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

Industry Controlled Other Party (ICOP)

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July 2013
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President SQA

Agenda Topics

- 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

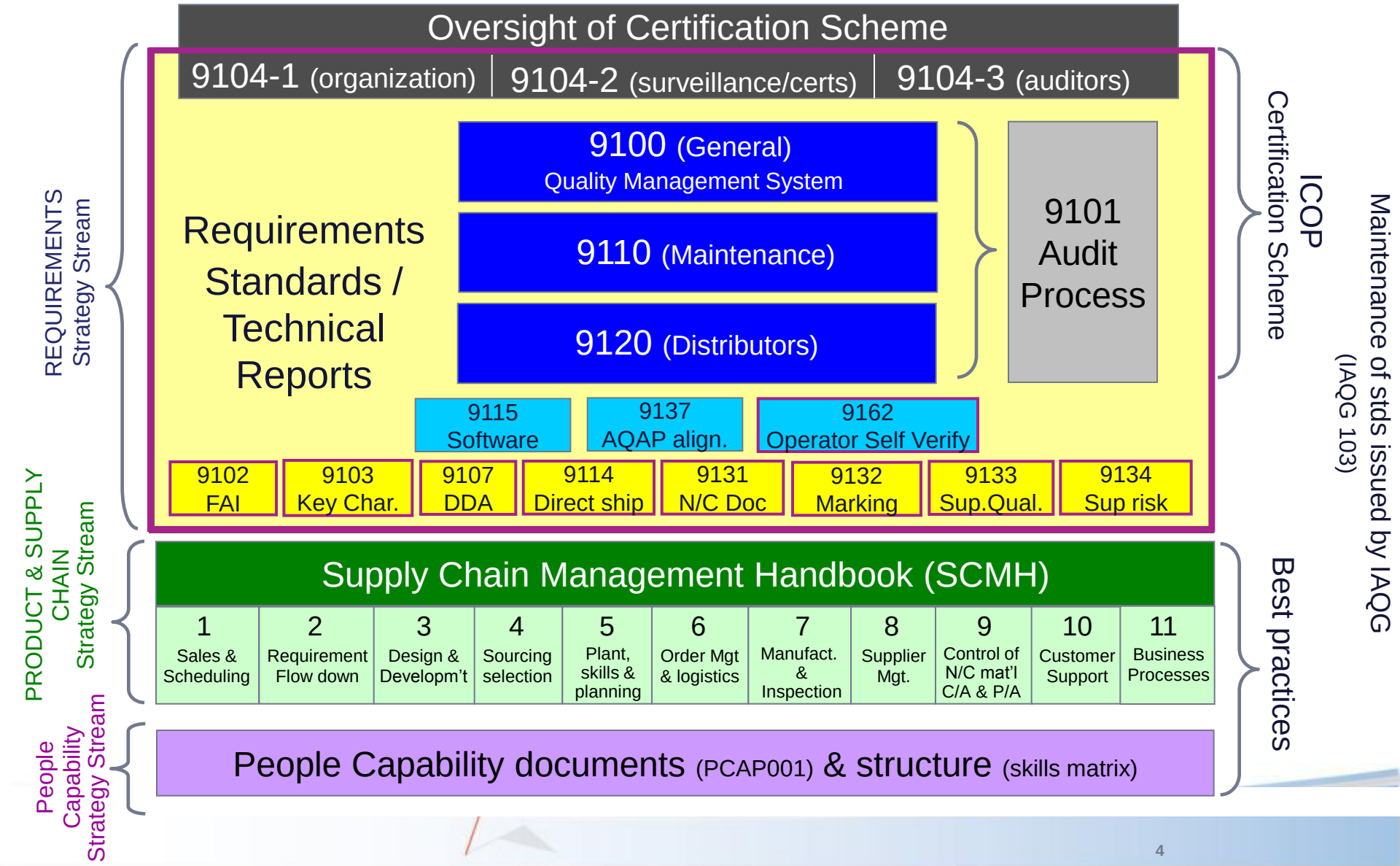
- **EN/AS/JISQ 9100 - *Requirements for Aviation, Space and Defense Organizations***
  - Organizations that design, develop and/or produce aviation, space and defense products; and by organizations providing post-delivery support.

- **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)**

WHAT IS ICOP?

