IAQG SCMH
“Supply Chain Management Handbook”

Bill Schmiege
Parker Hannifin
Content

• Brief introduction to IAQG

• Introduction to Supply Chain Management Handbook (SCMH)

• SCMH content today and tomorrow

• Accessing e-SCMH

• Live demo focusing on the 2 SCMH sections
  – Root Cause Analysis and Problem Solving
  – Control of Non-Conforming Product
A Global Team

Whose mission is to:

Achieve significant performance improvements in Quality, Delivery, and consequently Cost, on all products and services throughout the value stream.
# IAQG Membership

<table>
<thead>
<tr>
<th>Americas</th>
<th>Europe</th>
<th>Asia</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATK</td>
<td>Airbus</td>
<td>AIDC (Aerospace Industrial Development Corp)</td>
</tr>
<tr>
<td>The Boeing Company</td>
<td>ALENIA</td>
<td>AVIC 1</td>
</tr>
<tr>
<td>Bombardier</td>
<td>Avio</td>
<td>AVIC 2</td>
</tr>
<tr>
<td>Embraer</td>
<td>BAE Systems</td>
<td>Fuji Heavy Industries</td>
</tr>
<tr>
<td>GE Aircraft Engines</td>
<td>Dassault Aviation</td>
<td>Hawker de Havilland</td>
</tr>
<tr>
<td>Goodrich Corporation</td>
<td>EADS</td>
<td>Indonesian Aerospace</td>
</tr>
<tr>
<td>Gulfstream</td>
<td>EADS – CASA</td>
<td>IHI</td>
</tr>
<tr>
<td>Honeywell Aerospace</td>
<td>EADS Military</td>
<td>Kawasaki Heavy Ind.</td>
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<tr>
<td>L-3 Communications</td>
<td>Eurocopter</td>
<td>Korea Aerospace Ind.</td>
</tr>
<tr>
<td>Lockheed Martin</td>
<td>Hegan</td>
<td>Korean Air Aerospace</td>
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<tr>
<td>Northrop Grumman</td>
<td>Hispano-Suiza</td>
<td>Mitsubishi Heavy Ind.</td>
</tr>
<tr>
<td>Orbital</td>
<td>Israel Aircraft Industries</td>
<td>SMIC</td>
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<td>Parker Aerospace</td>
<td>Liebherr</td>
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<td>Raytheon</td>
<td>Messier-Bugatti</td>
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<td>Rockwell Collins</td>
<td>Messier-Dowty</td>
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<tr>
<td>Rolls-Royce North America</td>
<td>MTU Aero engine</td>
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<td>Spirit Aerosystems</td>
<td>PFW</td>
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<td>Textron – Bell Helicopter</td>
<td>Rolls-Royce</td>
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<td>United Technologies Corp.</td>
<td>SAAB Aerospace</td>
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<td>Vought</td>
<td>Smiths Aerospace</td>
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<td>SAE *</td>
<td>SONACA</td>
<td>SAFRAN</td>
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<td>SNECMA</td>
<td>SAFRAN</td>
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</table>

*Sponsor

Europe – Continued

- Stork Fokker Aerostructures
- Sukhoi
- THALES
- Turbomeca
- Volvo – Aero
- Westland
- Zodiac

**ASD */ **ASD-EASE**
Mission

• Achieve significant performance improvements in Quality, Delivery, and consequently Cost, on all products and services throughout the value stream
  – Through the establishment of effective prevention-oriented practices and processes
  – By standardizing Requirements, providing Process Guidelines and spreading Best Practices
  – By introducing a Culture of Quality as early as possible in the value stream thus reducing the cost of poor quality
  – Through establishing and maintaining dynamic cooperation between international Aviation, Space and Defense companies
IAQG produced documents

- Requirements to harmonize the Quality Management System
  - 9100 – Aerospace Quality Management System (Design and Manufacturing)
  - 9110 – Maintenance and Repair Stations
  - 9120 – Stockists & Distributors

- Requirements to raise Product Integrity
  - 9102 - First Article Inspection
  - 9103 - Variation Management of Key Characteristics
  - 9131 - Non-conformance Management
  - 9134 - Global Supplier Risk Management
  - Etc...

