

Other Party Management Team (OPMT) Administration of 9100 Series of Standards Quality Systems



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The Boeing Company
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Presented by:
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President SQA

Industry Controlled Other Party (ICOP)



- Quality Management System Certification
 - 9100 Series Standards & Document Relationship
- What is ICOP
- The IAQG & OPMT Structure
- AS9104/001 – Key Changes
- Where to go for information
 - Resources
- Up and Coming changes and events
- Q & A

9100 Series of Standards Quality Management Systems



- **EN/AS/JISQ 9100 - *Requirements for Aviation, Space and Defense Organizations***
 - Organizations that design, develop and/or produce aviation, space and defense products; and by organizations providing post-delivery support.
- **EN/AS/SJAC 9120 - *Requirements for Aviation, Space and Defense Distributors***
 - Organizations that procure parts, materials and assemblies and resell these products to a customer in the aviation, space and defense industries.
- **EN/SJ9110 - *Requirements for Aviation Maintenance Organizations***
 - Organizations whose primary business is providing maintenance, repair and overhaul services for aviation commercial and military products; and original equipment manufacturers.



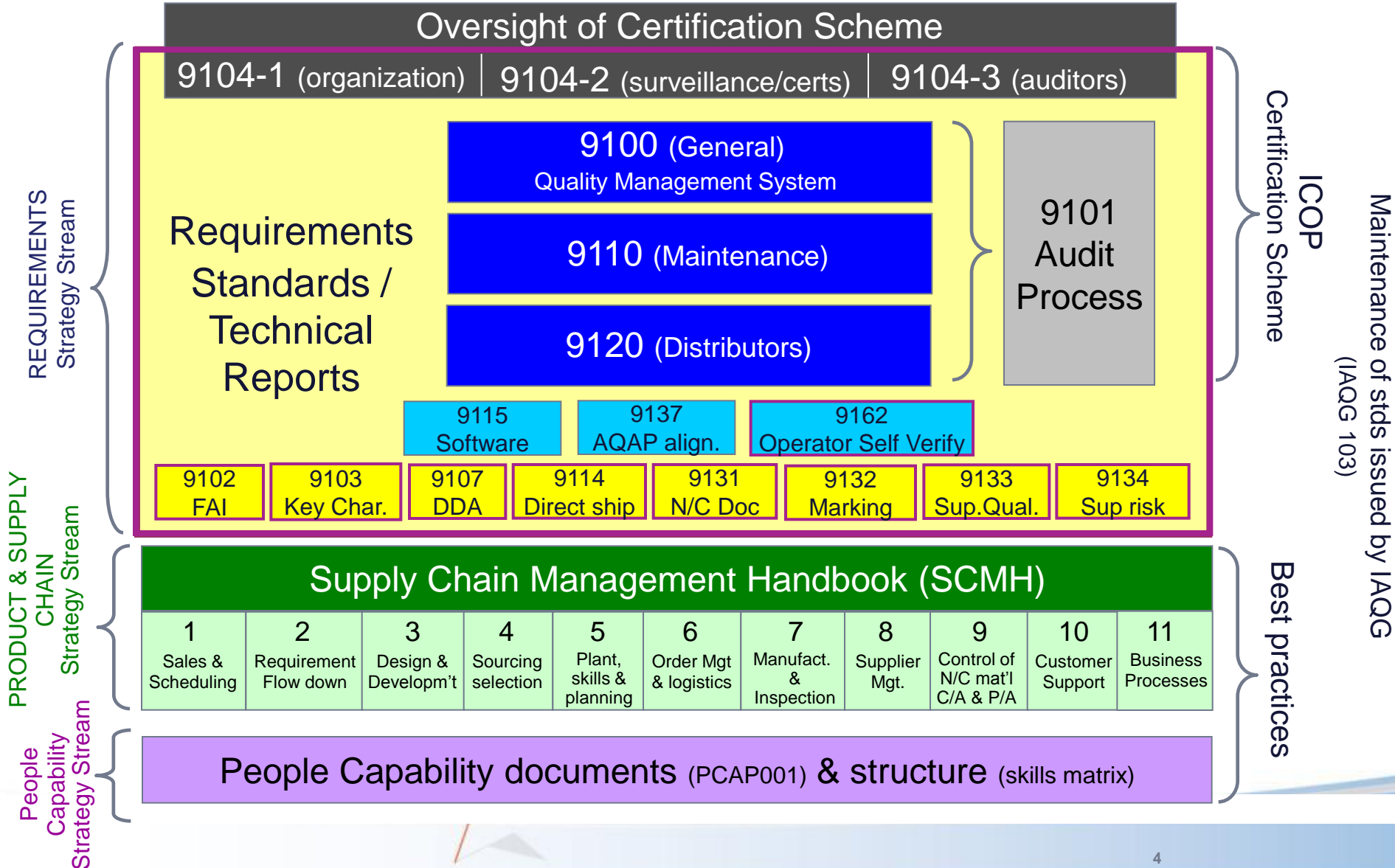
IAQG Document Relationship



IAQG OWNERS

DATA

Data Type



WHAT IS ICOP?