- 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

Industry Controlled Other Party

- 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

ISO International Organization for Standardization

IAF - Certified once, accepted everywhere

IAQG: A Global Team

International Aerospace Quality Group

IAQG Council

69 Major OEMs Worldwide

AAQG
(Americas)

EAQG
(Europe)

APAQG
(Asia & Pacific)

Whose mission is to:

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

IAQG Mission

- 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

IAQG 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

IAQG Membership

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

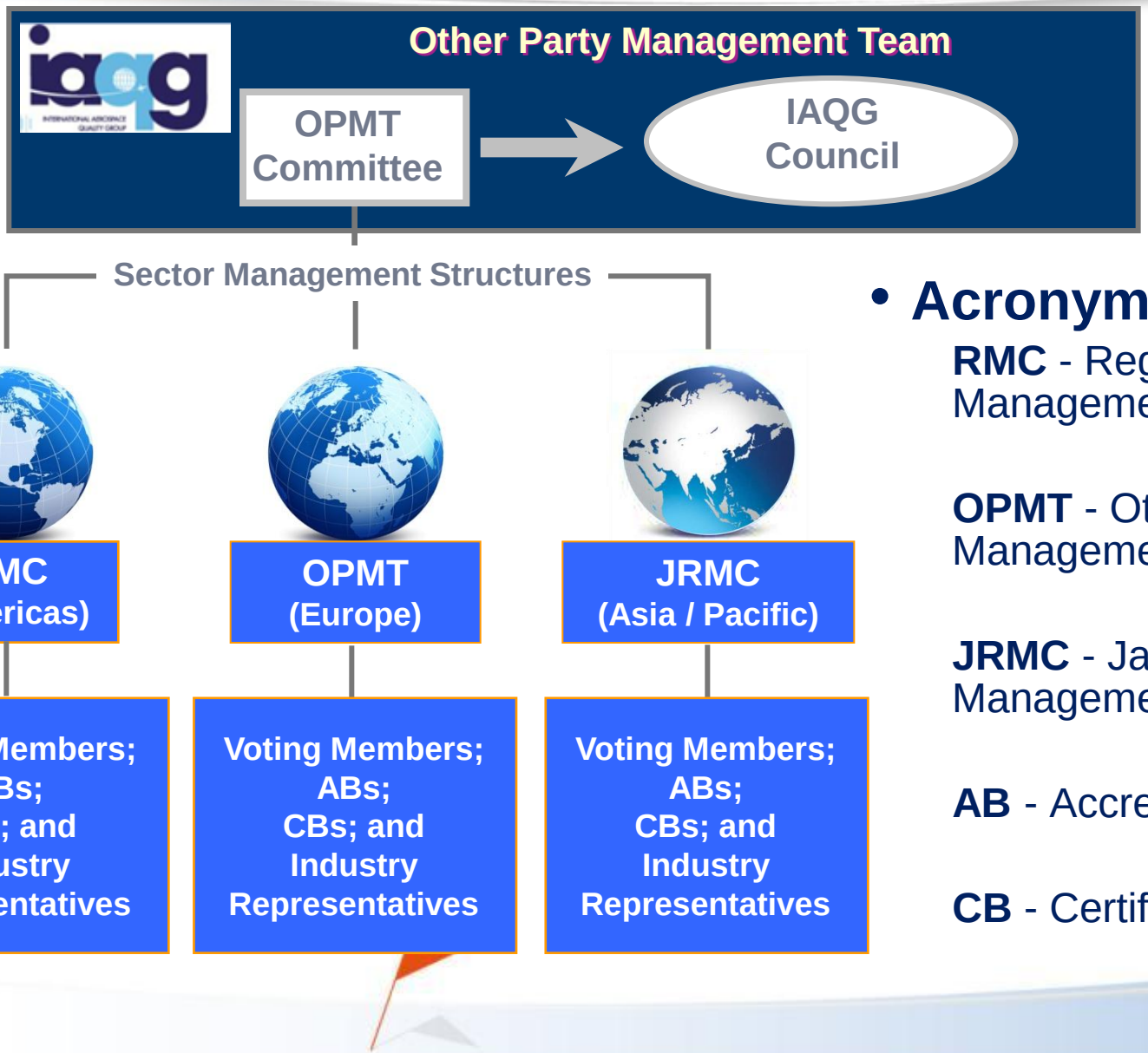
IAQG Member Expectations:

- 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

IAQG OPMT

- **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



- **Acronyms**

RMC - Registration Management Committee

OPMT - Other Party Management Team

JRMC - Japan Registration Management Committee

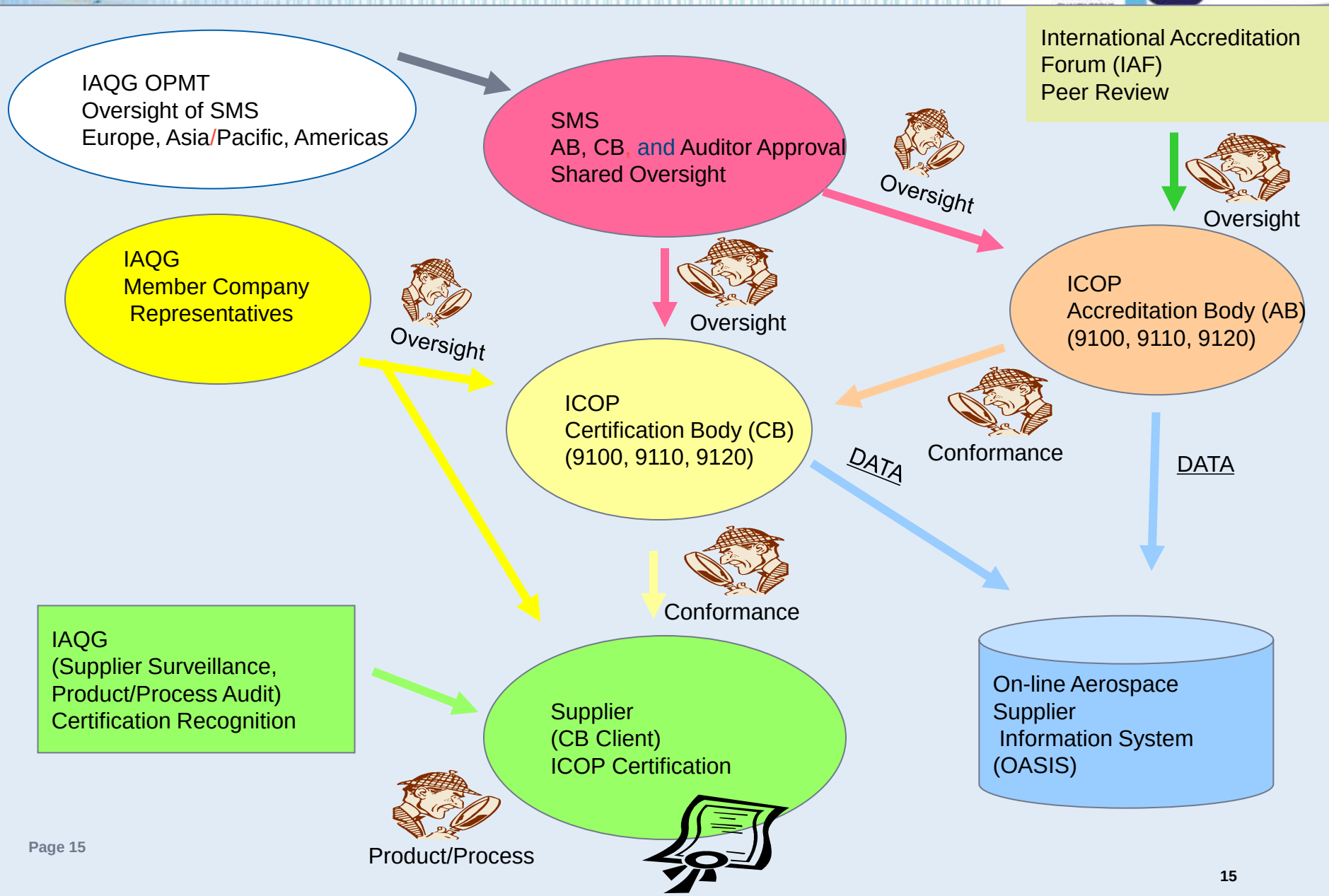
AB - Accreditation Bodies

CB - Certification Bodes

ICOP Criteria

- **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)

AS9104/1 Key Changes

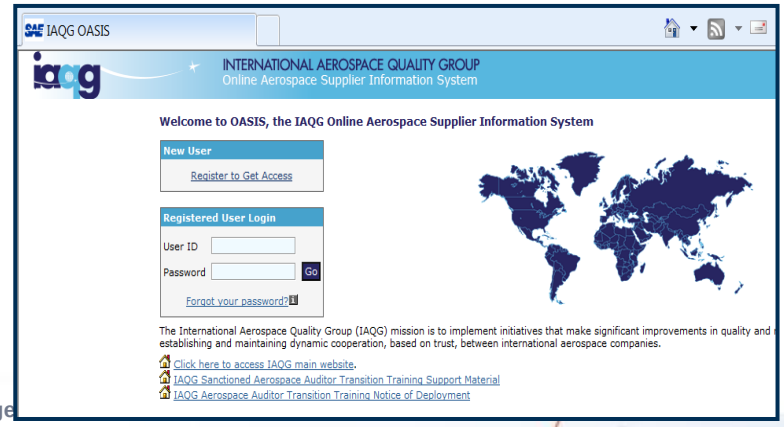
- Things Auditors/Clients Should Know about 9104/1
  - Classified material or export control requirements, related to CB auditor access must be determined prior to audit activity (6.11)
  - The audit team leader shall present the complete audit report to the organization prior to departing (within two 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)

