

SAMPLE PAGES

FOR

AS9100D

POCKET GUIDE

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Operation

will generate a nonconformity requiring corrective action from management. Although much of the operational risk management activities can be done by employees at levels below top management, it would seem prudent to have one member of top management who is highly involved for the purpose of strict oversight.

Each Employee's Role – As an operational risk management team member or an individual employee, your assignments could include operational risk management responsibilities. An auditor, having knowledge of your company's established operational risk management process, will likely evaluate your conformity to that process from risk determination through mitigation if required.



Configuration management

Configuration management is a process to establish and sustain awareness of the make up of products or services. Configuration management needs can apply to either hardware or software.

In manufacturing, there are two basic configuration questions. In one case, like base product can be configured differently to create different end products. In the second case, the same end product may exist at different revision levels. The two airplanes above are two different end products because they have different performance requirements. There is also a need to know the delivered revision level. These two pieces of information are important for such

Operation reasons as design input required (e.g. safety) modifications.

AS9100D requires that your company implement and control a planned configuration management process. Configuration management programs can be created or purchased. In either case, it must be compatible with the needs of your company and its products and/or services. Features of your company's configuration process must include:

- the ability to control product identity
- the ability to control required traceability
- the ability to make certain that all related documentation reflects the actual products and/or services. (8.1.2)

Management's Role - Managers are certainly responsible for the establishment of a suitable configuration management system. That responsibility might require assuring the training of key individuals to attain configuration management skills and/or approving the procurement of configuration management software.

Each Employee's Role - Those of you given the responsibility to update and maintain product configuration will certainly be tested by the auditors. Auditors could and no doubt will select in-process product, in-stock product or maybe delivered product to verify correct configuration information is recorded in your company's management system. They will likely look for consistency in related documentation also.



Product safety

Typically, the mission of an aerospace product is one, that if not accomplished, could result in unintended harmful effects. Driving reliability to levels that are appropriate for the products intended use is a task requiring extreme

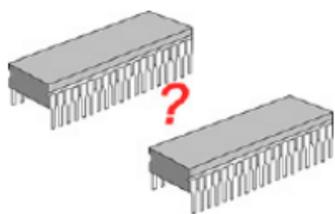
thoroughness. AS9100D has established a requirement that steers the organization toward systematic identification, management, prevention and communication of the ways in which the delivered product can be harmful to persons and property. That requirement is to plan and implement the processes needed to optimize product safety throughout the life of the deliverable product. Depending on the unique aspects of your organization and its products those processes could include:

- failure mode effects analysis (FMEA)
- hazards identification
- risk management
- actual failure data analysis
- product specific safety communication
- product specific safety training
- performance testing
- etc. (8.1.3)

Management's Role - Delivering appropriately high reliability product is a heavy burden for top level managers. Recruiting and employing qualified engineers and technicians is important. Optimizing the efforts of these employees through the application of structured processes for the isolation and prevention of potential failures is task

that you must enable.

Each Employee's Role - Given that your assigned task is one that has impact on product safety, your successful completion of that task has no downside tolerance. The AS9100D standard has reaffirmed this by requiring that structured processes be used to capture and prevent threats to product safety. The auditor will not bypass or dilute examination of this requirement in any way. Be prepared to show auditors that you have implemented planned processes for the purpose of optimizing product safety.



Prevention of Counterfeit parts

The globalization of manufacturing has given rise to the difficult problem of counterfeit parts. Practically no segment of industry

is immune. The consequences of using counterfeit parts in the aerospace industry can be disastrous. For this reason, AS9100D requires that companies seeking certification must as appropriate:

- plan the processes they use for the prevention of counterfeit parts.
- implement those planned processes
- adjust the processes when needed.

Early on the problem was confined to more basic violations like stripping and re-plating used hardware. Today, almost anything is susceptible- sophisticated electronic components and software included. AS9100D has suggested:

- establishing and utilizing counterfeit parts specialists