- **ICOP is a globally harmonized 9100/9110/9120 Aerospace Quality Management System (AQMS) Certification process defined by the IAQG**
 - **Industry Controlled:**
 - The IAQG through each Sector provides direct oversight of all AQMS certification activities
 - **Other Party:**
 - Certifications activities are conducted by accredited Certification Bodies (CB) and Authenticated Aerospace Experienced Auditors (AEA) that are recognized through the ICOP process
- **ICOP process is managed by the IAQG Other Party Management Team (OPMT)**



- Benefits

- Globally harmonized certification scheme that is recognized by major Aviation, Space and Defense companies
- Supports supplier approval activities with a recognized quality management system certification
- Process approach to conformance assessment
- Focus on exceeding customer expectations



- Risk

- Does not prevent procurement from poor performing suppliers
- It is not certification of product



- Our Aviation, Space & Defense sector certification scheme utilizes ISO for basic requirements and supplements ISO with Aviation, Space and Defense (AS&D) unique requirements.
 - ***ISO 9001 as supplemented by 9100***
 - Certification Criteria is Linked to ISO 17021 and IAF Documents



International
Organization for
Standardization



IAF - Certified once, accepted everywhere



IAQG: A Global Team



Whose mission is to:

Achieve significant performance improvements in Quality, Delivery, and consequently Cost, on all products and services throughout the value stream

- Achieve significant performance improvements in Quality, Delivery, and consequently Cost, on all products and services throughout the value stream
- Through the establishment of effective prevention oriented practices and processes
- By standardizing Requirements, providing Process Guidelines and spreading Best Practices
- By introducing a Culture of Quality as early as possible in the value stream thus reducing the cost of poor quality
- Through establishing and maintaining dynamic cooperation between international Aviation, Space and Defense companies

- Establish commonality of aviation, space and defense quality systems, “as documented” and “as applied”
- Establish and implement a process of continual improvement to bring initiatives to life
- Establish methods to share best practices in the aviation, space and defense industry
- Coordinate initiatives and activities with regulatory/government agencies and other industry Stakeholders



The IAQG membership comprises:

- Companies who carry out the design, development, manufacture and support of original equipment at system or subsystem level for
- Aviation and Space products (including platforms and systems) and services
- Land and Sea based systems for defense applications
- Trade Associations, and their related bodies created by those aerospace companies, may be Members at Large

IAQG Member Expectations:

- 100% on time and quality products and services
- Conformance to all established requirements
- Continual improvement initiatives that strive to exceed customer expectations
- Communicate, Communicate, Communicate



- **Mission:**

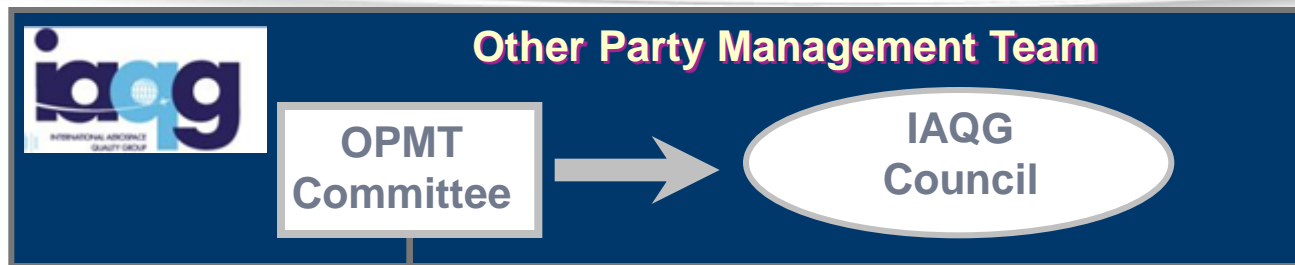
- Management and oversight of the 9100 series Aviation, Space and Defence Quality Management System certification program.

- **Vision:**

- A measurable IAQG quality management system certification program that is efficient, recognized and brings benefit to all stakeholders



Other Party Management Team



Sector Management Structures



RMC
(Americas)



OPMT
(Europe)



JRMC
(Asia / Pacific)

Voting Members;
ABs;
CBs; and
Industry
Representatives

Voting Members;
ABs;
CBs; and
Industry
Representatives

Voting Members;
ABs;
CBs; and
Industry
Representatives

• Acronyms

RMC - Registration
Management Committee

OPMT - Other Party
Management Team

JRMC - Japan Registration
Management Committee

AB - Accreditation Bodies

CB - Certification Bodes

- **9104-001 – Accreditation/Certification Requirements**

- Certification Structures
- Sector Requirements
- Recognized Accreditation Bodies (ABs)
- Accredited Certification Bodies (CBs)
- Authenticated Aerospace Auditors
- Auditor Authentication Bodies (AABs)
- OASIS database management