- Supply Chain Management Handbook to provide guidance material to aerospace suppliers to help them understand requirements and improve their quality performance
IAQG 5-Year Vision

- Product and Services Quality and Delivery will have improved 20% per year throughout the product lifecycle

- Robust processes achieved throughout the supply chain (Supply Chain Management Handbook Maturity Level 3 or better)

- IAQG Quality Management System certification program is robust, recognized and valued

- 90% of the supply chain certified to IAQG Quality Management System Standards
Supply Chain Management Handbook (SCMH):

- What is the SCMH?
  - A collection of guidance materials, trainings, best practices for Suppliers

- What are the Objectives of the SCMH?
  - Provide guidance material to help improve the “On Time and On Quality” performance throughout the supply chain
  - Provide “how to” information for various Aerospace standards

- Note - The e-SCMH is a web based toolbox with **FREE** access to suppliers
Focus on “How” through SCMH

QMS Requirements

Inputs for new revision of 91XX

Providing guidance material and best practices on how to meet requirements and achieve objectives

Links to

Includes

SCMH Guidance material, tools, training

91xx
9131
9103
9102
Supply Chain Management Handbook

- SCMH Leaders:
  - IAQG Mentor:
    - Wayne Brown (Boeing)
  - AAQG (Americas):
    - Larry Weng (Boeing)
    - Bill Schmiege (Parker Hannifin)
  - APAQG (Asia Pacific):
    - Shuji Komori (FHI)
  - EAQG (Europe):
    - Bernard Lauras (Airbus)
    - Christian Buck (Safran)
Supply Chain Management Handbook

• SCMH contents have been developed by member companies of the IAQG and the document is structured to cover the entire product life cycle process:
  – Intended for use by companies at all levels of supply chain
  – Aligned with Product Life Cycle
  – Currently 10 sections published
  – Other sections “in work” or to be developed in the future
SCMH Content - Product Life Cycle

1. Sales, Master Scheduling & Sequencing
   - Master Scheduling

2. Contract Requirements & Flow Down
   - Requirements & Flow Down Templates

3. Design & Development
   - Special Requirements & Critical Items
   - Quality Functions in Design & Development
   - Software Guidance (9115)

4. Suppliers sourcing selection & approval
   - Supplier Selection and Capability Assessment
   - Product Performance Detailed Assessment Checklists

5. Plant, material, skills, capacity planning & scheduling

6. Order Management and logistic (Internal & external)
   - Lean Assessment Tool

7. Manufacturing and Inspection
   - 9103 Material for Key Characteristics
   - 9102 Material for First Article Inspection
   - Foreign Object Debris (FOD)

8. Supplier operational management and product validation
   - Notification of Change Tool
   - Supplier Quality Mgt Basics

9. Control of non conformities, corrective and preventive actions
   - Root Cause Analysis & Problem Solving
   - Control of non conformities

10. Customer Support (Control of service operations)
    - Counterfeit Part Prevention
    - MRO Guidance Material

    - Work Transfer
    - Risk Management
    - Configuration Mgmt.

Appendices
- 9100 Rev C Deployment Support
- People Capability PCAP 001
- Link to IAGQ Dictionary

Feb 12, 2010
Future SCMH Topics

- Many good suggestions for future SCMH sections
- As in-work sections are completed, new projects will be started
- Everyone is welcome to participate on writing teams
- Your input for future topics is encouraged
- Please use “Feedback” link in eSCMH to contact us

Next Focus

- Chap 1: Master Scheduling
- Chap 5: Planning of Product Realization
- Chap 6: Order Management and logistic
- Chap 10: MRO Guidance Material

Other Potential Future Topics?

<table>
<thead>
<tr>
<th>Left Side</th>
<th>Right Side</th>
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</table>
| • Contract Review  
• Design Quality Assurance model  
• Sub-contract Management  
• Design Review model  
• Change In Design  
• Capacity Planning & Scheduling model  
• Production Control model  
• Preventive Measures | • Production Control model  
• Performance Metrics  
• Service Operations (Logistics)  
• Processes Description models  
• Programme Management  
• Other Party Management Process  
• Work Instructions  
• Etc... |
**Objective:** Assessing Supplier Maturity for 11 Business Processes covering the entire product life cycle process

