248 page Training Guide Included

AS 9110 Rev C
Internal Auditor Training

Trainer's Guide

Overview

These course materials are meant to train people to conduct internal quality audits within your organization, which are necessary to meet the internal audit requirements of the AS 9110 REV C standard.

The course is divided into two sections:

1. The first section will familiarize the students with the AS 9110 REV C requirements for quality management system.
    - Allow 4 hours for this section.
2. The second section is devoted to the auditing process. The students will go through all the steps required for an audit, with hands on involvement in performing each step by conducting a mock audit of a fictitious company.
    - Allow 8 hours for this section.

We recommend that you print this guide as you'll need the PowerPoint speaker notes to lead the class. This guide contains everything the instructor needs to lead the class.

Notes:

- It is assumed that the instructor has certified Lead Auditor credentials or equivalent experience. This is not meant as a self study course.

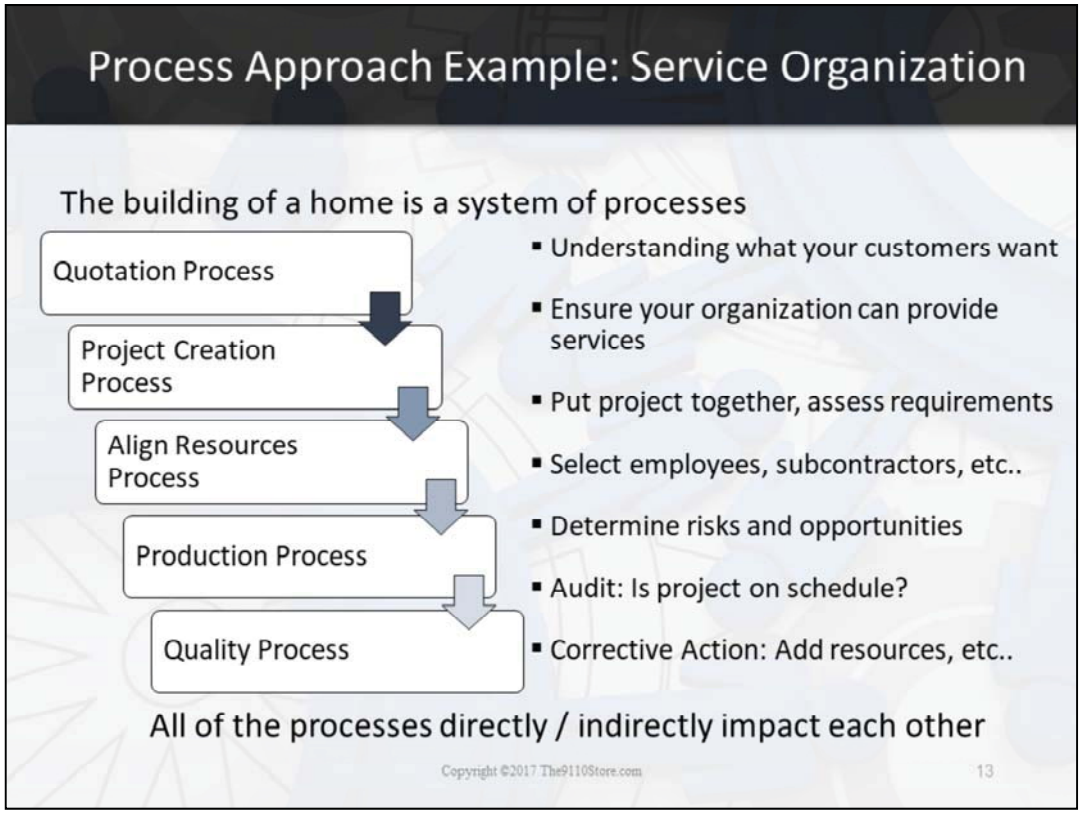
- It is recommended that the first audit the student is involved with be under the leadership of a lead auditor who has audit experience.

