



# AEROSPACE SCHEME UPDATES



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## Tutor

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Copies of Slides will be distributed after the event



### Michael Venner

AS9100, AS9120, AS6081, ISO 9001,  
ISO 14001, ISO 45001, NEBOSH

**NQA Aerospace and Automotive Director**



Mike has over 17 years' experience in management system development and deployment. Specialising in the AS9100 and AS9120 Aerospace Management System standards. An industry expert, widely trusted and respected amongst peers for managing an efficient and effective Aerospace and Automotive business unit within NQA.

- The requirement for mandatory audit planning time and input from the client organisation
  - New risk and performance based assessment time calculation
  - Changes to the audit time requirements with a 10% addition or reduction
  - Opportunity for reducing audit time by up to 50%
  - New transfer rules
  - Auditor rotation
  - New site structures with the removal of campus and several
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# AUDIT DURATIONS

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- New Organisation Certification Analysis Process (OCAP)
  - Non-applicable processes shall result in audit duration reduction from the established minimum baseline
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# Site Structures

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- Removal of Campus, Several, Complex site structures
  - Single site and Multisite only to align with IAF requirements
  - Complex and Several site will change to multisite
  - Campus can go to single site or multisite depending on whether or not address is required to be on the certificate
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# Transfer of Certification

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- Transferring from one certification body to another will no longer require additional audit time for certificates expiring within 12 months
  - The transfer process will be the same no matter where you fall in the cycle
  - The same auditor you may have used in the previous certification body can not be used for 24 months if they have been the auditor for the previous 24 months
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- Auditor rotation for lead or audit team member: requirement to be a maximum of 6 consecutive audits, unless justification is submitted and approved by AB (to include semi-annual audits)
  - Entire team to leave for one year instead of just the Lead
  - Can not audit an organisation for 24 months when transferred if they have been the Lead Auditor for the previous 24 months at the previous Certification Body
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# AUDIT PLANNING

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The CB shall require **client participation in the audit planning process by submitting QMS performance and change data in advance of any audit. The CB process shall also include a review of the submitted data by the lead auditor, prior to starting the audit.** Documented information shall be retained.

Non-conformances are to be issued if data not provided or data is incorrect

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# AUDIT DURATIONS

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- New Organisation Certification Analysis Process (OCAP)
  - The CB shall be given flexibility to determine the amount of calculated audit duration to be used at each site. The duration shall be based on the OCAP, justified and supported with documented information.
  - Audit report writing shall be included in audit duration calculations and the baseline minimum shall be a 10% addition to the final onsite audit calculation. Added time for report writing may be used during performance of the on-site audit.
  - Audit planning time of 10% will also be added to the audit duration calculations
  - Up to 50% can be conducted remotely
  - Can reduce time up to maximum of 50% (through PBS/RP)
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# OCAP-RISK ANALYSIS

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Before each site assessment, as part of audit planning and the OCAP Process.

## **Risk Assessment to include:**

- On time delivery performance (meeting customer requirement)
- Customer complaints and returns
- KPI Results
- PEAR Scores
- Internal Auditor Competence
- Size and Complexity of the site

## **Resulting outcome will be:**

- 10 reduction in time
  - No change
  - 10% addition in time
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# OCAP Risk Assessment

## Single Site Risk Assessment

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Metric Definition (See Description Below)						MEDIUM
Performance Based Element			LOW	MED	HIGH	LOW/MED/HIGH
Ownership	Source					
On Time Delivery	Organization to define	Organization	Exceeds Requirement	Meets Requirement	Below Requirement	MED
Product/Service Rating	Organization to define	Organization	Exceeds Requirement	Meets Requirement	Below Requirement	MED
Customer Complaints/Feedback	Organization to define	Organization	Exceeds Requirement	Meets Requirement	Below Requirement	MED
AQMS Metric	Organization to define	PEAR KPI's	Exceeds Requirement	Meets Requirement	Below Requirement	MED
Performance LY CB Audit	Select lowest PEAR score from previous CB audit.	PEARs	5	3 to 4	1 to 2	MED
<b>Company Characteristics</b>						
Internal Audit Program	Define	See Below	Aerospace Authenticated Auditors	Aerospace Trained Auditors	Other Training	MED
Company Characteristics	Define	See Below	See Below or MD 5			MED
Variables identified as high risk should drive audit planning activities (e.g. High risk related to External Provider Performance would require the associated process to be audited during surveillance.					Risk Number	33

