



# YOUR AEROSPACE CERTIFICATION PARTNER



# OUR PURPOSE

IS TO HELP  
CUSTOMERS  
DELIVER PRODUCTS  
THE WORLD CAN

# TRUST





**100%**  
TRANSPARENT  
— FEES —

AVERAGE  
CUSTOMER  
PARTNERSHIP



OPERATING  
COUNTRIES

**1000<sup>+</sup>**  
EMPLOYEES  
WORLDWIDE



**50,000**  
CERTIFICATES  
GLOBALLY





## **Kevin Beard**

President –  
Services Division

# **NQA PRESIDENT**

Mr. Beard is the President of NTS's Services Division which includes Certification Services (NQA) and Supply Chain Management Services, and is a member of the Board of Directors for the numerous international components of NQA. Mr. Beard is responsible for the strategy, planning, budgeting, M&A, and directing all international management and operational activities for the NTS Services Division including all its subsidiaries. Mr. Beard began his career with NTS in the Test Division within Engineering, Project Management, and Environment Test Department management; and went on to senior/executive management roles in both the Certification and Supply Chain business services.

Mr. Beard is highly involved in the evolution of controls in the Aviation, Space and Defence industry's efforts regarding Risk Management, Management System Controls and International Supply Chain controls. Mr. Beard is an active member in the International Aerospace Quality Group (IAQG), Americas Aerospace Quality Group (AAQG), Americas Aerospace Quality Standards Committee (AAQSC), SAE G-19 for Counterfeit Parts Prevention. He has also had past memberships in the Aerospace Industry Association, Quality Assurance Committee (AIA QAC) and American Society for Quality (ASQ).

Prior to NTS, Mr. Beard held Engineering and Project Management positions at Stone & Webster in the Nuclear Power and Industrial Process industries. Mr. Beard holds a Bachelor's of Science in Mechanical Engineering from Northeastern University.

# AEROSPACE LEADERS

**NQA is a leading UKAS, ANAB and NABCB Accredited Certification Body.**

Recognized worldwide as the “Aerospace Certification Body”, working with clients such as NASA, The Boeing Company, Raytheon, Lockheed Martin, L-3 Communications and the FAA.

NQA are one of the world’s leading certification bodies for the aviation and aerospace industry and the fourth largest provider of certification services to the aerospace market globally.

## SPECIALISTS IN SUPPORTING AEROSPACE ORGANIZATIONS

**Our auditors have extensive knowledge and experience in:**

- Counterfeit Product and Material Management
- Engineering Design and Development
- Risk Management
- Supply Chain Development and Management
- Systems Integration
- Production Process Controls

Our dedicated in-house team also possess excellent knowledge of the aerospace industry and are experienced in assisting clients through their certification journey.



0015



**USA**  
**10% Market share**



**Ireland**  
**30% Market share**



**UK**  
**17% Market share**

\*correct at time of print



**Archie Gemmell**

# AEROSPACE & DEFENCE SECTOR MANAGER

Archie served in the Royal Air Force, completing 22 years as an Aircraft Maintenance Technician. Initially qualifying as a propulsion mechanic, he undertook further technical and multi-skill training to qualify as an Aircraft Technician Mechanical specialising in both Propulsion and Airframe disciplines.

Activities included the repair, replacement and overhaul of engines, flying controls, hydraulics, air conditioning, and fuel systems. All activity was aligned to Military Airworthiness Regulations and associated regulatory articles in order to meet continued airworthiness requirements. This was dispersed across 1st and 2nd line environments however principally his work was in Maintenance Repair Organisations, aligned to AS9110.

Archie's career concluded with a role conducting compliance audits of aircraft maintenance organisations and supporting activities to meet Continued Airworthiness, MAA and ISO9001 standard requirements at RAF Wittering.

Archie joined NQA in November 2017 utilising his experience accrued over 22 years in the RAF to qualify initially as an ISO9001:2015 Auditor. He has used this as the foundation to qualify as an AS9100D approved Aerospace Experienced Auditor (AEA). Following this Archie has subsequently qualified to audit against AS9120B – ASD Distributors and AS6081 – Fraudulent/Counterfeit Electronic Parts.