- **9104-002- Oversight**

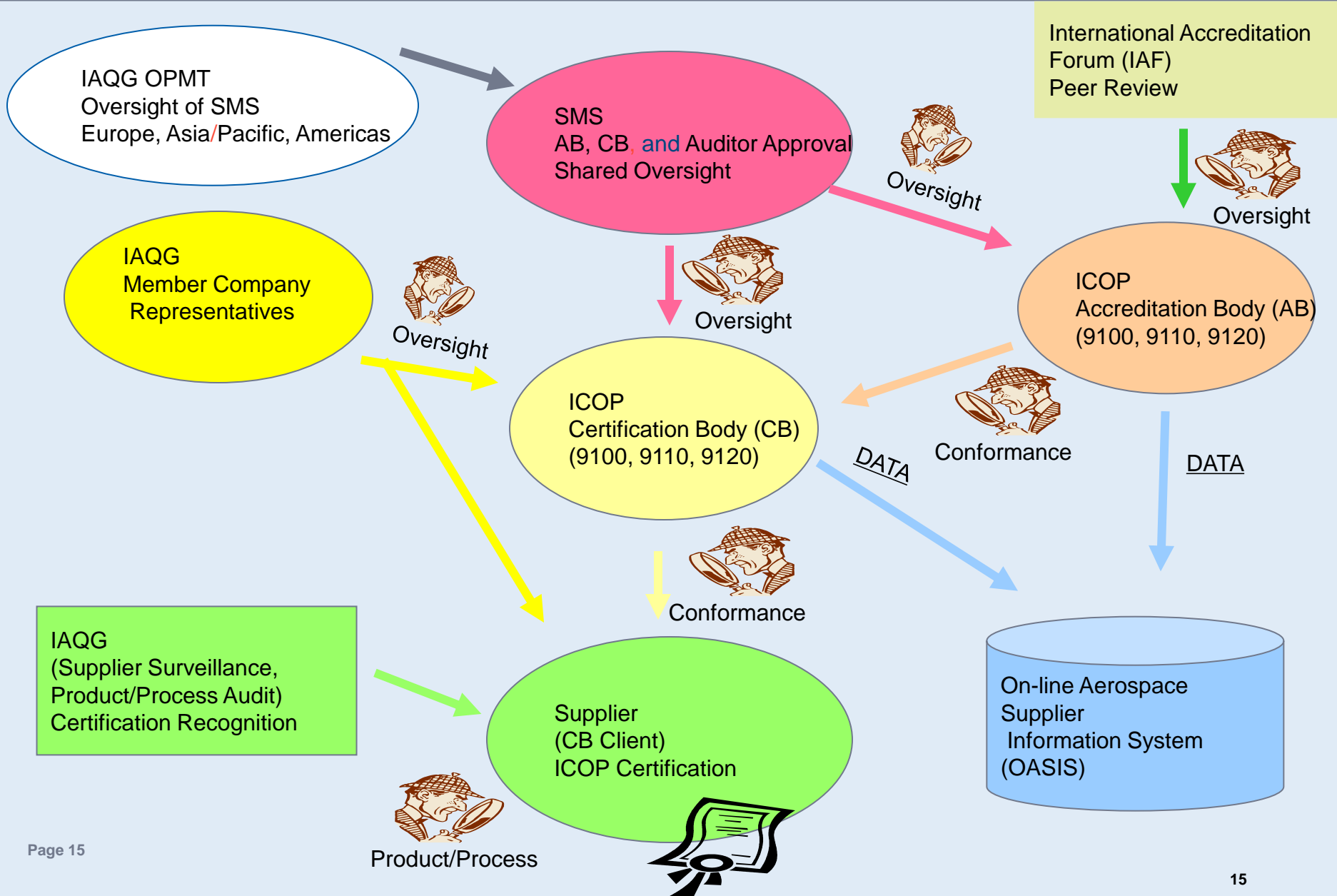
- Oversight and surveillance process to ensure conformance to established aerospace industry 9100-series standard accreditation/certification requirements

- **9104-003 – Auditor Authentication & Training**

- A common process for aerospace auditor training and authentication to be utilized by all the IAQG sectors



ICOP Management



AS9104/1 Key Changes

- Published in Jan 2012
 - CB transition was completed in July 2013
 - Clients must transition at next surveillance/recertification audit
- Things Auditors/Clients Should Know about 9104/1
 - The CB shall initiate the client certification suspension process, when an organization fails to demonstrate that conformance to the applicable standard has been re-established within 60 days from the issuance of a Nonconformity Report (NCR) (8.4.d)
 - OASIS Feedback Loop - CB auditors are expected to address this feedback during their management review activity, as well as investigations of product, process, and system issues (14.2)
 - The same audit team leader shall be limited to a maximum of two consecutive certification cycles at the client (organization). Rotation of supporting AEAs and auditors after each certification cycle is recommended. (8.3.8)



- Things Auditors/Clients Should Know about 9104/1
 - Classified material or export control requirements, related to CB auditor access must be determined prior to audit activity (6.11)
 - The audit team leader shall present the complete audit report to the organization prior to departing (within two weeks of the closing meeting) using the audit report and associated forms defined in the 9101 standard. (8.5.a)
 - The CB's audit program shall ensure that a certified organization's 'Control of Purchasing' process is audited at least annually. (8.2.2.n)
 - CBs shall not allow requests by clients for auditor changes/substitutions without substantiated evidence of improper activity or contract violations. (6.12)



