

AS 9110 Rev C: Introduction to the Requirements

Requirements of AS 9110 C

Section 4: Context of the Organization

Section 5: Leadership

Section 6: Planning

Section 7: Support

Section 8: Operation

Section 9: Performance Evaluation

Section 10: Improvement

Section 9: Performance Evaluation

This clause requires that our company plan, implement and control the monitoring, measurement, analysis, and evaluation processes. Performance evaluation includes systems for the evaluation of customer satisfaction, analysis and evaluation of data, internal audits, and management review, all aimed at improved quality performance and an effective QMS.

Monitoring, measurement, analysis, and evaluation.

For our maintenance services, we determine what needs to be monitored and measured, identify, and implement the methods for valid results, specify when the monitoring and measuring is to be performed, and when the results are analyzed and evaluated. Methods will include the use of statistical techniques and root cause analysis.



Customer satisfaction.

To determine how satisfied or dissatisfied our customers are, management monitors information relative to the customer perceptions of how well their needs and expectations are met.

Internal audit.

Our company conducts internal audits on a regular basis to ensure that the QMS conforms to requirements, is effectively implemented, and maintained, and continues to be suitable and adequate.

This means that a team of our employees will be trained to evaluate processes in the different areas of the company. They will look at the planned, documented processes and see if the work is being done accordingly. They will see if the documented process is consistently leading to quality maintenance services, and meeting customer requirements.

Management review.

Our top management will also be holding regular meetings to evaluate how the QMS is working. When the QMS is complete, processes will be monitored, progress towards quality goals will be measured, and management will hold review meetings to see how the QMS is working and how it can be improved. During the meetings, top management will look at items such as:

- Data on how processes are working
- Action items for improvement
- Follow-up on action items from previous management reviews
- Changes that could affect the QMS
- The Quality Policy

Performance Evaluation Procedures listed below provide Clause 9 details.

P-910, Monitoring, measurement, analysis, and evaluation,

P-912, Customer satisfaction,

P-913, Statistical techniques,

P-914, Root cause analysis,

P-920, Internal audit,

P-930, Management review.

Watch for our next newsletter for more introduction to AS 9110 C, what it will mean to you and your coworkers.