

Every employee in your **Aviation Maintenance Company** has an important role to play in your Quality Management System (QMS).

You are participating in this training to learn the basics of a QMS and what it means to be AS9110C registered and how it will affect your job.

Teacher's Guide includes speaker notes

Topics Covered

1. Fundamentals	2. Basics of a QMS and AS9110C	3. Clauses 4-7 of AS9110C	4. Clauses 8-10 of AS9110C
<ul style="list-style-type: none">• Who is ISO?• What is the IAQG?• What is a management system?• Plan-Do-Check-Act• Process approach• Risk-based thinking	<ul style="list-style-type: none">• What is a QMS?• What is AS9110C?• What are the requirements of AS9110C?• P-D-C-A and the requirements• Benefits of AS9110C registration	<ul style="list-style-type: none">• Context of the organization• Leadership• Planning• Support	<ul style="list-style-type: none">• Operation• Performance evaluation• Improvement

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We begin by providing some basic information regarding management systems and Quality management standards.

Then we will cover:

What is a QMS, and What are ISO 9001 and AS9110C?

Why it is important that your **aviation maintenance company** achieve AS9110C registration?

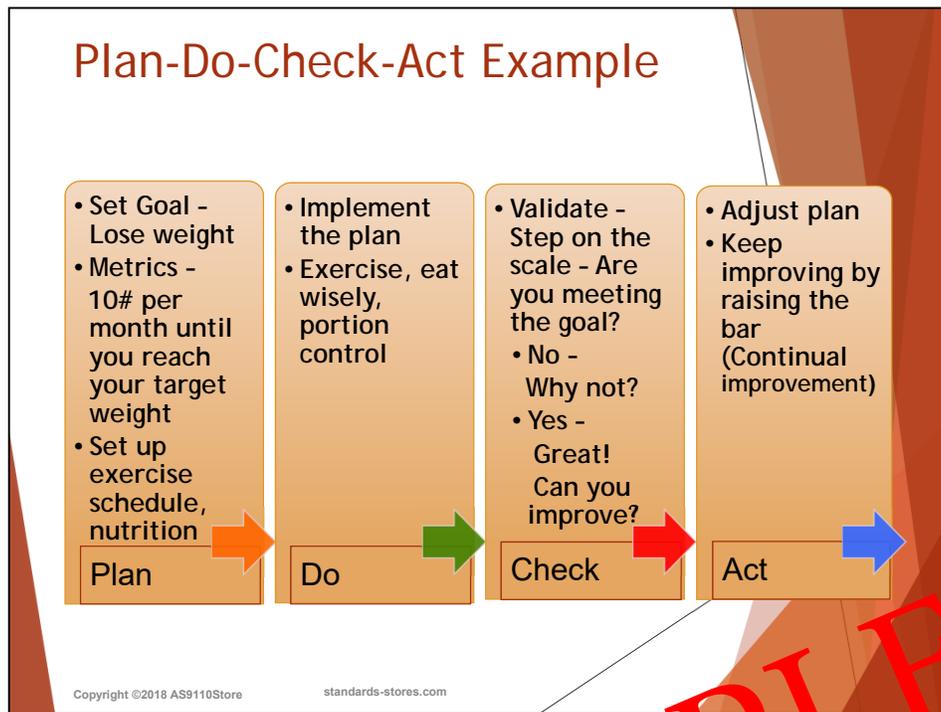
What are the benefits of achieving registration?

What are the elements necessary to establish and manage the AS9110C QMS?

And, how you can support your company's QMS?

For the rest of the training we will use the term QMS, which means the Quality Management System.

Plan-Do-Check-Act Example



You could consider a diet an example of a “Nutritional Management System”.

This is basic, common sense put into practice.

In this example, there are very common ideas for each of the Plan Do Check Act components.

Sometimes the best solutions are not too complicated, and much more likely to be effective if you have a structured plan in place.

Continual improvement keeps your momentum going and helps you improve your goal.