# ABOUT US

We provide accredited certification, training and support services to help organizations improve their processes, performance, products and services.

## WE SPECIALIZE IN MANAGEMENT SYSTEM CERTIFICATION FOR:

- Quality
- Aerospace (quality)
- Automotive (quality)
- Environment
- Energy
- Health and safety
- Information resilience
- Food safety
- Risk management
- Medical (quality)
- Asset management

## OUR VALUES

Our values are focused on customer service and integrity. We are committed to supporting each of our clients on a day to day basis to ensure they get the best service possible to support them with implementing the management systems most suited to their organization/industry.

### **Our values are at the core of everything we do, we believe in:**

- Quality customer service
- Respect for the individual
- Organizational integrity
- Stewardship to stakeholders
- Embracing and driving change
- One enterprise approach
- The best people make the best teams
- Personal and organizational growth

# OUR TEAM

**NQA stands out from its competitor market, with a unique difference to the management of their aerospace scheme. There is a dedicated team of technical experts that focus solely on NQA's aerospace client base.**

We recognise that the aerospace standards are tough on our clients and sometimes you need that little extra support and help with the implementation, management and requirements of the scheme. The Aerospace Business Unit within NQA was set up to provide this additional support and has a team of technical experts who not only know certification but also the scheme special requirements such as the OASIS Database.

## ASSESSMENT TEAM

NQA has a wide pool of Assessor resource which we draw upon to ensure that we put the right Assessor in front of you. We have a number of AA's (Aerospace Auditor) and AEA's (Aerospace Experienced Auditor). AEA's are our Lead Assessors for Aerospace and our AA's are team members working with the Lead Assessor. Regardless of whether an Assessor is an AA or an AEA, each assessor has knowledge of the AS91XX series as well as ISO 9001 and other standards. Each Assessor has a wealth of knowledge and experience within the aerospace industry and has been auditing for a number of years.

Our full team consists of a wide range of very experienced and knowledgeable assessors from all different backgrounds including NASA, Boeing, Raytheon, Airbus and Eaton. We ensure that we have sufficient personnel within the business to service any type of client organization from the large to the small and also from machine shops to primes such as Boeing and the MOD. Our knowledge and experience is paramount to our success and also our clients. Many of our Assessors have previously served in the Armed Forces and as such have experience in Continuous Improvement (CI), Quality Audit, Mechanical Production, Maintenance and Repair, Engineering, Production and Compliance. NQA is a proud supporter of the Armed Forces Corporate Covenant and was awarded the Silver Employer's Recognition Scheme Award in 2018.

# OUR CLIENTS

**NQA is a UKAS, ANAB and NABCB Accredited Certification Body with global operations. We provide certification, training and support services to help organizations improve their processes, performance, products and services.**

NQA works with a number of clients, both globally and locally. From single standard to integrated management system clients or from single site organizations to multisite multinational corporations.

NQA is able to understand, service and support each individual client and we are proud to be working with innovative and ground-breaking organizations.



# AEROSPACE STANDARDS

We are passionate about helping our clients to improve their products, processes and people so they can deliver excellent customer satisfaction. Our approach is pragmatic and supportive whilst meeting the rigorous technical demands and integrity of accredited certification.

**NQA offers certification to all four of the AS standards, outlined as follows:**

## **AS9100D/EN9100:2018**

The standard for organizations that design, develop, or provide aviation, space, and defence products and services including parts, components and assemblies.

## **AS9110C/EN9110:2018**

The standard for repair stations and is based on AS9100 but adds specific requirements that are critical for the maintenance of commercial, private, and military aircrafts.

## **AS9120B/EN9120:2018**

The standard for stockists and distributors of parts to manufacturers that supply the aerospace industry.

## **AS6081**

The AS6081 standard was created in response to a significant and increasing volume of fraudulent/ counterfeit electronic parts entering the aerospace supply chain, posing significant performance, reliability and safety risks.