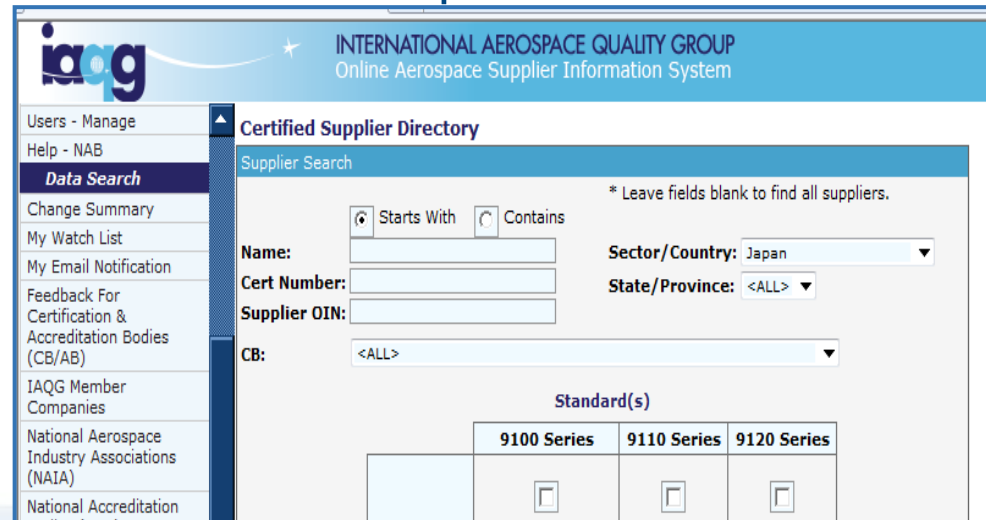
- Prior to 9100 Series ICOP certification an organization must work with their contracted CB to determine the appropriate 9104-001 (Appendix B) defined certification structure that fits their internal organization structure.
- Certification Structure options include:
 - Single Site - Organization having one location
 - Multiple Site – QMS with multiple locations, similar processes
 - Several Site – Single QMS with several independent sites
 - Campus – Single QMS with sites that support same Value Stream
 - Complex – Single QMS with combination of the above structures



On-Line Aerospace Supplier Information System (OASIS)



- **OASIS Database – 15,000 Sites**
 - Database where all information related to ICOP certifications, auditors and audit results is stored
 - Only general information such as Accreditation Bodies, Certification Bodies, Certified Supplier sites, Approved Auditors is publicly accessible.
 - Audit results data available when authorized by Organization.
 - Includes a robust Stakeholder Feedback process to Industry Leaders, Certification Bodies and Document Reps



New Application Highlights

Feedback Process Upgrade

Upgraded “My Feedback” functionality for all registered OASIS users



The screenshot shows the IAQG OASIS website interface. At the top, the IAQG logo and name are displayed. The main navigation bar includes links for Log-Out, Home, About Us, Contact Us, Edit Login, Edit Profile, Edit Address, and Help/Guidance. A left-hand navigation menu lists various categories such as Data Search, Change Summary, My Watch List, My Email Notification, My Feedback (highlighted with a red arrow), IAQG Member Companies, National Aerospace Industry Associations (NAIA), National Accreditation Bodies (NAB), Certification Bodies (CB), Auditor Authentication Bodies (AAB), Auditors (AEA/non AEA), Training Provider Approval Bodies (TPAB), Approved Training Providers (ATP), Certified Suppliers Directory, and Supply Chain Management HandBook (SCMH). The main content area is titled "Hello Average User" and contains a welcome message, a "Click to Create Feedback Requests" button, and a section for "Important Modifications".

Click to Create Feedback Requests

- Once a user is logged into OASIS they can utilize the “My Feedback” function to:
 - Request clarification on an Industry standard (e.g. AS9104/1 or AS9100) via the Document Rep feedback. **Note:** This is for clarification only and not an issue resolution process.
 - Communicate directly with an IAQG Strategy Stream Leader
 - Constructive feedback, Opportunities for Improvement
 - Communicate with CB’s or AB’s
 - Client or CB Performance

New Application Highlights

Feedback Process Upgrade



INTERNATIONAL AEROSPACE QUALITY GROUP
Online Aerospace Supplier Information System

Log-Out Home About Us Contact Us
Edit Login Edit Profile Edit Address Help/Guidance

- Data Search
- Change Summary
- My Watch List
- My Email Notification
- My Feedback
- IAQG Member Companies
- National Aerospace Industry Associations (NAIA)
- National Accreditation Bodies (NAB)
- Certification Bodies (CB)
- Auditor Authentication Bodies (AAB)
- Auditors (AEA/non AEA)
- Training Provider Approval Bodies (TPAB)
- Approved Training Providers (ATP)
- Certified Suppliers Directory
- Supply Chain Management HandBook (SCMH)

Feedback

Use this application to manage feedback you have sent. Each request is given a tracking number (e.g. [9164] Feedback Ticket Example below). Click on the subject or tracking number to view the details, post a response, or delete a request. You will receive an email when a response is posted or the status is changed.