AeroFix Co Documented Information

AeroFix Co Documented Information – Contents

Qty	Documents and Records	No. of Pages
1	QM-9110-C Quality Manual	9
1	F-750-001 List of Documented Information	2
1	Internal Audit Master Schedule	1
1	P-500 Leadership Procedure	2
1	A-520-001 Quality Policy, Strategic Direction, and Safety Policy	1
1	P-810 Operational Planning and Control Procedure	2
1	F-610-001 Risk and Opportunity Worksheet	1
2	F-810-001 Project Planning Worksheet	3
1	P-820 Customer Related Processes Procedure	3
1	F-820-001 Client Assessment Report	1
2	F-820-010 AFC Quotation / Proposal	2
1	P-840 Control of External Providers Procedure	3
1	F-840-002 List of Approved Sources	1
3	F-840-005 AFC Purchase Order / Amended Purchase Order	3
1	F-840-010 External provider Problem Log Form	1
1	P-1020 Nonconformity and Corrective Action Procedure	2
1	F-912-001 Customer satisfaction survey	1
1	R-1020 Register of Improvement Action Reports - NCR-CAR	1
1	F-1020-001 Corrective Action Request Form (CAR)	1
1	NCR – Section 1 Corrective Action Requests	1
1	CAR – Section 2 Corrective Action Requests	1
1	P-930 Management Review Procedure	2
1	F-930-001 Management Review Meeting Agenda	1
1	F-930-002 Minutes of Management Review	2

Includes speaker's notes



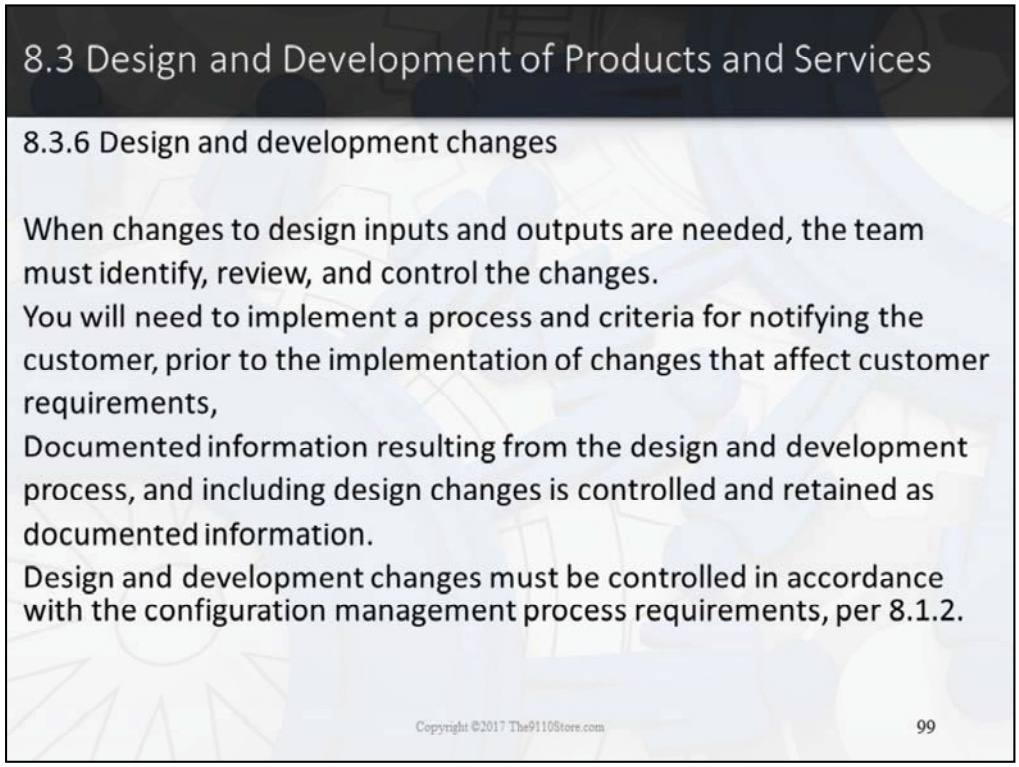
A process approach allows an organization to systematically evaluate each part of their business.

You are then able to look at each portion and measure the results against the desired objective.

In this example we've used a bakery to demonstrate how an organization is actually a system of processes.

The output of one process (purchasing) impacts the input of another process (production).

If the purchasing people only buy the least expensive ingredients, it may negatively impact the quality of the bread.



When changes to design inputs and outputs are needed, the team identifies, reviews, and controls the changes.