**Certification to these standards helps you with:**

- Global recognition
- Access to large OEM's
- Proving business credentials
- Process effectiveness
- Customer satisfaction
- Product improvement
- Supply chain access
- Demonstrating commitment to quality
- Entry onto the IAQG Online Aerospace Supplier Information System (OASIS Database)



# INDUSTRY INVOLVEMENT

## AAQSC (AMERICAS AEROSPACE QUALITY STANDARDS COMMITTEE)

The AAQSC is a technical committee established under the Aerospace General Projects Division of the SAE Aerospace Council. The AAQSC creates and maintains technical reports in the form of Aerospace Recommended Practices (ARP) and Aerospace Standards (AS) related to quality management systems and supporting quality-related processes. The committee has responsibilities to:

- Review, approve/disapprove and prioritize proposals for new and revised technical reports
- Charter project teams to develop and maintain technical reports
- Recommend technical reports for publication

Participants in the SAE G-14 committee include Original Equipment Manufacturers, Repair and Overhaul service providers, Distributors, Accreditation Bodies, Certification Bodies, Contract/Regulatory Agencies, and Trade Associations across the aviation, space, and defence industries.

NQA are 1 of only 2 certification bodies worldwide with Voting Rights on all Standards sponsored by SAE G-14.

## AS9104/1

AS9104/1 are the aerospace scheme requirements that certification bodies use and are accredited to which enables them to certify organizations to the AS certification standards such as AS9100, AS9120 and AS9110.

NQA are 1 of 3 certification bodies worldwide who are on the writing team for this standard. Being on the team allows for better influence on policy/standard changes and we know what is coming up which will impact our clients before many of our competitors.

## SR003

SR003 is a scheme rule which is introduced during client transitions to new revisions of standards. The scheme document will guide certification bodies and clients on how to manage the implementation of the revised standards to ensure that the transition process is smooth and does not put client certificates at risk.

NQA are 1 of only 2 certification bodies worldwide who are on this committee.

## SCMH CHAPTER TEAMS

The Supply Chain Management Handbook is a tool within OASIS which gives support to auditors and clients on industry expectations and best practices, the tool is invaluable for any organization wishing to educate themselves and implement the standard requirements.

NQA are the writing team behind many of the chapters within the handbook such as risk, counterfeit parts, APQP, special requirements/critical items. If our team of auditors knowledge was not so advanced then we would not be permitted to write these chapters, our technical knowledge sets us apart from our competitors.

The supply chain management handbook is a free tool for anyone to use and can be found on the IQAG OASIS Database.

### AS6081

AS6081 is a relatively new standard in the industry which is picking up traction and now being demanded by manufacturers within the aerospace industry.

AS6081 was created in response to a significant and increasing volume of fraudulent/counterfeit electronic parts entering the aerospace supply chain, posing significant performance, reliability, and safety risks.

It provides uniform requirements, practices and methods to mitigate the risks of purchasing and supplying fraudulent/counterfeit electronic parts.

Standardizing requirements, practices and methods related to supplier management, procurement, inspection, test/evaluation as well as response strategies when suspected or confirmed fraudulent/counterfeit electronic parts are discovered.

Not only were NQA on the writing team, but we are currently the only certification body in the world who can certify organizations to this standard. The knowledge of our auditors surpasses any of our competitors; they receive advanced training to industry standards such as AS6081 so they can better serve our clients and the aerospace industry.

## OTHER COMMITTEE PARTICIPATION

### DCMA/AAQG OASIS Collaboration team

NQA are the only Certification Body in the world to sit on this team.