### Four domains assessed:
- Process
- People & Organization
- Tools & Data
- Performance Metrics

### Five levels of maturity:
1. Undefined and not capable
2. Defined and applied, but not 100% efficient or not applied everywhere in the company
3. Defined, applied and effective
4. Predictable
5. Optimized

<table>
<thead>
<tr>
<th>Process</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>No process and planning based on effective orders only.</td>
<td>Process not defined. Short term planning only, not taking into account customer demand and long term demand.</td>
<td>Instructed process, top down driven, no feedback loops from operations to sales.</td>
<td>Regular joint sessions between all relevant functions, feedback loop from operations to sales.</td>
<td>Integrated process between all relevant functions, with feedback loop from operations to sales.</td>
<td>Integrated process between all relevant functions, with feedback loop from operations to sales.</td>
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<tr>
<td></td>
<td>Medium term planning used as capacity on demand, reactive mode.</td>
<td>Constraints (e.g., smallest lead times).</td>
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<td>Constraints (e.g., smallest lead times).</td>
<td>Constraints (e.g., smallest lead times).</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>People &amp; organization</th>
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<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountability (organisation, roles, responsibilities, and authorities, skills and competencies not defined.)</td>
<td>Accountability defined across various functions (Sales, Planning, Product Management, Manufacturing, Purchasing, Finance &amp; Human Resources) as required, but redundancies or gaps exist and no integrated approach.</td>
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<table>
<thead>
<tr>
<th>Tools &amp; data</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>No tools or local tools, e.g. spreadsheets only.</td>
<td>No data or short term data only, lacks capacity and resources.</td>
<td>Data from different sources, shared but not integrated between functions and/or covering medium term only.</td>
<td>Data from different sources, shared and integrated between functions and/or covering medium term.</td>
<td>Data from different sources, shared and integrated between functions and/or covering medium term.</td>
<td>Data from different sources, shared and integrated between functions and/or covering medium term.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Performance metrics</th>
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<th>3</th>
<th>4</th>
<th>5</th>
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</thead>
<tbody>
<tr>
<td>No measurement.</td>
<td>Basic metrics (e.g., expected sales, short and medium term planning variability, ...) available but not systematically used to drive operation.</td>
<td>Actual performance metrics (e.g., delivery, machine utilization, ...) available but not systematically used to drive operation.</td>
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</tr>
</tbody>
</table>

**Areas of potential Supplier Development if deemed necessary**

- Expectation Supplier performance
- Areas of potential Supplier Development if deemed necessary
SCMH available section Example 1:
Supplier Selection & Capability Model

Results synthesis: show strengths and weaknesses
(10. Customer support not assessed in this example)

Expected capability level  

Assessment results  

1 - Sales, master scheduling and sequencing
2 - Contract requirement flow down
3 - Design and development
4 - Supply sourcing selection and approval
5 - Planning of product realisation
6 - Order management and logistic
7 - Manufacturing and inspection
8 - Supplier operational management and product validation
9 - Control of non conformities, corrective and preventive actions (on time, on quality)
11 - Business management and customer satisfaction monitoring

This model has been successfully tested
Objective:

- To provide guidelines for the exercising of effective risk and management control when changing the source of supply of a component, a component package or an assembly across a company or its external supply chain.

Content: Document describing

- Main phases required in the decision making process to ensure all risks are identified and mitigated
- Main activities to be conducted and action owners
- Decision gates, including project closure and lessons learned
SCMH available section Example 2: Work Transfer Management

**Gate 1**
- Phase 1 Proposal & Feasibility
  - ✔ Proposal & Feasibility
  - ✔ Gate Review

**Gate 2**
- Phase 2 Develop Business Case
  - ✔ Team Launch and develop charter
  - ✔ Source Selection
  - ✔ Risk Assessment
  - ✔ Business Case
  - ✔ Gate Review

**Gate 3**
- Phase 3 Detail Planning
  - ✔ Detail Planning
  - ✔ Knowledge Transfer pre-move
  - ✔ Gate Review

**Gate 4**
- Phase 4 Execution of Plan
  - ✔ Project Management
  - ✔ Technical Review Requirements
  - ✔ Production Readiness Review
  - ✔ FAI / LAI
  - ✔ Knowledge transfer
  - ✔ Gate Review