If you don't improve, you may stop putting in the effort and will ultimately fall backwards.

The Requirements of AS9110C (cont'd)

Clause 8

- Operational planning and control - Plan and manage activities and resources in a structured and controlled manner to meet on-time delivery
- Customer communication and related processes to determine and review product or service requirements with applicable functions at your maintenance company
- Manage maintenance tasks identified as critical items by the customer or by the certificate holder
- Must have processes to manage operational risks and configuration management to ensure control of the traceability of requirements to product, design, operational attributes, and disposition of out-of-scope defects found during maintenance
- Processes must ensure product safety, prevention of counterfeit parts, prevention of suspected unapproved parts, and installation of approved parts
- Design and development can consider the development of technical data, the evaluation of continuing airworthiness, and ensure the outputs of maintenance programs are included in work orders
- Design and development outputs define the data required for the product to be used and maintained
- Customers are notified of product changes prior to implementing changes

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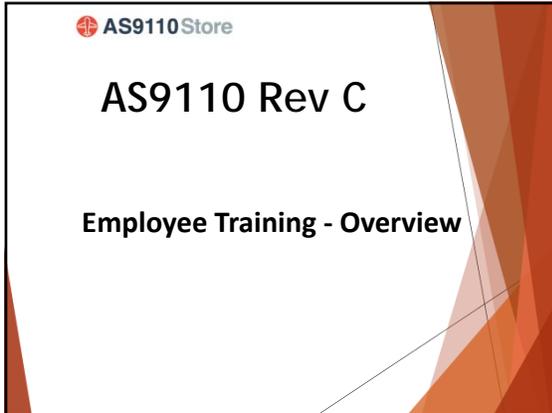
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The Elements within each clause are the details you must manage in the QMS for your **Aviation Maintenance Company**.

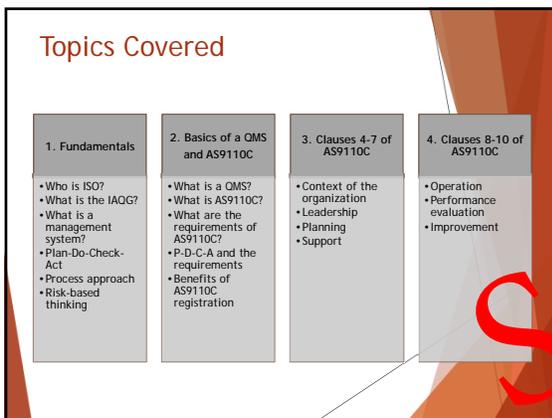
Within clause 8, and shown on this slide, there are some 8 elements that are required to be met by organizations seeking AS9110C certification.

Clause 8 - This clause requires that your company plan, implement and control the processes required for the QMS and to implement the actions to address risks associated with operational processes. Operational planning and control include systems for configuration management, product safety, prevention of counterfeit and unapproved part, installation of approved parts. In addition, systems for customer related processes, design and development, control of external providers, control of production and service provision, and including identification and traceability, preservation of products, and control of nonconforming outputs are required.

Student's Guide includes space for notes

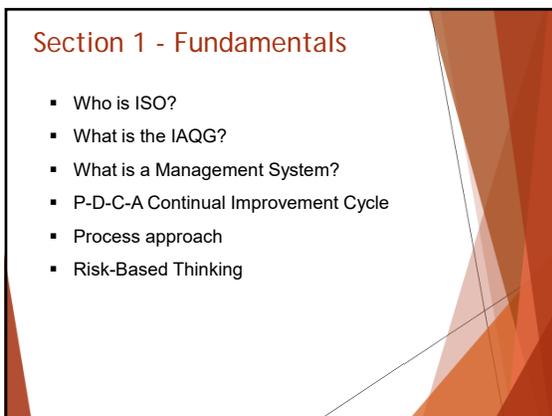


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Who is ISO?

