AS9110 Rev A

Presentation Materials

Trainer Guide

Introduction to AS9110 Rev-A

Materials

This course is designed to train employees on the requirements of AS9110.
The course covers the structure, emphasis and requirements of the standard.

The course is approximately two hours long; the length may be changed by covering less detail, or by adding the suggested group exercises.

To begin preparing for the training session:

- Print the Notes pages of the Power Point presentation. (Open the PowerPoint presentation, select “Print”, and select “Notes Pages”).
- Print a copy of the Student Manual. You will then be able to prepare for the presentation using this guide and reviewing the speaker notes and student manual.

The content of the student manual matches the information in the PowerPoint slides. Let students know this at the beginning of the presentation to make it easier for them to take notes. The speaker notes provide additional detail.

You will need one copy of the standard for the trainer, and you may want copies for each student to refer to for details. Standards are available electronically from http://as9100store.com/BuyStandards.aspx

Agenda

Determine the appropriate time frame for your audience. The PowerPoint presentation is 102 slides. If you cover the information in the speaker notes your session will run about 2 hours.

Sample Agenda: (This agenda allows for time for attendees to ask questions during the presentation, as well as at the end)

8:00 Introduction/Coffee
8:15 AS9110 Structure
8:30 AS9110 Emphasis
8:45 Requirements
9:15 Break
9:30 Requirements (Continued)
9:50 Questions

For a more in-depth training, add the group exercises to the agenda.

Three Key Clauses for the Process Approach

3 Key "Process Model" Clauses

4.1 Quality Management System:
General Requirements
7.1 Product Realization:
Planning of Realization Processes
8.1 Measurement, Analysis and Improvement:
Planning

There are three key paragraphs in the standard that outline the requirements for identifying, measuring, controlling and improving your processes….the first step to move to the process approach.

Three Key Clauses of AS AS9110

The three clauses that contain the requirements that take the organization to a "Process Model" approach are 4.1, 7.1 and 8.1.

These clauses ask us to take ownership of our quality management system; it is your responsibility to decide what processes will make up your system, and how they will be monitored, measured and continually improved.

4.1 Quality Management System: General Requirements

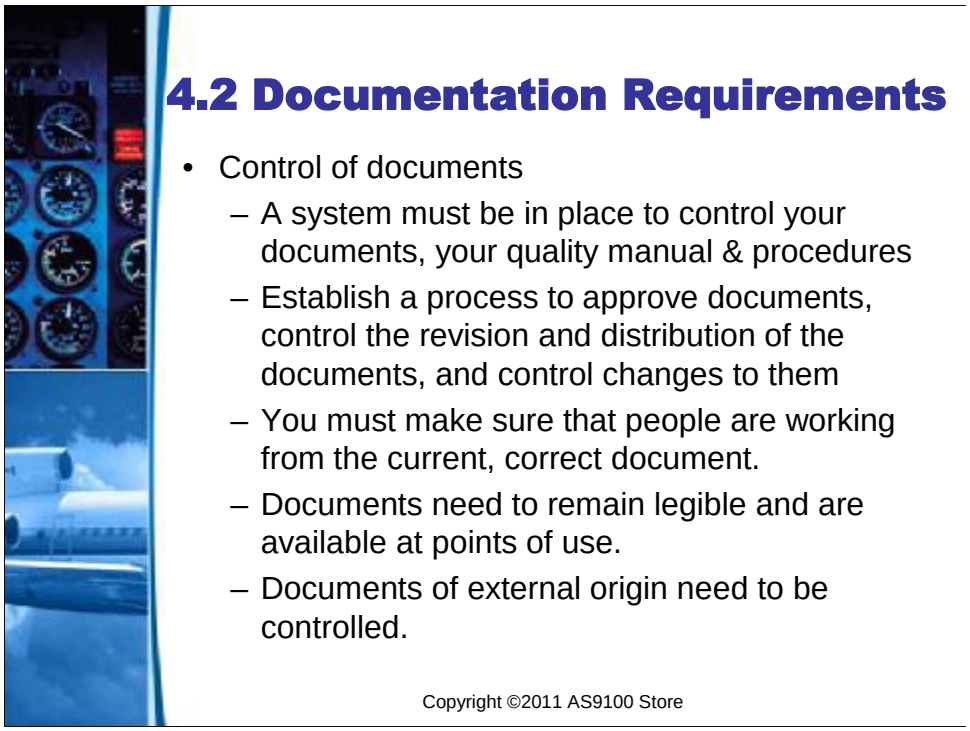
(summarize or read text from standard or student manual)

7.1 Product Realization: Planning of Realization Processes

(summarize or read text from standard or student manual)

8.1 Measurement, Analysis and Improvement: Planning

(summarize or read text from standard or student manual)



Most companies will use a “Master List” to list the current revision and location of each document.