# OCAP Risk Assessment-OTD

<p>On-time Delivery</p>	<p>AS9100 5.1.2 d; 8.1c &amp; 9.1.2</p>	<p>Definition:</p> <p>On Time Delivery (OTD): On time delivery punctuality level of item deliveries at the customer. This KPI measures number of purchase order lines/items delivered on time in the period by the company vs. number of purchase order lines/items due in the period. Indicator expressed in %. [SCMH 7.11.2]</p> <p><u>Low Risk</u> - an organization that is exceeding the OTD requirements as accepted by the customer; this should be for the majority of the customers (e.g. 90%)</p> <p><u>Medium Risk</u> - an organization that is meeting or close to meeting the customer requirements with plans to correct any short falls. This should be for 50% of the customers or more with no significant outliers.</p> <p><u>High Risk</u> - Not meeting Customer OTD requirements. If the organization is not achieving OTD requirements for more than 50% of the customers. This can be supported by customer complaints and no plans for correction.</p>
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# OCAP Risk Assessment-Quality

Product/Service Rating	AS9100 9.1.2 & 9.1.3a	<p>Included in this metric we should capture the following:</p> <p>Item Escape Rate: (IER) Number of non-conforming items under company liability vs. number of items delivered by the company during the period This KPI measures number of items delivered to the customer and subsequently identified by this customer as not compliant to the applicable definition or specification. It excludes non-conformities that are not under liability of the organization (e.g. parts damaged by the customer during installation). Indicator expressed in parts per million (PPM) or %.</p> <p>[SCMH 7.11.2]</p> <p><u>Low Risk</u> - an organization that is exceeding the Quality/Conformity requirements as accepted by the customer; this should be for the majority of the customers (e.g. 90%)</p> <p><u>Medium Risk</u> - an organization that is meeting or close to meeting the customer Quality/Conformity requirements with plans to correct any short falls. This should be for 50% of the customers or more.</p> <p><u>High Risk</u> - Not meeting Customer Quality/Conformity requirements, supported by customer complaints and no plans for correction, If the organization is not achieving OTD requirements for more than 50% of the customers.</p> <p>NOTE: Sources of information can be supplier report cards, supplier ratings, CPAR, Warranty Metrics, Return Metrics...</p>
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# OCAP Risk Assessment-Complaints

Customer Complaints / Non-conformances	AS9100 9.1.2 & 9.1.3b	<p><u>Low Risk</u> - A minimum of Customer Complaints/Corrective Actions (relative to the size of the organization), no majors against the Management Review, Internal Audit, Corrective Action processes, with quick turn response to any identified issues.</p> <p><u>Medium Risk</u> - A small number of Customer Complaints/Corrective Actions, with the majority being minor issues with good response time.</p> <p><u>High Risk</u> - A large number of Customer Issues/Corrective Actions, written against many parts of the QMS, including a number of Majors.</p>
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# OCAP Risk Assessment-KPIS

Organization KPI		<p>This section is a review of the KPI's submitted on the PEAR's.</p> <p><u>Low Risk</u> - 90% of the KPI's meet or exceed goals, with a plan for short falls</p> <p><u>Medium Risk</u> - Greater than 75% of the KPI's are at goal or better , with a plan for correction</p> <p><u>High Risk</u> - Less than 75% of the KPI's are at the goal and/or there is no plan for improvement.</p>
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# OCAP TOOL – AUDIT CALCULATION – MEDIUM RISK

