



Heads Up

Issue: 105

Date: 2007/06/27

To: ANAB-Accredited and Applicant CBs and Accreditation Auditors

From: Randy Dougherty, Director of Accreditation

Re: Client Notification of Change – ISO/IEC Guide 62 and ISO 17021

This Heads Up is issued as a reminder to all aerospace CBs that you must have a robust process in place to ensure that aerospace clients provide timely notification of any organizational or quality management system change that could have a direct impact on conformance and/or certification status. Note: I also refer you to Heads Up Issue 94: One thing we learned regarding certification to TL 9000 is that certification clients' quality management systems may fail during periods of change.

We have recently been made aware of recurrent issues during oversight activities that directly relate to a lack of communication of change between CBs and their clients. CBs must be aware of significant client changes that occur after initial certification and between scheduled surveillance visits.

When a change notification is received, the CB must take appropriate action to ensure continued client conformance to the certified aerospace quality management system standard.

Some changes that may occur include:

- A change in organizational structure or management
- Significant change in the number of employees
- Change in certification scope
- Change in quality policy or changes to the quality manual that could have an impact on conformance to aerospace requirements
- Increased manufacturing capability, capacity, or work statement
- Poor performance issues that directly relate to the aerospace quality management system.

The aerospace industry is very dynamic, new business is being placed in the supply base, additional employees are needed to support increased work statements, and aerospace suppliers must ensure conformance to requirements while meeting their customers' scheduling demands.

Your support by reviewing and updating your change-notification process and communication of such to your aerospace clients will help us prevent reoccurrence of this issue in the future.