

Requirements of AS 9110 Rev C



Trainer's Guide

Requirements of AS 9110 C

Materials

This course is designed to train employees on the requirements of AS 9110 C. 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://as9110store.com/buy-standards/>

Additional Information: <http://www.as9110store.com>

Who is AS?

The AS 9110 C standard was designed by IAQG, the International Aerospace Quality Group, with expert representatives from many different countries

- The standard outlines the basic elements of a good quality management system (QMS)
- These elements are good business practices
- The standard promotes the adoption of a process approach where consistent and predictable results can be achieved
- The standard promotes P-D-C-A where continual improvement can be achieved
- The standard promotes risk-based thinking aimed at preventing undesirable outcomes.

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IAQG (International Aerospace Quality Group) is a network of organizations with representatives from aviation, space, and defense companies in the Americas, Asia/Pacific, and Europe and is established to implement initiatives for improvements in quality and reductions in costs for stakeholders.

IAQG develops a variety of standards and guidelines for areas such as audit requirements (AS9101) and aerospace operator self-verification programs (AS 9162).

These groups draft the standard, then members comment and vote on the standard. The document then becomes an AS standard.

These standards are not regulations. They are a method of getting a standard set of criteria for quality management systems.

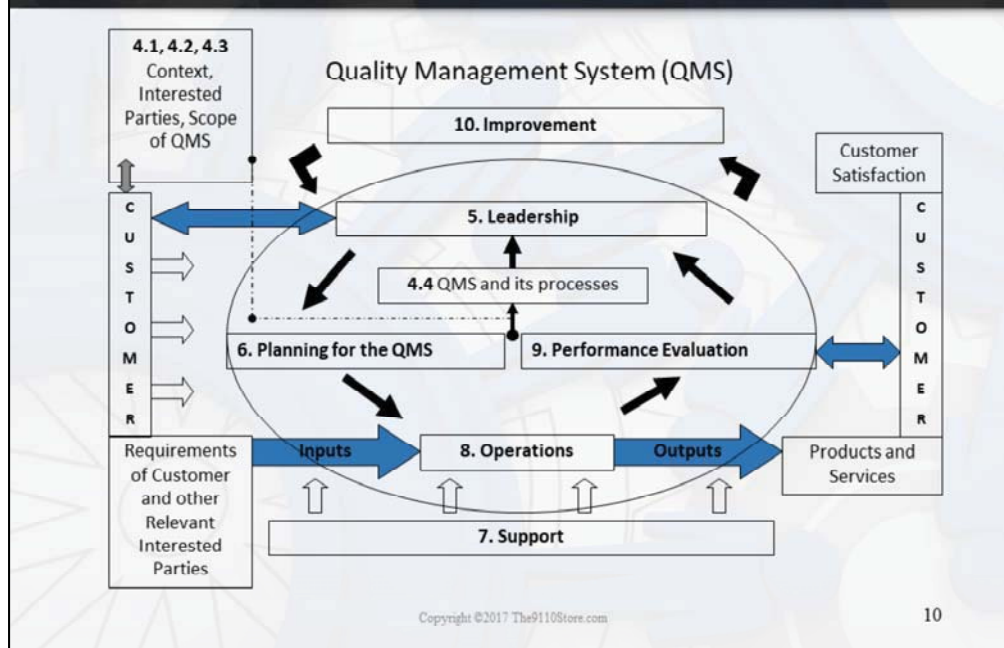
An outside agency, the registrar, will then audit to see if you have all the required elements in place. If you do, you will get AS 9110 C registration.

This registration tells others all over the world that you have this quality system in place.

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

The AS 9110 C Quality Management System is one of the most popular management system published.

The Process-Based Model



This example of the process-based model is similar to the one included in the standard (Figure 1).

The seven clauses are all found on the process model.

Leadership, Planning for the QMS, Operations, and Performance evaluation form a cycle that is influenced by the Context of the organization and Support processes aimed at improvement

The most important input to this cycle is customer and other relevant interested parties requirements.

The output of the cycle is customer satisfaction and continual improvement of the quality system.

The standard is organized around this model.

Process Approach Example: Service Organization

The building of a home is a system of processes

Quotation Process

Project Creation Process

Align Resources Process

Production Process

Quality Process

- Understanding what your customers want
- Ensure your organization can provide services
- Put project together, assess requirements
- Select employees, subcontractors, etc..
- Determine risks and opportunities
- Audit: Is project on schedule?
- Corrective Action: Add resources, etc..

All of the processes directly / indirectly impact each other

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A process approach allows an organization to systematically evaluate each part of their business.

You are then able to look at each portion and measure the results against the desired objective.

In this example we've used a bakery to demonstrate how an organization is actually a system of processes.

The output of one process (purchasing) impacts the input of another process (production).

If the purchasing people only buy the least expensive ingredients, it may negatively impact the quality of the bread.