### Independent Agency for Accreditation and Rating

Board of Directors & Program Committee Chairman

### Aerospace Defence Security Group

Space Forum (member),  
Aircraft Interiors Forum (member),  
CBMC (member)

### Americas Aerospace Quality Group

Space Forum (member),  
Defence Forum (member),  
Registrar Management Committee-RMC (member),  
AS9100 writing Team (member),  
OASIS Next Gen (Participant),  
AS9104-3 Auditor Competency (Selected Task Team participant)

### Registrars Management Committee

Auditor Workshop planning and frequent presenter

### International Aerospace Quality Group

Space Forum (member),  
Defence Forum (member),  
Other Party Management Team-OPMT (Participant),  
Requirements Team (Participant)

### Various SAE Aerospace Guidance Standards

# FROM THE SMALL TO THE LARGE

The aerospace supply chain can be complex with many tiers from the large primes such as Boeing, Airbus and the MOD down to the mills who make the metal and consumable nuts and bolts. No matter where an organization is in the chain they are all as important as each other, however, they all have different needs and focus areas for their own businesses.

NQA are known as the “Aerospace Certification Body” not only for our technical knowledge and industry involvement

but because we service many organizations across the supply chain. Our auditors are trained to understand the needs and expectations of our individual clients so they can better evaluate the management system and add value to the process.

Below is a small selection of the cross functional coverage NQA currently certifies across the various elements of the aerospace supply chain.



# MEMBERSHIPS



WEAF is the largest Aerospace and Defence Association in the UK, it hosts buyer events, talks, forums and networking events throughout the year. Membership to WEAF enables NQA to extract information from the large OEMs on their expectations and future needs.

The Midlands Aerospace Alliance (MAA) prides itself on bringing together industry customers, suppliers, public sector and other aerospace partners in the Midlands. Membership to MAA enables us to attend events within the aerospace industry in the Midlands, meet industry experts and share sector knowledge.

We are a member of ADS, the Premier Trade Organization for companies in the UK Aerospace, Defence, Security and Space sectors. Membership affords NQA access to a rich source of information, advice and expertise in these sectors. The CBMC is the UK National Industry Committee operating as part of the European Aerospace Quality Group (EAQG). Members include - Aerospace Primes, Engine Manufacturers and Major Systems & Equipment Manufacture. (e.g. Airbus, BAE Systems, Boeing, Bombardier, Rolls Royce and many more). NQA are active members and use this to keep abreast of the Aerospace standards.

## BEYOND CERTIFICATION

Certification is one element of what the Aerospace Business Unit is there for but some organizations require either more management or additional support.

NQA run regular training events for the scheme with the Internal Auditor course being the most popular. The courses are held throughout the year and can be found on the NQA website. Regular training is also held through webinars and seminars, all of which are free to attend and will be hosted by one of our technical experts.

For our larger clients who have a number of sites within their certification we project manage their program for them.

Key account managers are assigned and regular meetings set up tailored to the client's individual needs.

A lead assessor is also assigned to support the management of the client and they will be tasked with generating reports to feedback performance results across the entire certification structure. During these meetings the key account manager will review the certification program with the client and make adjustments as necessary to bring the most value to the client, changes may be required to bring in new sites or close others, all of which will be reviewed and advised upon during the meetings.

Quarterly strategic reviews will review trends and audit findings to allow clients to focus on key areas of concern/opportunities. Change management is another common problem with larger organizations as structures and facilities change rapidly, NQA help to manage these changes relating to your certification during the quarterly strategic reviews. We also utilise these meetings to share knowledge in current and future needs and highlight certification changes which will impact the organizations management system.

# KNOWLEDGE TRANSFER

Involvement with industry stakeholders is vital to the success of NQA and it's what sets us apart from our competitors. Our involvement with the committees and forums allows us to transfer knowledge both internally and externally to the business. The first phase of the process is to transfer the knowledge gained internally to our employees and auditors, raising their awareness and subsequent support for our client base. The second phase is to transfer the knowledge to our clients and their supply chain as well as industry stakeholders themselves, it's a two way knowledge transfer process not just us listening to them. By transferring knowledge to the various different groups we are addressing the following needs:

## INTERNALLY

- Customized Focussed Customer Interactions
- Communication to Understand Needs & Customer 'Care-Abouts'
- Adaptive to Business & QMS Needs
- Operational Interface and Oversight
- Cost Focus for Budget Management