Note: This application is for feedback sent from you as an individual OASIS user. If you are representing your organization, please use the "Manage Feedback" application.

Filtering Criteria

For: Status:
 Reason: Within:

▼ Create New Feedback Ticket

For: [CB](#)
[AB](#)
[Document Representative](#)
[IAQG Executive Leadership](#)
[IAQG Strategy Stream Leaders](#)

- Create New Feedback Ticket
- Select Recipient Type

Feedback Results

[Download List for Excel](#)

Viewing 1 to 1 of 1

| Posted | Recipient Type | Status | Replies | Latest Response |
|---|----------------|--------|---------|-----------------|
| [9164] Feedback Ticket Example Apr 23, 2013 04:33 PM EST by Average User | CB | Open | 0 | |

1



New Application Highlights

Feedback Process Upgrade

iaqg INTERNATIONAL AEROSPACE QUALITY GROUP
Online Aerospace Supplier Information System

Log-Out Home About Us Contact Us
Edit Login Edit Profile Edit Address Help/Guidance

Data Search

- Change Summary
- My Watch List
- My Email Notification
- My Feedback
- IAQG Member Companies
- National Aerospace Industry Associations (NAIA)
- National Accreditation Bodies (NAB)
- Certification Bodies (CB)
- Auditor Authentication Bodies (AAB)
- Auditors (AEA/non AEA)
- Training Provider Approval Bodies (TPAB)
- Approved Training Providers (ATP)
- Certified Suppliers Directory
- Supply Chain Management Handbook (SCMH)

Feedback Cancel

Add Feedback Request

Name: Average User Email: iaqgsupport@sae.org

Request Detail

For: Document Representative

Reason: --Select-- Response: --Select--

Closure: --Select--

Series: --Select-- Version: --Select--

Subject:

Message

Please enter your Message here

- Enter request detail
- Enter message text
- Add file attachments as necessary

File Attachments

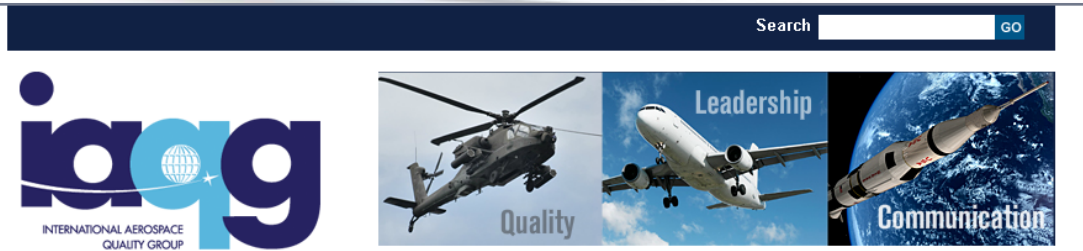
Add File:

Add File:

[Create New Feedback Ticket >](#) Click to send

- Additional information is available in the Help/Guidance section of the OASIS database



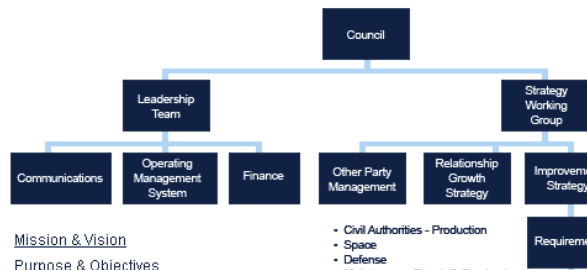


- Home
- SCMH
- Organization
- Membership
- Upcoming Events
- News Highlights
- Publications
- Industry Links
- Contact Us

Organization
 The IAQG is a cooperative global organization that brings aviation, space and defense companies together to deliver more value at all levels of the supply chain.

9100, 9110, 9120, 9101 Published - Click here for Deployment Support Materials

- Quick Links**
- [Members Only](#)
 - [OASIS Database](#)
 - [9100 Deployment](#)



[Mission & Vision](#)
 Purpose & Objectives

[IAQG Website](#)
[AAQG Website](#)

Excellent starting points for resources.

Search [GO](#)

Home

Leadership Team

Awards

Council

Membership

Meetings

Press Center

G-14 Americas Aerospace Quality Standards Committee

Publications

Registration Management Committee

Contact Us

The AAQG is a cooperative organization within the aerospace industry in the Americas (including North, Central and South Americas). Its processes are established in a set of agreed, documented, operational procedures.

Purpose

- Establish and maintain a dynamic cooperation based on trust between Americas aerospace companies on initiatives to make significant improvements in quality performance and reductions in cost throughout the value stream.
- Initial focus is to continuously improve the processes used by the supply chain to consistently deliver high quality products, thereby reducing non-value added activities and costs.