Number of Employees			40
<b>Audit Type</b>			
Surveillance			2.0
	PBSRP	No	
Risk Analysis adjustment		MED	2.0
<b>Reductions</b>			
Site Specific Process Exclusions	% Reduction	Exclude Yes/No	
Management of QMS	0.10	No	0.00
Design and Development of Products and Services (e.g. 8.3)	0.20	Yes	0.20
Control of Externally Provided Processes, Products and Services (e.g. 8.4)	0.15	No	0.00
Control of Production and Services (e.g. 8.5)	0.20	No	0.00
<b>Total Reductions</b>			0.20
<b>Total Audit Duration before Additions</b>	Maximum reduction 50%		1.6

<b>Audit Duration</b>	2.0
<b>Audit Time</b>	2.4
<b>Added Audit Time</b>	
<b>Total Audit Time</b>	2.4

This would currently be 2 days plus 0.5 for report



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# OCAP – LOW AND HIGH RISK

Number of Employees			40
<b>Audit Type</b>			
Surveillance			2.0
PBSRP			No
Risk Analysis adjustment			LOW 1.8
<b>Reductions</b>			
Site Specific Process Exclusions	% Reduction	Exclude Yes/No	
Management of QMS	0.10	No	0.00
Design and Development of Products and Services (e.g. 8.3)	0.20	Yes	0.20
Control of Externally Provided Processes, Products and Services (e.g. 8.4)	0.15	No	0.00
Control of Production and Services (e.g. 8.5)	0.20	No	0.00
Total Reductions			0.20
Total Audit Duration before Additions			Maximum reduction 50% 1.44

<b>Audit Duration</b>	1.5
<b>Audit Time</b>	1.8
<b>Added Audit Time</b>	
<b>Total Audit Time</b>	1.8

Number of Employees			40
<b>Audit Type</b>			
Surveillance			2.0
PBSRP			No
Risk Analysis adjustment			HIGH 2.2
<b>Reductions</b>			
Site Specific Process Exclusions	% Reduction	Exclude Yes/No	
Management of QMS	0.10	No	0.00
Design and Development of Products and Services (e.g. 8.3)	0.20	Yes	0.20
Control of Externally Provided Processes, Products and Services (e.g. 8.4)	0.15	No	0.00
Control of Production and Services (e.g. 8.5)	0.20	No	0.00
Total Reductions			0.20
Total Audit Duration before Additions			Maximum reduction 50% 1.76

<b>Audit Duration</b>	2.0
<b>Audit Time</b>	2.4
<b>Added Audit Time</b>	
<b>Total Audit Time</b>	2.4



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## **PBS/RP QUALIFICATION REQUIREMENTS**

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**PBS = Performance  
Based Surveillance**

**RP = Recertification  
Process**

## **QUALIFICATION**

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- Completion of one AQMS Cycle
- Annual OCAP Performance Results
- Mature Internal Audit Program
  - Annual audit of QMS in total
  - Continual audit program (not event driven), risk based
  - Input driven (KPI, customer complaints)
  - Defined and structured program that changes based on performance/risk
  - Linked to change management.
- Competent Internal Auditors
- Ethics Policy
- No Major NCRs
- Not Suspended in last 6 years
- Continual Improvement Activity
- Control of Organisational changes
- Exceeding Customer Satisfaction
- No Violations of Regulatory Approvals.

## **ANNUAL QUALIFICATIONS**

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- Annual Review Performed
- Continue to Meet Qualification Requirements.

## Transition:

- AB, CB, AAB, TPAB & Committees to be provided 12 months from publication
  - CB accreditation 18 months from publication
  - Existing certificates transition to be linked to re-certification
  - Transition should not be dependent on go forward decision on OASIS.
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# IMPACT ON YOU AS A CLIENT

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- More attention will be placed upon audit and KPI performance with regards to audit time, this should be a key focus of your organisation as may have financial benefits/implications
  - Possible changes to your auditors
  - What is your site structure, will the changes impact your business and subsequently audit durations?
  - You will be penalised for not supporting the audit planning process, do you currently complete the data gathering forms issued to you?
  - Ensure your data is true and accurate
  - How is your OTD and Quality Performance? This forms part of the risk review and time allocation
  - What training have your internal auditors received? This will impact your time allocation
  - What are your PEAR scores? These will impact your time allocation.
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# Q&A



# THANK YOU

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