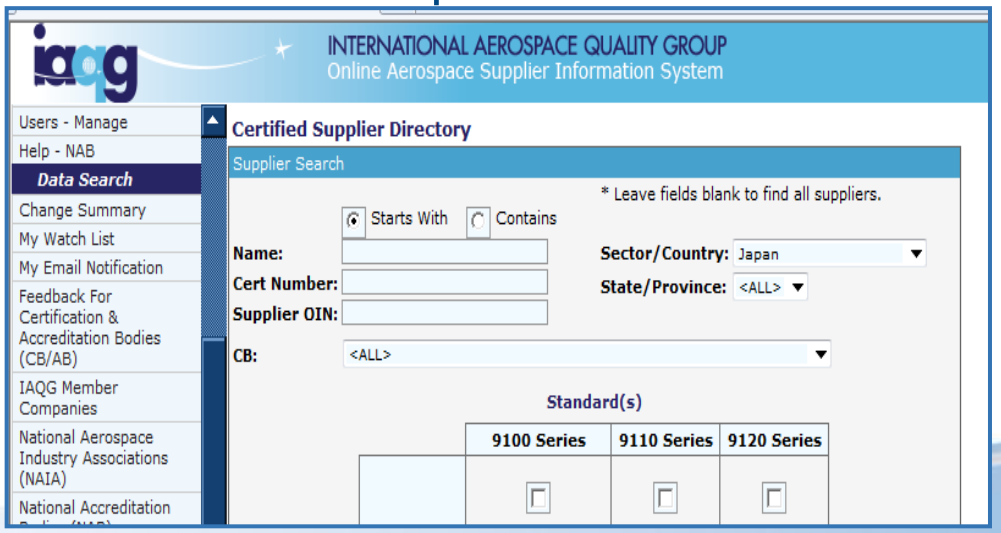
Certification Structures

- 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)

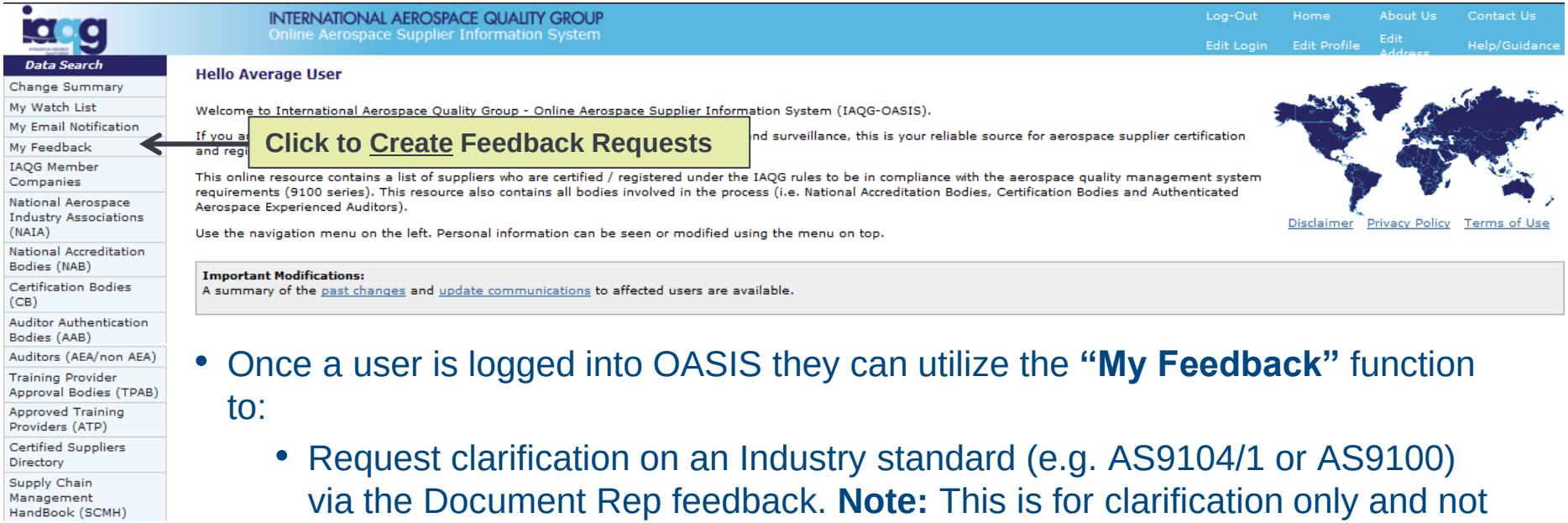
- **OASIS Database – 15,000 Sites**
  - Database where all information related to ICOP certifications, auditors and audit results is stored
  - Only general information such as Accreditation Bodies, Certification Bodies, Certified Supplier sites, Approved Auditors is publicly accessible.
  - Audit results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





