



Heads Up

Issue: 31

Date: 2004/06/30

To: ANSI-RAB NAP Accredited Registrars and Accreditation Auditors

From: Randy Dougherty, Director of Registrar Accreditation

Re: Aerospace Industry Oversight—Learning for 2004 Year-to-Date

The Americas Aerospace Quality Group (AAQG) met in Redondo Beach, Ca, in June 2004. The Registrar Management Committee (RMC) met 2004/06/08-09, in conjunction with the AAQG. The RMC meeting was well attended by accreditation bodies and certification bodies recognized by the Americas sector.

During the meeting, there were presentations on the status of 2004 AAQG RMC oversight activities and results. Included in the presentations were the following observations, issues, or opportunities for improvement learned from the oversight activity to-date:

1. Implementation of a process-based QMS by a certified organization needs additional focus. Often there is little or no linkage between identified processes and performance measures.
2. Incomplete audit packages are being left with CRB clients (that is, completed AS9101 checklists not left at client's facility).
3. Lacking or incomplete information on the certificate of registration (that is, reference to AIR5359 omitted, incomplete address).
4. Certification/registration data is not being put into OASIS (Note: July 2003 implementation date).
5. Corrective Action – The documentation, review, acceptance, and verification of corrective action must ensure that the identified nonconformance(s) has been adequately addressed (included root cause analysis) and actions taken and verified to prevent reoccurrence.
6. Right of access not addressed in the CRB client contracts (OEM, AAQG member company, Regulatory Agency).
7. Some CRB auditors are still utilizing a clause-by-clause or element-by-element approach in lieu of process focus. Auditors are using the AS9101 checklist as the stand alone criteria in lieu

of using the checklist, the applicable aerospace standard, and the organization's quality system documentation.

8. Some audits are being conducted at a very top level; minimal "how to" level of auditing. Limited audit depth ... auditor not drilling down into lower level/support processes.

9. Minimal review of the processes required to measure "customer satisfaction" during audit activity. How well is the client meeting customer expectations?

10. Additional emphasis is needed regarding the organization's contract review process, including quality system requirements imposed by customer and/or applicable regulatory authorities.

The above list is being provided to raise awareness and it is requested that you communicate these items with your respective Aerospace Experienced Auditors and aerospace certification/registration management staff.

Accreditation auditors and AAQG member oversight representatives will continue to review these items during future certification/registration oversight activities in order to ensure conformance to established Aerospace sector requirements.