Documented information resulting from the design and development process, and including design changes are controlled and retained with procedure P-750 Control of documented information.

Have you implemented a process and criteria for notifying the customer, prior to the implementation of changes that affect customer requirements?

Are design and development changes controlled in accordance with the configuration management process requirements, per 8.1.2?

The project manager documents the proposed change and the reason for the change on a design change request.

When a design change is made, the project goes through verification and validation before being released to ensure there is no adverse impact on the conformity to requirements.

A design change is verified and validated as necessary before approval.

The change is approved by the original approvers of the project plan.

INSERT YOUR COMPANY NAME HERE

AS 9110 Rev C – from ISO 9001:2015 – Quality Management Systems - Internal Audit Checklist

This checklist is based on the information provided in the Nov 2016 version of the AS 9110 Rev C International Aerospace Standard. The checklist is best used by trained and practicing auditors to evaluate or assess Quality Management Systems requirements based on the standard as you transition from ISO 9001:2015. You will see questions on the checklist that refer to the standard and for each clause provisions are made for additional questions.

Both the versions of the AS and ISO standards deal with Quality Management Systems and line up when comparing the contents, the new requirements and / or new terminology are highlighted in yellow. The auditors are expected to keep in mind that the standard does not require mandatory procedures for the various QMS processes; however, the auditors will expect documented information to be available because in the clauses of the standard, the phrase such as 'documented procedures' is used to specify that a process, a method, a system, a work instruction, or an arrangement be documented.

The auditors must use a great deal of discretion and therefore must be careful and thoughtful prior to establishing a deficiency against a requirement. Evidence for visible top management leadership, commitment and quality management action must be looked for.

The **bold** numbers and titles used in the first two columns of the checklist indicate the "Requirements" and may be referred to on nonconformity reports prepared by the auditor.

During assessment of each requirement, auditors record the status of the evaluation by indicating in the right-hand column a:

Yes - for Acceptable Condition or **No -** for Deficient Condition

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4	**CONTEXT OF THE ORGANIZATION**		
4.1	**Understanding the organization and its context**		
	Does your company determine the external and internal issues that are relevant to your purpose and strategic direction?		

4.4	Quality management system and its processes		
4.4.1	As required by the standard, do you establish, document, implement, maintain, and continually improve the QMS?		
	Does the QMS also address customer and applicable statutory and regulatory quality management system requirements?		
	Are approvals, certificates, ratings, capability list, and licenses also addressed in the QMS?		
	Does your company determine the processes needed for the QMS, their interactions and applications throughout your company?		
	That is, for the QMS processes do you determine the:		
	• Inputs required and the outputs expected from the processes?		
	• Sequence and interaction of the processes?		
	• Criteria, methods, including measurements and related performance indicators needed to ensure the effective operation, and control of the processes?		
	• Resources needed and ensure they are available?		
	• Assignment of the responsibilities and authorities for these processes?		

	• Risks and opportunities (per 6.1), and plans to implement the appropriate actions to address them? See also Operational risk management (per 8.1.1).		
	• Methods for monitoring, measuring, and evaluation of processes and, if needed, the changes to processes to ensure that they achieve intended results?		
	• Opportunities for improvement of the processes and the QMS?		
4.4.2	Does your company maintain the necessary documented information to support the operation of processes?		
	Does your company maintain and retain the necessary documented information to provide the confidence that the processes are being carried out as planned?		
	Does your company establish and maintain documented information, as required by the competent authority?		
	Does the documented information include:		
	• General description of relevant interested parties, per see 4.2 a?		
	• Scope of the QMS, including boundaries and applicability, per see 4.3?		

	• Description of the processes needed for the QMS and their application throughout the organization?		
	• Sequence and interaction of the processes?		
	• Assignment of the responsibilities and authorities for these processes?		
	• Details of the system used to maintain and retain documented information of the work performed for each article or product?		
	Additional Questions		
5	**LEADERSHIP**		
5.1	**Leadership and commitment**		
5.1.1	**General**		
	Does top management demonstrate leadership and commitment with respect to the QMS by:		
	• Taking accountability for the effectiveness of the QMS?		
	• Ensuring that the quality policy and quality objectives are established for the QMS and are compatible with the strategic direction and the context of the organization?		