Objectives

- Establish commonality of aviation, space and defense quality systems, "as documented" and "as applied"
- Establish and implement a process of continual improvement to bring initiatives to life
- Establish methods to share best practices in the aviation, space and defense industry
- Coordinate initiatives and activities with regulatory/government agencies and other industry Stakeholders

Quick Links

- [Members Only](#)
- [OASIS Database](#)
- [AS9100C Deployment Support Materials](#)
- [Supply Chain Management Handbook \(SCMH\)](#)
- [IAQG Website](#)
- [Acronyms](#)

- 9100 Deployment Page – Numerous auditor/client resources



The screenshot shows the IAQG website's Requirements page. The header features the IAQG logo and three images: a helicopter labeled 'Quality', an airplane labeled 'Leadership', and a rocket labeled 'Communication'. A navigation menu on the left includes Home, SCMH, Organization, Membership, Upcoming Events, News Highlights, Publications, Industry Links, and Contact Us. The main content area is titled 'Requirements' and includes a description of IAQG's role, a 'Requirements Strategy Stream Mission' with a bulleted list of goals, and 'Published Standards' with a link to the 9100 Quality Management Systems - Requirements for Aviation, Space and Defense. A 'Quick Links' sidebar on the right lists various resources like the OASIS Database, 9100 Deployment Support Materials, and IAQG Sanctioned Aerospace Auditor Transition Training Support Material.

Link:

<http://www.sae.org/iaqg/organization/requirements.htm>

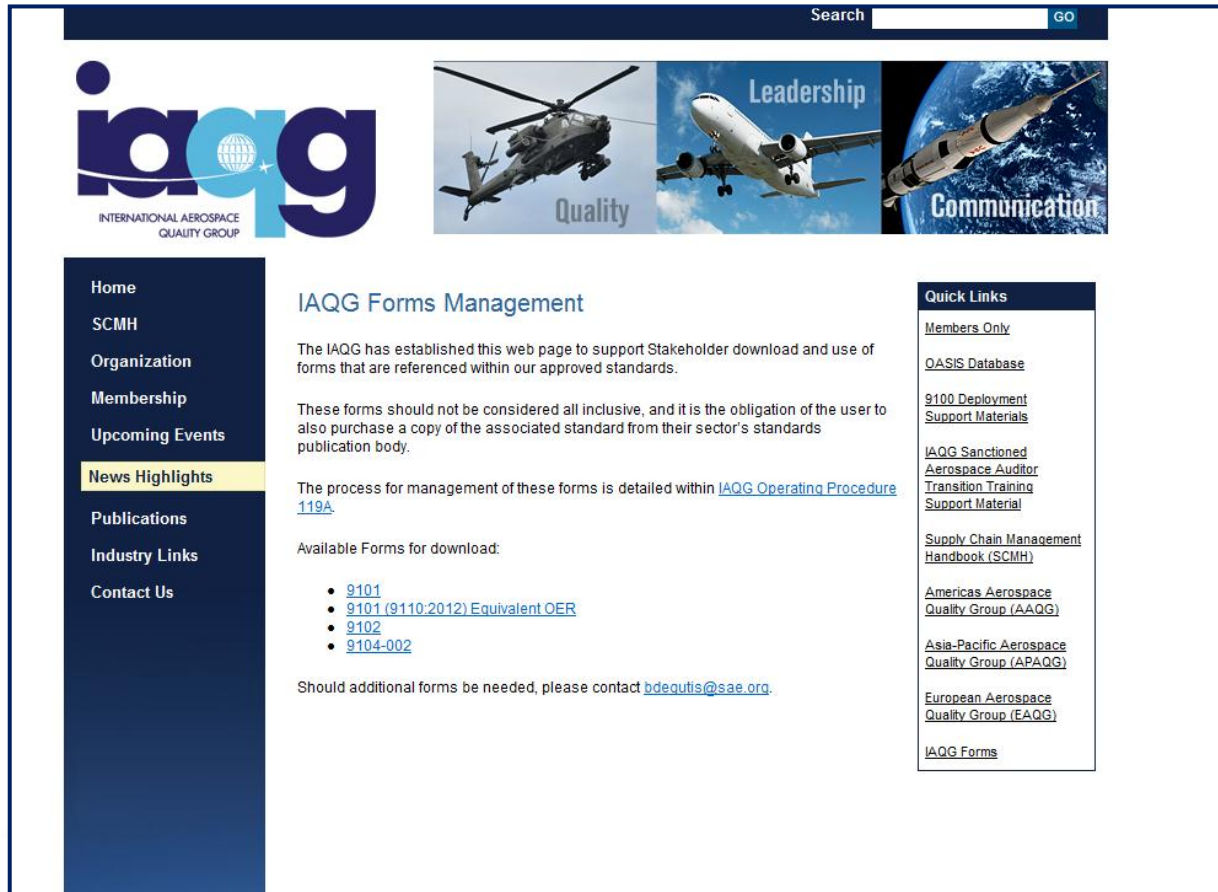
Deployment Support Materials

- 9100 - Quality Management Systems: Aviation, Space and Defense Organizations
 - [9100 Press Release](#)
 - [Changes Presentation](#)
 - [FAQ](#)
 - [Clarifications and Published Standards - 9100:2009 \(Based on ISO 9001:2008 Standard\)](#)
 - [9100 Changes and Rationale](#)
 - [2011 July Quality Progress](#)
(Reprinted with permission from Quality Progress ©2011 American Society for Quality No further distribution allowed without permission)
 - [9100 Auditor Guidance Material](#)
 - For questions, please contact the IAQG and [Sector Document Representatives](#)
- 9101 - Quality Management Systems - Quality Management Systems 9101 - Audit Requirements for Aviation, Space and Defense Organizations
 - [9101 Press Release](#)
 - [Changes Presentation - Revised August 2011](#)
 - [FAQ](#)
 - For questions, please contact the IAQG and [Sector Document Representatives](#)
- 9110 - Quality Management Systems - Aerospace - Requirements for Maintenance Organizations
 - [9110:2012 Press Release](#)
 - [9110:2012 Revision Summary](#)
 - [9110:2009 Press Release](#)
 - [9110:2009 Revision Overview](#)
 - [FAQ](#)
 - [Article - "Aerospace Standard for Maintenance, Repair, and Overhaul Services Improves Safety"](#)
(Reprinted with permission from Quality Digest ©2009 Quality Digest No further distribution allowed without permission)
 - For questions, please contact the IAQG and [Sector Document Representatives](#)
- 9120 - Quality Management Systems - Distributors
 - [9120 Press Release](#)
 - [Changes Presentation](#)
 - For questions, please contact the IAQG and [Sector Document Representatives](#)
- 9104-1 - Requirements for Aviation, Space and Defense Quality Management System Certification Program
 - [FAQ](#)
 - [Certification Structure Oversight Committee \(CS OC\) Information and Guidance Materials](#)



- **IAQG Forms Management**
 - Available for use, includes .pdf forms
 - Per IAQG Operating Procedure 119A

Link: <http://www.sae.org/iaqg/forms/index.htm>



The screenshot shows the IAQG website's 'Forms Management' page. At the top, there is a search bar and the IAQG logo. Below the logo is a banner with three images: a helicopter labeled 'Quality', an airplane labeled 'Leadership', and a rocket labeled 'Communication'. The main content area features a navigation sidebar on the left with links like Home, SCMH, Organization, Membership, Upcoming Events, News Highlights (highlighted), Publications, Industry Links, and Contact Us. The main text area is titled 'IAQG Forms Management' and contains the following information:

The IAQG has established this web page to support Stakeholder download and use of forms that are referenced within our approved standards.

These forms should not be considered all inclusive, and it is the obligation of the user to also purchase a copy of the associated standard from their sector's standards publication body.

The process for management of these forms is detailed within [IAQG Operating Procedure 119A](#).

Available Forms for download:

- [9101](#)
- [9101 \(9110:2012\) Equivalent OER](#)
- [9102](#)
- [9104-002](#)

Should additional forms be needed, please contact bdequits@sae.org.

On the right side, there is a 'Quick Links' section with the following links:

- [Members Only](#)
- [OASIS Database](#)
- [9100 Deployment Support Materials](#)
- [IAQG Sanctioned Aerospace Auditor Transition Training Support Material](#)
- [Supply Chain Management Handbook \(SCMH\)](#)
- [Americas Aerospace Quality Group \(AAQG\)](#)
- [Asia-Pacific Aerospace Quality Group \(APAQG\)](#)
- [European Aerospace Quality Group \(EAQG\)](#)
- [IAQG Forms](#)

- The SCMH provides guidance material to help continuously improve On Time, On Quality Delivery (OTOQD)
- It is provided at no cost and is available to all levels of the supply chain
- Link:
<http://www.sae.org/scmh/>



The screenshot shows the IAQG Supply Chain Management Handbook (SCMH) website. At the top right is a search bar with a 'GO' button. The main header features the IAQG logo and the title 'Supply Chain Management Handbook (SCMH)'. Below the header is a navigation menu with 11 chapters and appendices: Chapter 1: Sales & Scheduling, Chapter 2: Requirement Flowdown, Chapter 3: Design & Develop, Chapter 4: Sourcing Selection, Chapter 5: Plant, Skills, & Planning, Chapter 6: Order Mgmt & Logistics, Chapter 7: Mfg & Inspection, Chapter 8: Supplier Mgmt, Chapter 9: Control of NC, PA/CA, Chapter 10: Customer Support, Chapter 11: Business Processes, and Appendices. A sidebar on the left contains links for SCM Home, Content, What's New, FAQs, Contact Us, IAQG, and Take Survey, along with an SCMH Search bar and a 'GO' button. The main content area is titled 'Welcome to the Supply Chain Management Handbook' and includes an 'SCMH Introduction' section. The introduction text states: 'The Supply Chain Management Handbook (SCMH) provides guidance materials to continuously improve On Time, On Quality Delivery (OTOQD) throughout the entire value stream. It's objective is to help the supply chain improve their quality performance through better understanding of aviation, space and defense industry quality management system requirements and expectations. The Supply Chain Management Handbook (SCMH) was initially released in October, 2008 and is progressively updated as changes/improvements are identified and new material is developed by IAQG member company subject matter experts. The Handbook is provided at no cost to organizations at all levels throughout the supply chain, including customers. The chapters of the SCMH are structured around the eleven elements of a supply chain business process model covering the entire product lifecycle. The intention of the guidance material in the SCMH is to assist organizations with understanding the various topics and is not intended to be requirements, nor auditable. Use of the guidance material does not ensure compliance to any referenced QMS Standards. Language translations of the guidance material will be incorporated as they are available. Note: If a difference is noted between the translated version and the English version the English version will take precedence.'