## EXTERNALLY

- Knowledge and Awareness due to Industry Involvement
- Application of Industry/ Technical Structure to:
  - Address More Complicated AQMS
- Solution needs
  - Stay Abreast of Emerging Industry Risks
  - Provide Knowledge Transfer Interactions





## DEDICATED ACCOUNT MANAGEMENT

We understand the challenges facing the Aerospace industry on a daily basis. That's why, when you apply for certification with NQA, you will receive the details of your dedicated account executive. This individual will be your sole point of contact at NQA and will be able to answer any questions you may have as well as giving direct support to your auditing team.

Our Client Executives are members of the Certification Body Management Committee and get first-hand knowledge on future changes which will impact our clients. They are also experts in the OASIS Database so feel free to call upon them for OASIS Technical Support.

Although our Client Executives are not active auditors, they have passed their ISO 9001 and AS9100 Lead Auditor courses and can often be seen out on audits advancing their knowledge and skills.

## CLIENT SUCCESS STORY

# MPI LIMITED



### ISO 9001, AS9100D

AS9100D is a standard for organizations that design, develop or provide aviation, space, and defence products and services including parts, components and assemblies. Prepared by the International Aerospace Quality Group (IAQG), it can be used at all levels of the supply chain by organizations around the world, to improve quality, cost, and delivery performance.



**O**riginating in 1962, MPI Limited (MPI) is one of the largest providers of temporary labour, permanent staff and support services to the Aviation, Defence, Rail Signalling, Telecommunications and Rolling Stock, Electronics, Industrial and General Engineering industries.

The company pioneered the concept of a flexible, mobile work force and operates from four main UK locations across Hertford, Newport Pagnell, Telford and Bristol. They have since become the leading supplier of Aerospace labour within the UK and as well as this, MPI are also the main provider of aircraft fuel tank leak repairs, fixed price work and training to the aviation sector. Having been in business for close to 60 years and with over 70 staff, their expertise is second-to-none with a longevity that is unmatched in their industry, making them leaders in their field.

Adam Webb, Commercial & Quality Director at MPI explains:

“ We work with NQA as our UKAS accredited certification body as we have been able to keep our previous auditor. NQA has proven to be extremely knowledgeable of the standard, the aviation industry and also understands our business. ”

## MOVING FORWARD



As the above example demonstrates, it's essential for companies to choose a certification body that meets their needs. Whether you're a corporation or a midsize enterprise, you want a partner that's familiar with the scale and demands of your organization, as well as the goals you may have for certification. Read more of our case studies to learn about our clients and their accomplishments, or contact us today for a free quote for certification to any of the standards mentioned above.

# COMPLEMENTARY STANDARDS

NQA clients often integrate their Quality Management Systems across more than one standard to reduce duplication, achieve efficiency and maximize performance.

The following standards may be used to complement quality management efforts for organizations in the aerospace industry.

## ENVIRONMENT

### Key benefits of ISO 14001

- Improve environmental management
- Reduce operating costs

## HEALTH AND SAFETY

### Key benefits of ISO 45001

- Reduces workplace accidents and illness to cut related costs and downtime
- Demonstrate compliance to customers and suppliers

## INFORMATION RESILIENCE

### Key benefits of ISO 27001

- Secure data in a correct and effective manner
- Improve business continuity

## RISK MANAGEMENT

### Key benefits of ISO 22301

- Avoid downtime and financial losses with effective management of risk, emergency preparedness and contingency planning.
- Ensure consistency and traceability of products and services means problems are easier to avoid and rectify.



## THE OASIS DATABASE

The OASIS Database is another unique element of the aerospace schemes. If you are working in the aerospace industry, involved in aerospace supplier selection and surveillance, this is your reliable source for aerospace supplier certification and registration data.

