AS9120 Rev A

Presentation Materials

Trainer Guide

Introduction to AS9120 –Rev A

Materials

This course is designed to train employees on the requirements of AS9120.
The course covers the structure, emphasis and requirements of the standard.

The course is approximately two hours long; the length may be changed by covering less detail, or by adding the suggested group exercises.

To begin preparing for the training session:

- Print the Notes pages of the Power Point presentation. (Open the PowerPoint presentation, select “Print”, and select “Notes Pages”).
- Print a copy of the Student Manual. You will then be able to prepare for the presentation using this guide and reviewing the speaker notes and student manual.

The content of the student manual matches the information in the PowerPoint slides. Let students know this at the beginning of the presentation to make it easier for them to take notes. The speaker notes provide additional detail.

You will need one copy of the standard for the trainer, and you may want copies for each student to refer to for details. Standards are available electronically from http://www.as9100store.com/BuyStandards.aspx

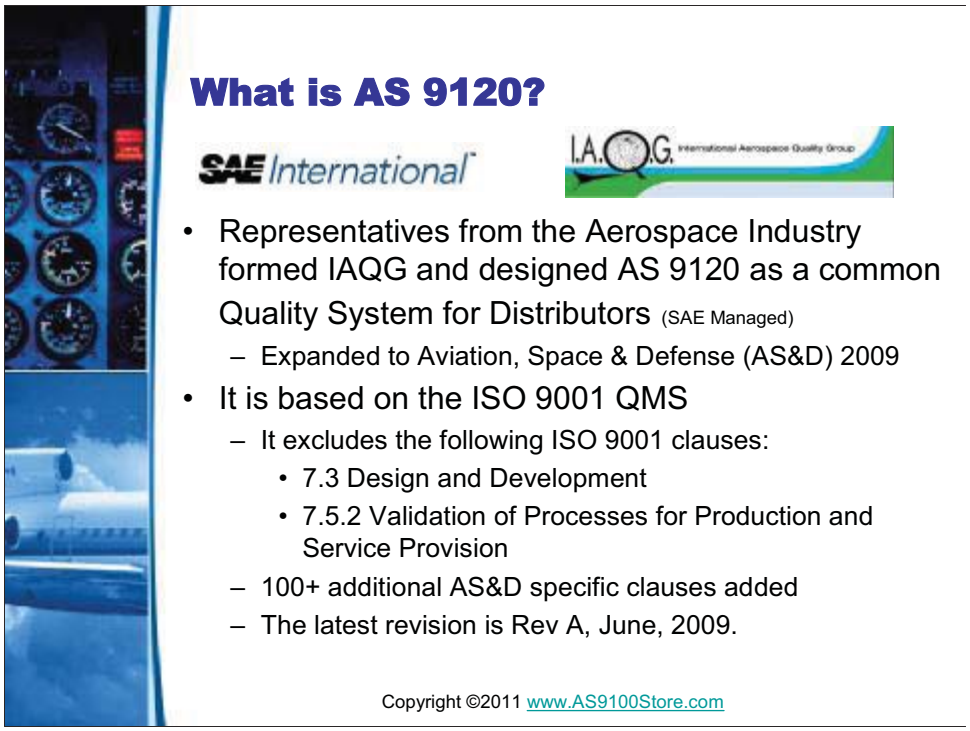
Agenda

Determine the appropriate time frame for your audience. The PowerPoint presentation is 73 slides. If you cover the information in the speaker notes your session will run about 2 hours.

Sample Agenda: (This agenda allows for time for attendees to ask questions during the presentation, as well as at the end)

8:00 Introduction/Coffee
8:15 AS9120 Structure
8:30 AS9120 Emphasis
8:45 Requirements
9:15 Break
9:30 Requirements (Continued)
9:50 Questions

For a more in-depth training, add the group exercises to the agenda.



Each member country has representatives that make up a Technical Advisory Group (TAG).

These groups draft the standard, then members comment and vote on the standard. The document then becomes a standard.

The standards are not regulations.

They are a method of getting a standard set of criteria for quality management systems. An outside agency, the registrar, will then audit to see if you have all the required elements in place. If you do, you will get AS 9120 registration.

This registration tells others all over the world that you have this quality system in place.

As we go through the training, and cover the requirements you will see that these requirements are basically just good business practice.

This AS9120A standard is for use by companies that procure parts, materials and assemblies and resells these products to a customer in the aviation, space and defense industries.

This includes organizations that procure products and split them into smaller quantities.

AS9110 is intended for organizations that maintain or repair products.

AS9100 is intended for organizations that perform design and development work and produce products for the AS&D industry.

5.3 Quality Policy

Top management must create a quality policy that

- fits the organization,
- includes continuous improvement and
- incorporates quality objectives

Continual improvement must be included as part of the quality policy, as well as a framework for quality objectives.

The quality policy is the “Top-Level” Goal or mission for the company and must be supported by quality objectives.

For example, if a quality policy states “meet and exceed customer expectations” a quality objective may be to increase customer satisfaction by X%.

If a quality policy states “be a leader in the market…” an objective would need to include benchmarking with others in that market.

The quality policy must contain a commitment to continual improvement. Quality objectives must be included that define what improvement goals are targeted.

(If you have one, discuss your organization’s quality policy here. Open discussion on if it will or will not need to be revised to meet the new requirements)

Is it a Requirement? *(Answer key)*

The standard requires that: If the requirement is true, circle True and list the clause. If it is false, circle False and list the clause used.	**True**	**False**
1. The AS9120 A Quality management system (QMS) must be established, documented, implemented and maintained to continually improve its effectiveness.	T *Clause:4.1*	F *Clause:*
2. The Quality policy as defined by top management is required to be communicated to all persons within the company.	T *Clause:5.3 d*	F *Clause:*
3. Top management must appoint a representative to ensure that the QMS is established, implemented and maintained.	T *Clause:5.5.2 a*	F *Clause:*
4. The management representative does not need the organizational freedom and unrestricted access to top management to resolve QMS issues.	T *Clause:*	F *Clause: 5.5.2 d*
5. Internal communication regarding quality matters must be maintained.	T *Clause:5.5.3*	F *Clause:*
6. It is not necessary for personnel to have access to and be aware of relevant QMS documentation and changes.	T *Clause:*	F *Clause: 4.2.1*
7. Management must review the QMS every quarter of the year.	T *Clause:*	F *Clause:5.6.1*
8. Records of the origin of product, conformity and shipment are maintained in accordance with customer, statutory and regulatory requirements.	T *Clause:4.2.1*	F *Clause:*
9. Persons performing tasks that may have quality impacts must be competent.	T *Clause:6.2.2 a*	F *Clause:*
10. Employee training must include the awareness of the consequences of departure from specified procedures.	T *Clause:6.2.2 d*	F *Clause:*
11. The scope of the QMS is required to be defined and documented.	T *Clause:4.2.2 a*	F *Clause:*
12. A product realization plan needs to determine the configuration management process that is appropriate to the product.	T *Clause7.1 e / 7.1.1*	F *Clause:*
13. A process is not required to plan and control the temporary or permanent transfer of work.	T *Clause:*	F *Clause: 7.1.2*
14. Corrective action requirements relative to nonconformity caused by suppliers need flow down and communicated to them.	T *Clause:8.5.2 g*	F *Clause:*
15. A register of the monitoring and measurement equipment that defines the process for calibration / verification does not need to be maintained.	T *Clause:*	F *Clause:7.6*
16. A register of suppliers that includes approval status is required to be maintained.	T *Clause:7.4.1 a*	F *Clause:*