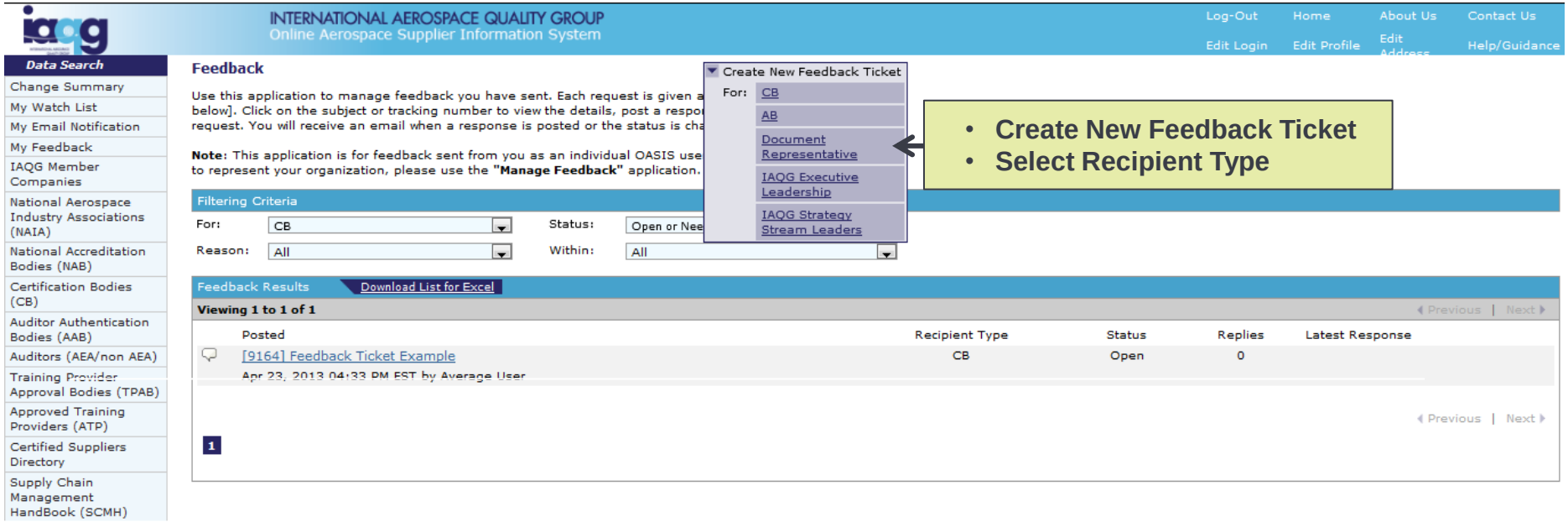
New Application Highlights
Feedback Process Upgrade

Upgraded "My Feedback" functionality for all registered OASIS users



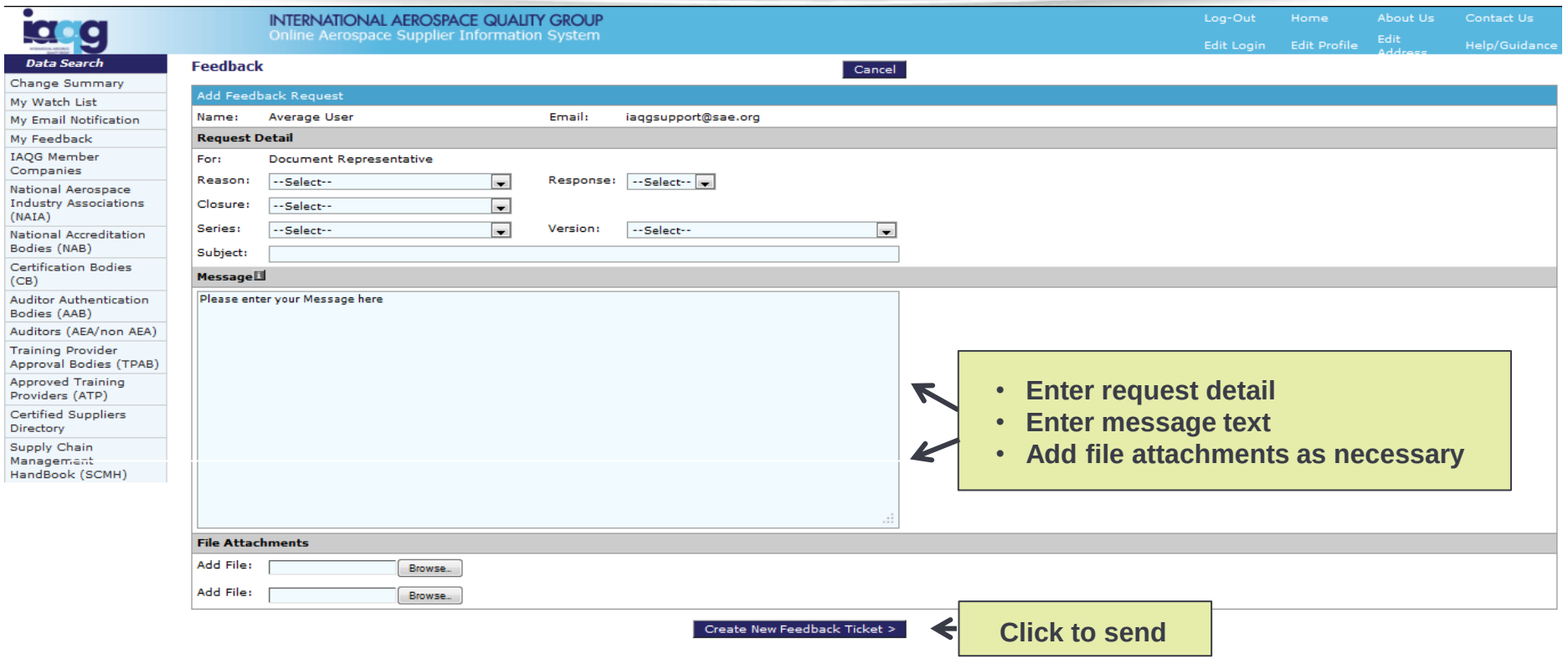
- Once a user is logged into OASIS they can utilize the **"My Feedback"** function to:
  - Request clarification on an Industry standard (e.g. AS9104/1 or AS9100) via the Document Rep feedback. **Note:** This is for clarification only and not an issue resolution process.
  - Communicate directly with 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