**Gate 5**
- Phase 5 Project Closure
  - ✔ Identify Continuous Improvement opportunity
  - ✔ Capture Lessons Learned
  - ✔ Recognize team performance
  - ✔ Post implementation review

**Templates**
- WT Project Proposal Form
- Gate Check List
- Project Charter
- Risk Assessment
- Business Case
- Gate Check List
- Project Plan
- Transfer checklist
- Gate Check List
- Production Readiness Review Check List
- AS9102 FAI/LAI
- Gate Check List
- Closure Form
Japanese version of SCMH Work Transfer Section
Easy access to SCMH

http://www.iaqq.sae.org/iaqq
http://www.iaqq.sae.org/scmh

Immediate and FREE access
Easy access to SCMH

Immediate and FREE access
Easy access to SCMH
SCMH Introduction

- The Supply Chain Management Handbook (SCMH) provides guidance materials to continuously improve On Time, On Quality Delivery (OTOQD) throughout the entire value stream.

- It's objective is to help the supply chain improve their quality performance through better understanding of aviation, space and defense industry quality management system requirements and expectations.

- The Handbook is provided at no cost to organizations at all levels throughout the supply chain, including customers.

- The chapters of the SCMH are structured around the eleven elements of a supply chain business process model covering the entire product lifecycle.

- The intention of the guidance material in the SCMH is to assist organizations with understanding the various topics and is not intended to be requirements, nor auditable.

- Use of the guidance material does not ensure compliance to any referenced QMS Standards.
Easy access to SCMH

IAQG Supply Chain Management Handbook

Introduction
Table of Contents

SCMH Introduction (24 Feb 2010)

Chapter 1: Sales Master Scheduling & Sequencing (18 Nov 2009)

Chapter 2: Contract Requirements Flowdown (01 Oct 2008)
   2.1 Requirements and Flowdown

Chapter 3: Design and Development (07 Dec 2009)
   3.1 Quality Functions in Design & Development - Work In Progress
   3.2 Special Requirements and Critical Items - Work in Progress
   3.3 Software 9115 - Work in Progress

Chapter 4: Sourcing Selection & Approval (22 Dec 2009)

Hyperlinks available to immediately access information
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Chapter 4 : Sourcing Selection & Approval (22 Dec 2009)

Hyperlinks available to immediately access information
Requirements Flowdown

- Provide assistance to organizations in executing an effective purchasing system
- Provides communication processes for buyers and supplier
- Provides clarification for every paragraph in AS9100.
- Communication break downs are commonly linked to quality escapes in the aerospace supply chain.
Chapter 7 Manufacturing and Inspection
Manufacturing and product integration processes, including inspection.

7.1 Variation Management of Key Characteristics (24 Feb 2010)
  7.1.1 Introduction
  7.1.2 Overview
  7.1.3 Guidance Material - Presentation Format
  7.1.4 9103 Guidance - Training Tutorial

Alternative to the PPT file, this tutorial is available in a "zip" with an "exe" file type, it is an interactive training session to be used by individuals for independant learning.
Variation Management

Chapter 7 Manufacturing and Inspection
Manufacturing and product integration processes, including inspection.

7.1 Variation Management of Key Characterisitcs (24 Feb 2010)
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Contents & Document Structure

- Introduction: Why manage variation?
  - What is variation?
  - Why manage variation?

- To know more about Key Characteristics
  - What are Key characteristics?
  - Identifying Key Characteristics
    - Benefits of identifying Key Characteristics
    - Who, Why and How to determine Key Characteristics?
    - Approaches and tools to determine Key Characteristics

- **9103 presentation**
  - Scope of 9103
  - KC and 9103 applicability
  - 9103: A seven stage process
    - Stage 1 Understand Key Characteristics and Required Performance
    - Stage 2 Plan Manufacturing Processes
    - Stage 3 Operate on Trial Basis to Generate Data
    - Stage 4 Analyse data to identify appropriate Action and
    - Stage 5 Take action from study (operate, re-design and improve)
    - Stage 6 Continue to Monitor the Performance
    - Stage 7 Is a Process Change required?
Why manage variations?

Quality Planning Lever

Customer takes possession (Loss of control for Producer)

Inspection

Potential for non-conformance

non-conformance

Inspection is necessary but not sufficient

Receipt Reject

Customer Complaint

Recall Warranty Investigation
Why manage variations?