Online systems work very well for document control if electronic files are protected from change.

Recording the distribution of documents is important; if a document is revised all previous revisions of the document must be replaced. Incomplete or ambiguous technical data must be reported.

This is only possible if you know where all those copies are.

Documents must be reviewed on a regular basis to make sure they are up to date.

Some organizations may choose to review all documents on a regular basis. For example, annually. However, there is not a requirement to do it on a regular basis, but “as necessary”.

This could be with regular use, and during internal audits.

If employees are using the documents they should be watching for documents that need updating, and submitting document change requests.

The internal audit program measures compliance with documentation requirements (along with other requirements) and should identify required revisions.

7.4 Purchasing

- 7.4.3 Verification of Purchased Product
  - You must have a process for verifying the conformance of purchased product (many companies have inspection at receiving).
  - If purchased product is used before it has been verified as conforming to specified requirements, it will be ID'd and recorded for potential recall and replacement if found not to meet requirements.
  - If verification activities are delegated to suppliers the delegation requirements are defined and a register of delegations maintained.

This does not imply that you need to inspect everything that comes in.

You identify how you "verify" conformance.

Do you inspect?

Do you review certificate of compliance?

Do you check to see if the product is the correct product and quantity?

It is up to you to decide but make sure you consider the effect that the item has on your product quality.

The greater the effect on quality the more critical the verification.

Verification activities may include

a. obtaining objective evidence of the quality of the product from suppliers (e.g., accompanying documentation, certificate of conformity, test reports, statistical records, process control),

b. inspection and audit at supplier's premises,

c. review of the required documentation,

d. inspection of products upon receipt, and

e. delegation of verification to the supplier, or supplier certification.

Purchased product shall not be used or processed until it has been verified as conforming to specified requirements unless it is released under positive recall procedure.

If you buy product to sell to your customer, the inspection needed to verify conformance is required, just as it is on product you make.

If you order the product and have it shipped directly to your client, you are still responsible to verify conformance. You must identify in your purchasing documents how this verification will take place.

If Your Company or the customer will perform verification at the supplier's premises, the verification arrangements and method of product release are documented in the purchasing information.

Is it a Requirement? *(Answer key)*

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. The AS9110 A Quality management system (QMS) must be established, documented, implemented and maintained to continually improve its effectiveness.	T *Clause:4.1*	F *Clause:*
2. The Quality policy as defined by top management is required to be communicated to all persons within the company.	T *Clause:5.3 d*	F *Clause:*
3. The Safety policy as established by top management is required to provide a framework for establishing and reviewing safety objectives.	T *Clause: 5.1 f / 5.7c*	F *Clause:*
4. The management representative does not need the organizational freedom and unrestricted access to top management to resolve QMS issues.	T *Clause:*	F *Clause: 5.5.2 d*
5. Internal communication regarding quality matters must be maintained.	T *Clause:5.5.3*	F *Clause:*
6. It is not necessary for personnel to have access to and be aware of relevant QMS documentation and changes.	T *Clause:*	F *Clause: 4.2.1*
7. Management reviews must assess opportunities for improvement and the need for changes to the safety policy and safety objectives.	T *Clause:*	F *Clause:5.6.1*
8. The QMS must include documents and records determined to be necessary to ensure effective planning, operation and control of processes.	T *Clause:4.2.1 d*	F *Clause:*
9. Persons performing tasks that may have quality impacts must be competent.	T *Clause:6.2.2 a*	F *Clause:*
10. Personnel performing maintenance, repair and overhaul services must be qualified and certified in accordance with aviation authority and customer contract requirements.	T *Clause:6.2.2 f*	F *Clause:*
11. The scope of the QMS is required to be defined and documented and includes justifications for any (clause 7) exclusions.	T *Clause:4.2.2 a*	F *Clause:*
12. A product realization plan needs to determine the configuration management process that is appropriate to the product.	T *Clause: 7.1 e / 7.1.3*	F *Clause:*
13. A process is not required to plan and control the temporary or permanent transfer of work.	T *Clause:*	F *Clause: 7.1.4*
14. Corrective action requirements relative to nonconformity caused by suppliers need to flow down and be communicated to them.	T *Clause:8.5.2 g*	F *Clause:*
15. A register of the monitoring and measurement equipment that defines the process for calibration / verification does not need to be maintained.	T *Clause:*	F *Clause:7.6*