



Introduction to AS 9100

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Rev. B



Questions we will cover today:

- What is AS9100?
- What does a company need to do to Register to AS9100?
- What are the next steps?

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What is AS 9100?

- Representatives from IAQG (International Aerospace Quality Group) designed AS 9100 as a common Quality System for Aerospace
- The standard outlines the basic elements of a good quality management system, which are good business practice
- It is 100% inclusive of ISO 9001:2000, with 80 additional clauses specific to Aerospace
- There are also two other standards:
 - AS9110 – for Maintenance and Repair Organizations
 - AS9120 – for pass through Distribution Organizations

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Each member country has representatives that make up a Technical Advisory Group (TAG). These groups draft the standard, then members comment and vote on the standard. The document then becomes a standard.

These standards are not regulations. They are a method of getting a standard set of criteria for quality management systems. An outside agency, the registrar, will then audit to see if you have all the required elements in place. If you do, you will get AS 9100 registration. This registration tells others all over the world that you have this quality system in place.

As we go through the training, and cover the requirements you will see that these requirements are basically just good business practice.



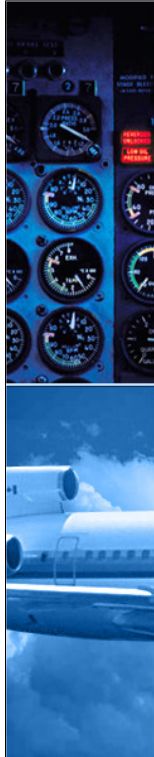
6.4 Work Environment

- Manage the work environment to achieve product conformance

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The focus is product conformance. If the product is being produced in conformance with requirements the auditors will not find a problem with employees thinking it is too hot. However, if the product is not consistently in conformance, an auditor may look for a problem in the work environment.

Ergonomics may also be a factor as well as heat, noise, cleanliness.



8.3 Control of Nonconforming Product

- Have a process to control nonconforming product so it is not released to customers
 - It may be reworked
 - Scrapped
 - Re-graded
 - Used with concession from the customer
 - Any nonconforming product that is delivered must be reported in a timely manner including:
 - a clear description of the nonconformity
 - parts affected
 - customer and/or organization part numbers
 - Quantity
 - date(s) delivered.

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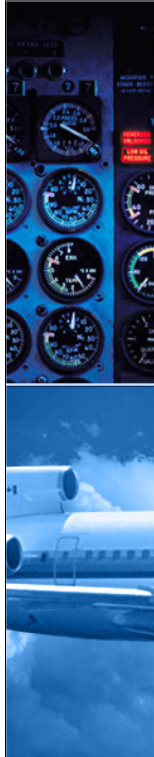
Identify how you will control defective product. How will it be identified? Will you segregate it?

Can you rework or correct the product?

Do you scrap nonconforming product that cannot be reworked?

Can you re-grade it for another application or client? For example, are there various levels of quality that have different specifications, prices or clients?

Sometimes the product does not comply with a certain specification, but will still work for the client. If this is the case you can sell it to the client if they are told of the nonconformance and agree to buy it anyway. This is concession from the customer.



8.5 Improvement

- Establish a corrective action procedure that includes:
 - Identifying nonconformities with the quality system, product, processes
 - Handling customer complaints
 - Identifying root cause, action to take to prevent recurrence
 - Implementing the action and following up to determine effectiveness of the action
 - Record results of corrective action

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Corrective action is for investigating problems that have occurred, and taking action to prevent recurrence.

You must investigate root cause, what really made this happen? What can we do to prevent it from happening again?

After you have implemented this idea, follow-up to make sure it worked. Is the problem still happening? Or has it been prevented from happening again.

Record the problem, the root cause, the action taken, the effectiveness of the action, and the actual results of the corrective action.

The results of the corrective action is what actually happened after the corrective or preventive action was implemented. Did the problem occur again? Were you able to see measurable improvement? If so, how much? What date did the problem disappear?

Review must include the flow down of the corrective action requirement to a supplier, when it is determined that the supplier is responsible for the root cause, and specific actions where timely and/or effective corrective actions are not achieved

Record the results that you observed when following up on the corrective action to determine effectiveness.