

Requirements of AS 9110 Rev C



Student's Guide

Requirements of AS 9110 C

Materials

This course is designed to train employees on the requirements of AS 9110 C. 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://as9110store.com/buy-standards/>

Additional Information: <http://www.as9110store.com>

**Risk-Based Thinking – Example:
What can go wrong with a Process?**

- + Purchasing Process
 - + Single Source supplier is wiped out by Tsunami
- + What is the impact?
 - + You are shut down
- + What is the likelihood it will happen?
 - + Unlikely (But it happens)
- + How do you mitigate the risk?
 - + Find another supplier
 - + Revise design to allow other options

**Section 2: Basics of a QMS
What is AS 9110 C?**

- What is a QMS?
- What is AS 9110 C?
- What are the requirements of AS 9110 C?
- PDCA and the requirements
- Benefits of AS 9110 C Registration

What is a QMS?

- A Quality Management System (QMS) determines and continuously improves a company's quality performance.
- Applies to any organization throughout the world
 - Does not mandate criteria a company must meet, like a certain "level of quality"
 - Does not "rate" your company against others – only against the goals that you set.
 - It is about consistently meeting/exceeding your customers' requirements
 - It requires that you seek continuous improvement

Benefits of AS 9110 C Registration

Internal:

- Consistent results
- Improved operations
- Optimized performance
- Improved operating margin

External:

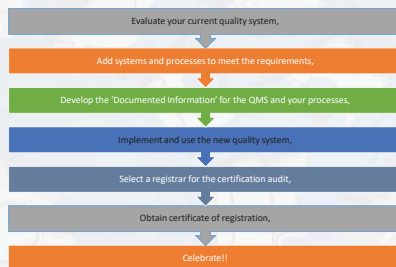
- Global recognition
- Market expansion

Employee Benefits of AS 9110 C Registration

- Improved communication
- Clearly defined process requirements for employees
- Training on Requirements
- Clear understanding of own roles and responsibilities
- Process to address problems
- Process to assess effectiveness of the QMS
- Ideas for continual improvement

What Is Needed for Registration?

To become registered, a company must first implement the requirements of AS 9110 C



19. Review and control changes for production and service provision to ensure continuing conformance with requirements. Identify the persons authorized to approve changes	
20. Documented information of external origin and needed for the planning and operation of the QMS must be identified and controlled.	
21. Ensure that the monitoring and measuring resources provided are suitable for the specific type of monitoring and measuring activities and are maintained to ensure fitness for use.	
22. Maintain a system for the recall of monitoring and measuring equipment that require calibration or verification and maintain a register of this equipment.	
23. Establish, implement, and maintain a design and development process that ensures the subsequent provision of products and services.	
24. Review the QMS at planned intervals and take into consideration a set of inputs, including on-time delivery performance and with resulting outputs, including decisions and actions related to identified risks.	
25. Ensure the adequacy of requirements prior to communicating them to external providers, and including the identification of technical data such as drawings and specifications.	
26. Establish quality objectives at the relevant functions, levels and processes needed for the QMS.	
27. Ensure that nonconforming outputs are identified and controlled to prevent their unintended use or delivery.	
28. Ensure that methods are in place to react to nonconformities, evaluate the need for action, implement needed action, review the effectiveness of action taken, update identified risks and opportunities, and make necessary changes to the QMS.	
29. Implement a process with criteria for notifying the customer, prior to implementation about changed to design and development.	
30. Ensure that externally provided processes, products and services do not adversely affect the ability to consistently deliver conforming products and services.	
31. Internal audits are conducted at planned intervals to ensure that the QMS is effectively implemented and maintained and that it conforms to both the company's requirements and those of the AS standard.	
32. Analyze and evaluate data resulting from monitoring and measurement.	
33. A quality manager responsible for monitoring the quality system is required to be appointed.	
34. Consider the results of analysis and evaluation and the outputs from management Review to determine needs or opportunities to be addressed as part of continual improvement.	