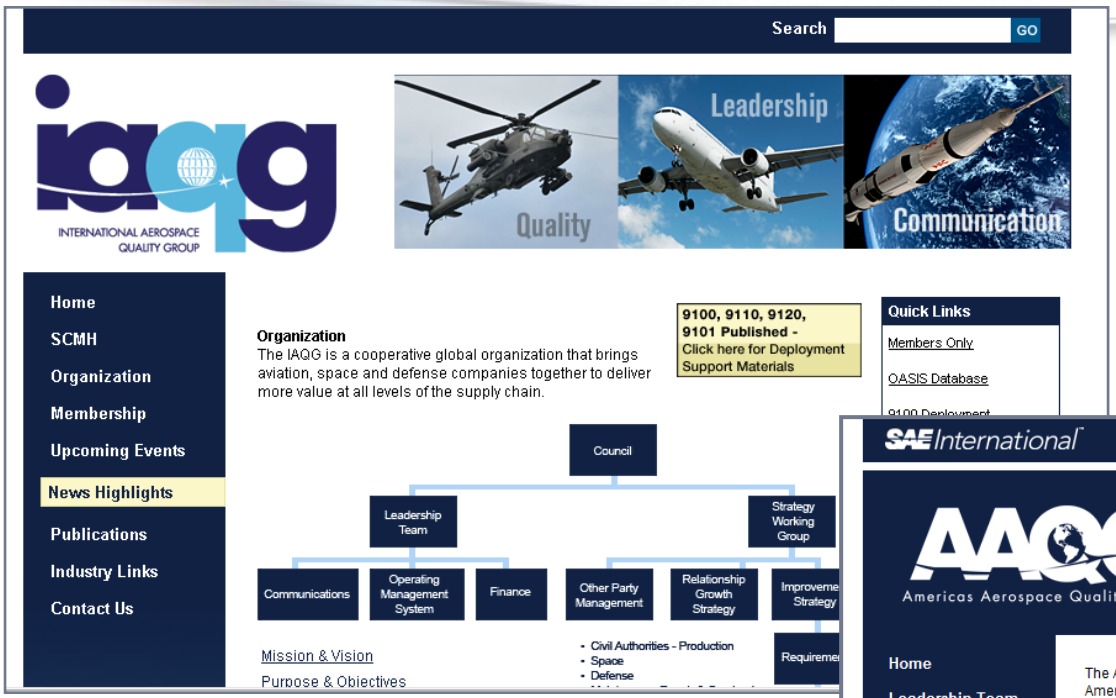
- Create New Feedback Ticket
- Select Recipient Type

New Application Highlights
Feedback Process Upgrade



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

Resources



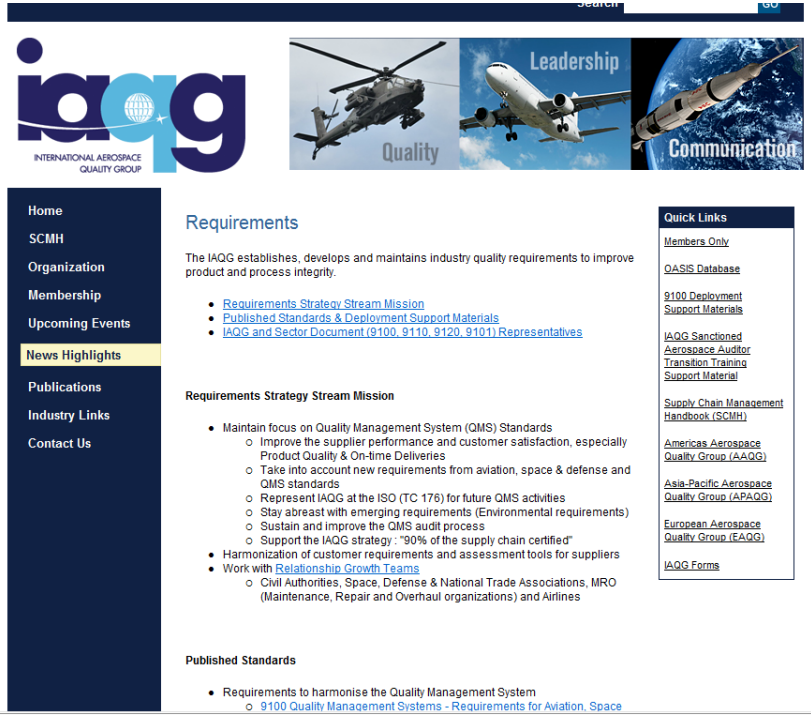
[IAQG Website]