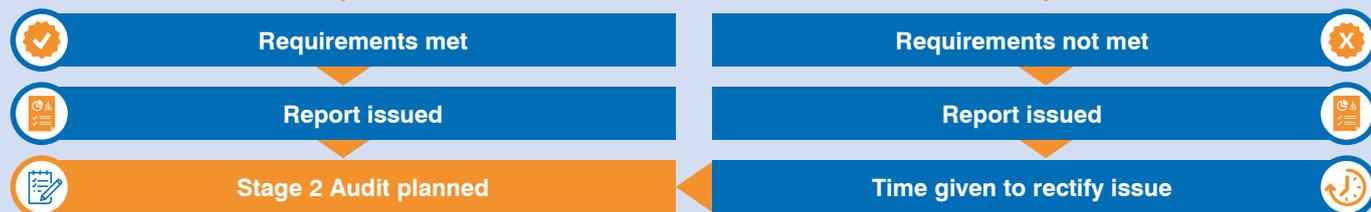
This online resource contains a list of suppliers who are certified / registered under the IAQG rules to be in compliance with the aerospace quality management system requirements (9100 series). This resource also contains all bodies involved in the process (i.e. National Accreditation Bodies, Certification Bodies and Authenticated Aerospace Experienced Auditors).

NQA were one of the few Certification Bodies worldwide who were on the testing team for the database and have some influence over its functionality and control. Every client organization must use the database as part of their certificate management and NQA will guide you through its use and functionality to enable you to gain benefit. We hold regular webinars and deliver ongoing training to our auditor base so they can better support our clients.

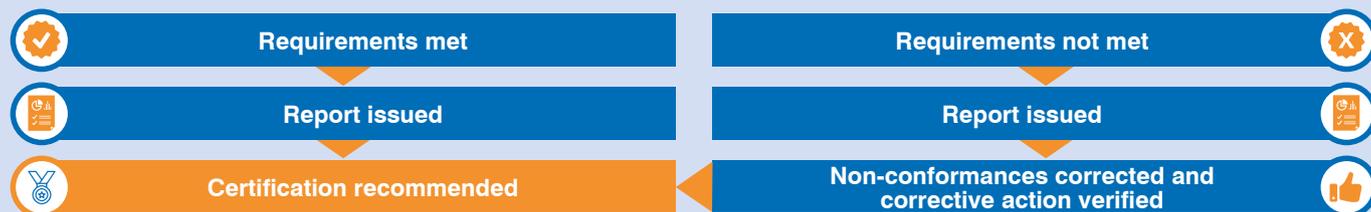
# JOURNEY TO CERTIFICATION



## STAGE 1 AUDIT COMPLETED



## STAGE 2 AUDIT COMPLETED



## CERTIFICATION AWARDED



3 year validity and surveillance audits to maintain certification

# CERTIFICATION TRANSFER

**Not all certification bodies are the same - at NQA we believe our clients deserve technical excellence and great service. That means certification audits that help to improve your organization as well as meeting the requirements of your chosen standard.**

You can transfer accredited certification to another accredited certification body. This can be for independent or integrated management systems certifications for single or multiple sites.

Due to the exacting nature of these standards we are required to perform a transfer audit, however, our auditors are known for making the process seamless and painless.

We will amend your details on the Online Aerospace Supplier Information System (OASIS) Database when we successfully transfer your certification to NQA.

OASIS provides greater transparency of certification status within the aerospace industry, which boosts

your credibility and demonstrates your organization's commitment to meeting the highest of standards.

On successful completion of the transfer we issue an NQA certificate of registration with the same validity as your previous certificate. You will then receive audits on an on-going basis to make sure your systems remain compliant.

**To request a transfer quote, visit [www.nqa.com/certification/transfers](http://www.nqa.com/certification/transfers)**

## CERTIFICATION TRAINING

In addition to supporting your organization in gaining certification, we offer a range of training options from self-paced learning through to internal auditor training, for aerospace standards and more.

**To learn more about training options, visit us online at [nqa.com/training](http://nqa.com/training)**





Call us on **0800 052 2424** or email **info@nqa.com**  
**www.nqa.com**