Certification Body Operations

9104-001 Implementing

- Min. Audit Days – no reductions
- Certification structure criteria
- Ramifications for Poor performance
- OASIS Improvements and Feedback

Audit and C/A Effectiveness

9101E (In Ballot)

- Process Approach
- Updated Tools
- Audit Guidance
- Corrective Action Requirements
- Updated Forms

Auditor Competency

9104-003 (Being Revised)

- Competency-based Auditor Authentication
- Global Harmonization
- Updated experience requirements
- Sanctioned Aerospace Auditor Training

SMS Oversight of Process

9104-002 (In Ballot)

- Risk based oversight
- Updated Oversight Tools
- Other Party (OP) Assessor responsibilities and qualification
- Sanctioned OP Assessor training
- Annual Review and Metrics

- **Client transition to AS9104/1 - All**
 - Use of new certification structures
 - CB conformance to all AS9104/1 requirements
- **OASIS Next Generation Project – OPMT**
 - OPMT is studying a major change to OASIS database. Moving from a record retention platform to allow for records generation, oversight results and corrective action management.
 - No loss in existing functionality
- **AS9104-3 Auditor Authentication – (Project Chair: Will Tate)**
 - **Upcoming Changes:**
 - Continual Personal Development
 - Updated AEA qualification criteria
 - Competency based authentication
- **AS9100 Rev 2015 – (Project Chair: Alan Daniels)**
 - Align with ISO 9001:2013
 - Incorporate lessons learned and stakeholder feedback

Upcoming Events

- The IAQG and AAQG welcomes participation at all events. Events include closed and “open” session activities. Check agendas for open events.

Links : <http://www.sae.org/iaqg/meetings/>
<http://www.sae.org/aaqg/meetings/>

The screenshot shows the IAQG website layout. At the top is the IAQG logo and a banner with images of a helicopter, an airplane, and a satellite, labeled 'Quality', 'Leadership', and 'Communication'. Below the banner is a navigation menu with links: Home, SCM, Organization, Membership, Upcoming Events, News Highlights, Publications, Industry Links, and Contact Us. The main content area is titled 'IAQG Meetings' and lists upcoming events:

- 2013 October 7-11 - Montreal, Canada
 - Montreal Presentation
 - Registration Form - IAQG Meetings
 - Registration Form - IAQG PFM Exhibitors
 - Meeting / Hotel Information
- 2014 April 7-10 - Brussels, Belgium
 - Brussels Presentation

 Below the list is contact information: 'Please contact Customer Service at SAE with any questions: 724-776-4970 or CustomerService@sae.org'. At the bottom are logos for VERITAS, LPI (integrated | process | improvement), and VERIFY. A 'Quick Links' sidebar on the right contains links for Members Only, OASIS Database, 9100 Deployment Support Materials, IAQG Sanctioned Aerospace Auditor Transition Training Support Material, Supply Chain Management Handbook (SCMH), Americas Aerospace Quality Group (AAQG), Asia-Pacific Aerospace Quality Group (APAQG), European Aerospace Quality Group (EAQG), and IAQG Forms.

The screenshot shows the AAQG Meetings page. It has a navigation bar with 'Home | Meetings' and a 'Meetings' section. The main content is titled 'AAQG / G-14 AAQSC Meetings' and contains a table:

| | |
|-----------------------|---|
| September 16-19, 2013 | Seattle, Washington Meeting Information/Registration |
| March 11-13, 2014 | Charleston, SC Meeting Information/Registration |

 Below this is the 'RMC Meetings' section with another table:

| | |
|-----------------------|--|
| July 16-17, 2013 | Indianapolis, IN Meeting Information/Registration |
| September 16-17, 2013 | Seattle, WA Meeting Information/Registration |
| January 14 - 15, 2014 | Palm Beach, FL Meeting Information/Registration |
| March 11-12, 2014 | Charleston, SC Meeting Information/Registration |

 The 'RMC Aerospace Auditor Workshops' section has a table:

| | |
|------------------|--|
| July 18-19, 2013 | Indianapolis, IN Meeting Information/Registration |
|------------------|--|

 The 'RMC Other Party Assessor Workshops' section has a table:

| | |
|------------------|---|
| January 16, 2014 | Palm Beach, Florida Meeting Information/Registration |
|------------------|---|

 At the bottom, there is a note: 'All are welcome to attend AAQG meetings. Dress in business casual.'

Questions.....



ICOP Certification Scheme: Efficient - Recognized - Beneficial