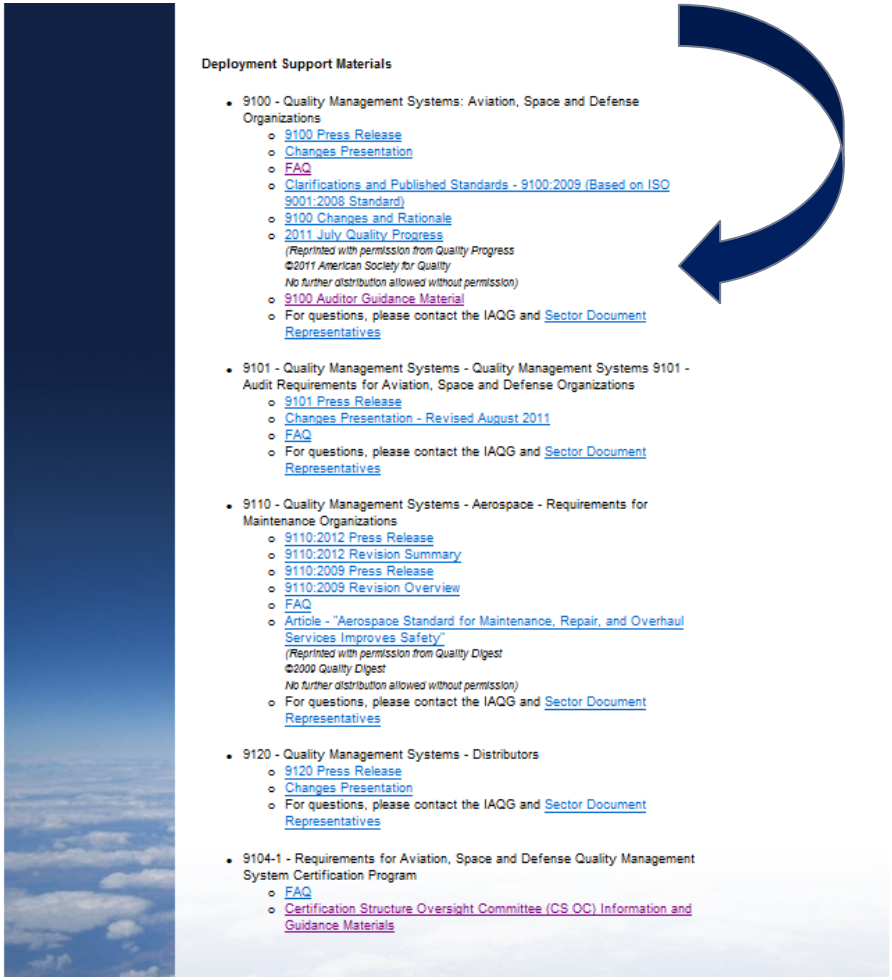
[AAQG Website]

Excellent starting points for resources.

