section will familiarize the students with the requirements AS9110 quality management system.
 - Allow 4 hours for this section.
2. The second section is devoted to the auditing process. The students will go through all the steps required for an audit, with hands on involvement in performing each step by conducting a mock audit of a fictitious company.
 - Allow 8 hours for this section.

We recommend that you print this guide as you'll need the PowerPoint speaker notes to lead the class. This guide contains everything the instructor needs to lead the class.

Notes:

- It is assumed that the instructor has certified Lead Auditor credentials or equivalent experience. This is not meant as a self study course.
- It is recommended that the first audit the student is involved with be under the leadership of a lead auditor who has audit experience.



Course Materials

The supplies you will need are:

- PowerPoint: **Guide to Internal Audits** (included).
- PowerPoint: **Requirements of AS 9110 Rev A** (included).
 - A complete version with Speaker Notes is in this Trainer's Guide
- PowerPoint: **Steps of Internal Audit** (included).
 - A complete version with Speaker Notes is in this Trainer's Guide
- Student Manual (included).
 - Ø Print one copy for **each student**
 - Ø You may wish to have extra copies of the CPAR form
 - Ø It includes reduced versions of all the PowerPoints.
- AMS - Aircraft Maintenance Services Documents and Records (included).
 - Ø Print one copy for **each team** of two or three students.
 - Ø See next page for list of contents.
- The AS9110 REV A Standard (**NOT Included***)
 - Ø You will need one copy for every 2-3 students.
 - Ø Standards are available electronically from <http://as9100store.com/BuyStandards.aspx>

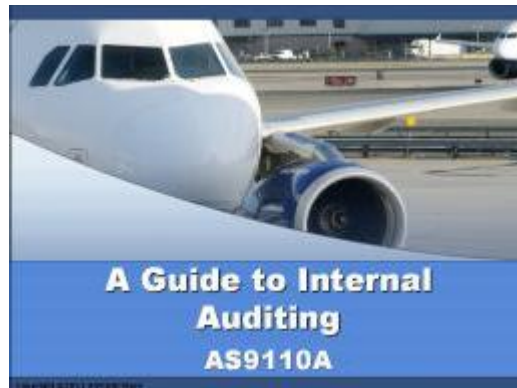
***The AS9110 Rev A Standard is a copyrighted document and we are unable to include it.**

The Standard

Introduction to Auditing

This section will familiarize the students with the requirements AS9110 Rev A quality management system (QMS).

1. Review the **Guide to Internal Auditing AS9110** Power Point Presentation with the group.
2. Review and discuss the organization of the AS9110 Rev A document so the students can familiarize themselves with how the standard is structured.
3. Complete the exercise “Is it a Requirement?” below.



Exercise: Is it a Requirement?

Have the students open to “**Is it a Requirement**” in the student manual. Working in groups of 2 or 3, have them determine whether or not:

- The statement is true or false
- Write down the clause of the standard where they found it.

Notes:

- This is not a test, but an exercise to get them familiar with the standard, so the trainer can go around and help the teams, particularly the slower teams.
- This can be done individually ahead of time to reduce class time.

After one or two teams finish, or after a maximum of about 45 minutes, you can go through the statements and discuss the answers.

- An answer key is on the next page.
- Remind the students that there are some things that are mentioned in more than one place in the standard, so there could be more than one correct answer in some cases.



Registration

- A company must first implement the requirements of AS 9110 to become registered
 - Evaluate your current quality system
 - Add systems and processes to meet the requirements
 - Document your processes as a Quality Manual, Procedures and Work Instructions
 - Audit your QMS for continuous improvement
 - Pass a registration audit by a Certifying Body

Copyright ©2011 AS9100 Store

Evaluate your current quality system:

Many of the requirements of the standard are already addressed by practices in place already. These practices may or may not be documented.

Other requirements of the standard may not be addressed at all. These need to be implemented and documented.

The standard is designed to bring control and consistency to the companies processes. Documenting the processes is part of this control. It helps ensure that people are doing the same thing, to get consistent results.

The document Pyramid:

Quality Manual: a top level document that describes briefly what you have in place to meet the standard.

Procedures: describe what is done, for example the overall procedure for purchasing or training. What is included in the process?

Work Instructions: detailed documents that describe how to perform a process, for example how to fill out a purchase order, etc.

Schedule the audit

Memo

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 AS9110A 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

Copyright © 2011, All rights reserved.

Review the MEMO from Joe Sample (AMS) Quality Manager to “Expert Audit Assistance”.

The class is “Expert Audit Assistance”.

It is now April 14th and the class is going to perform an internal audit of AMS – Aircraft Maintenance Services.

Conclusion

After the students have completed their presentations, you can:

1. Show them the final slides in the **Steps of AS9110 Internal Audit** Power Point presentation outlining the nonconformances for each section.
 - Remember, there is often more than one way to look at a situation, especially in a fictitious setting like AMS. Therefore, encourage open discussion on why they consider items a nonconformance.
 - You may want to add their suggestions to the course material for next time.
2. If you feel that the student has satisfactorily understood the material, you may issue them a certificate (this is a separate MS Word file in your package). Use your judgment to issue this based upon:
 - Participation
 - Ideas
 - Leadership
 - Approach
 - Etc.



3. Schedule an audit of your facility to reinforce this training.