ISO is the International Organization for Standardization

- ISO develops Standards for use worldwide.
 - Many are product-based (types of coatings or hardware).
 - Some Standards are Management System Requirements:
 - Standards for Quality Systems, Environmental Systems, Safety Systems, Data Security Systems, etc.
 - ISO 9001:2015 is a global standard for a Quality Management System (QMS).
- **AS9110 = ISO 9001 + additional ASD requirements**
 - ASD = Aviation, Space & Defense

4

What is the IAQG?

The IAQG is the International Aerospace Quality Group.

- Representatives come from aviation, space, and defense industries.
- The IAQG created the AS9110C Standard.
- AS9110 = ISO 9001 + Some additional requirements for Aviation Maintenance and Continuing Airworthiness industry requirements.

5

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What is a Management System?

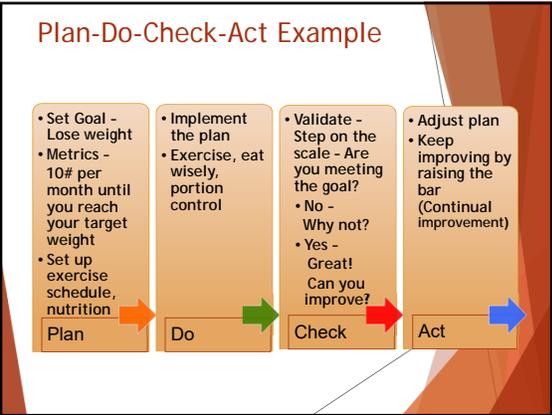
Your organization is made up of several Management Systems, which operate within your overall Business Management System.

Example:

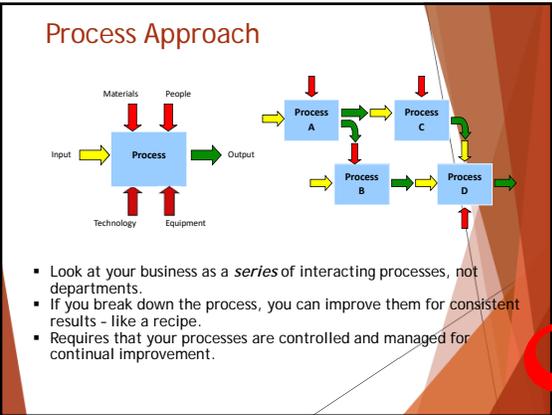
- Financial (FMS)
- Quality (QMS)
- Environmental (EMS)
- Safety (SMS)
- Energy (EnMS)
- IT (MIS) etc.



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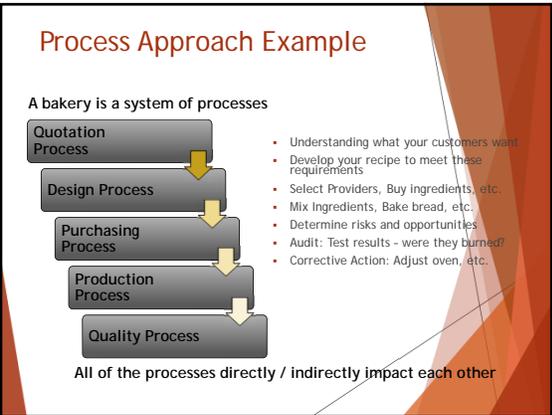


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Name _____

Quiz 2

1. AS9110C is a national standard put together by the ASQC.
 - a. True, b. False
2. Benefits of implementation include:
 - a. Market recognition / expansion
 - b. Improved communication
 - c. Financial return on investment / improved operating margins
 - d. Clearly defined operational process requirements
 - f. All of the above
3. Each employee should understand their own roles and responsibilities within the QMS.
 - a. True; b. False
4. Only management personnel are involved in a third-party audit by a registrar.
 - a. True; b. False
5. Prior to a registration audit, it is necessary to run the ISO-based QMS for a minimum period of:
 - a. One year
 - b. Six months
 - c. Three months
 - d. Two weeks
6. AS9110C is an Aerospace standard put together by the IAQG.
 - a. True, b. False

Four quizzes included