



Heads Up

Issue: 117

Date: 2008/03/14

To: ANAB Accredited and Applicant CBs and Accreditation Assessors

From: Randy Dougherty, Vice President ANAB Accreditation

Re: AS9104 Clause 8.7.1 and IAQG Feedback Requests

As some of you are aware, the IAQG has developed a system for stakeholders to provide feedback to certification bodies (CBs).

This feedback loop was developed and launched to address concerns raised by regulatory agencies and the requirement contained in AS9104 clause 8.7.1, which states:

“When the IAQG OEM detects systemic findings during their regular surveillance activities (e.g., process or product audits), this could trigger additional surveillance activities by the CRB that could result in the loss of Registration/Certificate of a supplier.”

A stakeholder (e.g., AAQG Member Company) can access OASIS and enter a feedback request to a CB about a specific organization.

The feedback request is then provided (automatically) to the CB and organization via e-mail.

It is the expectation of the IAQG and ANAB that the CB will review the request and respond to it in OASIS in a timely fashion. The CB is expected to take appropriate action to address the issue raised, including on-site assessment of the organization's continued conformance to the applicable aerospace quality management system standard.

As stated at the recent AAQG Registration Management Committee meeting, CBs must ensure that system nonconformances raised via the OASIS feedback loop are address in a timely and effective manner.

Once the issue is addressed and CB response is provided, the stakeholder is to then review the CB's response and work directly with the CB to close out the feedback request.

During CB office assessments, ANAB will review any feedback requests received and verify they were handled by the CB in an appropriate time and in an appropriate manner. ANAB will also follow up on any actions the CB was to take to verify actions were completed.