Resources

- 9100 Deployment Page – Numerous auditor/client resources





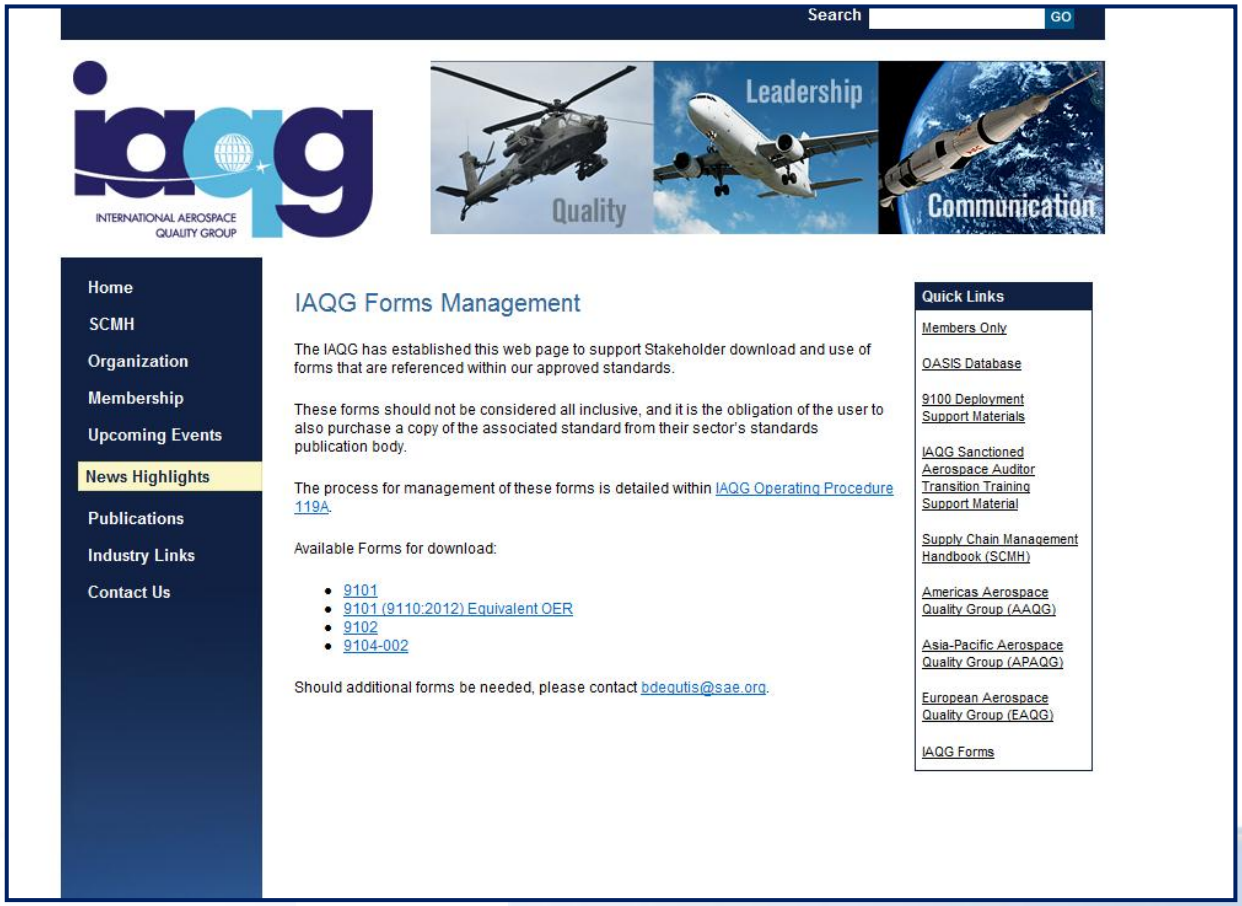
Link:

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

Resources

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

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



Supply Chain Management Handbook (SCMH)

- 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/

Improvement Initiatives

Certification Body Operations

9104-001 Implementing

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

Auditor Competency

9104-003 (Being Revised)

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

Audit and C/A Effectiveness

9101E (In Ballot)

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

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

What's Next

- **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

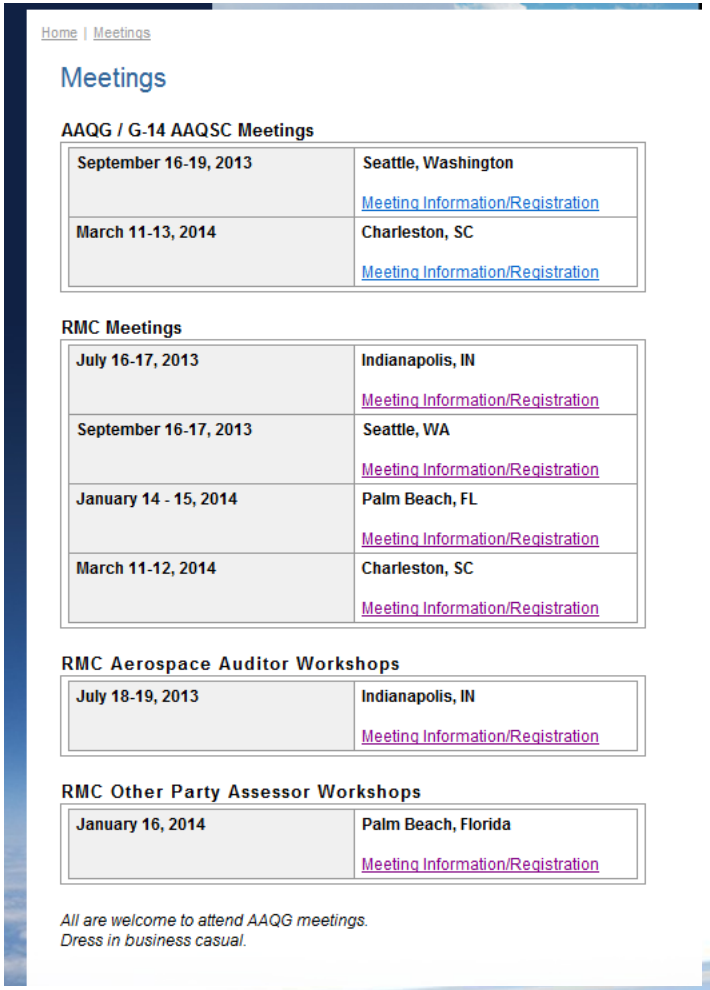
- **AS9104-3 Auditor Authentication – (Project Chair: Will Tate)**
  - **Upcoming Changes:**
    - Continual Personal Development
    - Updated AEA qualification criteria
    - Competency based authentication

- **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/



Questions…..

ICOP Certification Scheme: Efficient - Recognized - Beneficial