Quality Planning Lever

- Plan a method to achieve minimum variation
- Review and improve the process
- Run and analyze the process
- Understand customer requirements

Customer takes possession (Loss of control for Producer)

Inspection

Reducing process variation will reduce cost of inspection

non-conformance

QUALITY
Why manage variations?
Managing product and process variations

On Target with minimum variation
AS9103 Support Materials

9103 : A seven stages process

- 9103 - Variation Management of KCs

Stage 1: Understand KCs and required performance
Stage 2: Plan a process that will produce acceptable performance
Stage 3: Operate the process to generate data
Stage 4: Analyse data to identify appropriate action
Stage 5: Take action from study (operate, re-design and improve)
Stage 6: Continue to monitor the performance
Stage 7: Is a process change required?

Full “how to” and associated training program available to ensure process capability and minimize variation.
7.2 First Article Inspection FAI (24 Feb 2010)

7.2.1 Introduction
7.2.2 FAI 9102 FAQs
7.2.3 FAI Checklist
7.2.4 FAI 9102 Tutorial

This is an interactive tutorial based on the 9102 standard. Please follow online instructions to view the materials and select "Quit", then "Y" and "Esc" to return to the SCMH. Some operating systems may require additional software or may have trouble connecting at this time, a solution is in the works.
AS9102 FAIR Guidance

7.2 First Article Inspection FAI (24 Feb 2010)

- 7.2.1 Introduction
- 7.2.2 FAI 9102 FAQs
- 7.2.3 FAI Checklist
- 7.2.4 FAI 9102 Tutorial

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Excellent interactive training program available to train personnel on First Article Inspection Reports
7.2 First Article Inspection FAI (24 Feb 2010)

7.2.1 Introduction

7.2.2 FAI 9102 FAQs

7.2.3 FAI Checklist

7.2.4 FAI 9102 Tutorial

This is an interactive tutorial based on the 9102 standard. Please follow online instructions to view the materials and select "Quit", then "Y" and "Esc" to return to the SCMH. Some operating systems may require additional software or may have trouble connecting at this time, a solution is in the works.
9102 Rev A
Aerospace First Article Inspection Requirement (FAI)
Frequently Asked Questions (FAQ’s)
June 7, 2008

Forward
International Aerospace Group (IAQG) procedure 103 defines the process for providing “clarifications” to published standards. Standards provide requirements but are prohibited from providing methods for meeting those requirements.

To use this document, scroll through or use the links in the Table below. To return, use “Control Home” on your keyboard.

Table:
A. Forms Usage
B. When to Perform an FAI
C. Standard Catalog Hardware (SCH)
D. Similar Parts
E. Purchase Order Requirements
F. General Questions
Forward

International Aerospace Group (IAQG) procedure 103 defines the process for providing “clarifications” to published standards. Standards provide requirements but are prohibited from providing methods for meeting those requirements.

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**Table:**

A. Forms Usage  
B. When to Perform an FAI  
C. Standard Catalog Hardware (SCH)  
D. Similar Parts  
E. Purchase Order Requirements  
F. General Questions
C. Standard Catalog Hardware (SCH)

C1. Question:
Where is Standard Catalog Hardware (SCH) entered on the First Article Inspection Report (FAIR)?

C1. Response:
Standard Catalog Hardware (SCH), when used as purchased, is entered on form 1 using its catalog part number. When SCH is being used as a "make from" part or as raw material, it is entered on form 2 and the engineered part in which it is consumed is entered on form 1.

C2. Question:
How is standard Catalog Hardware defined?

C2. Response:
Any item purchased from a catalog available to the public is considered Standard Catalog Hardware. 9102 A defines STANDARD CATALOG HARDWARE as: A part or material that conforms to an established industry or national authority published specification, having all characteristics identified by text description, National/Military Standard Drawing, or catalog item.
When a design change is required – do you have a rigorous methodology for assessing the impact of the changes, and for appropriately communicated the change to your customer?
### 8.1 Notice of Change NOC Tool (AS9016) (24 Feb 2010)

**AS9016 Deployment Support Materials: Change Impact Analysis Tool Training Module**  [Change Impact Analysis Tool]

#### 8.1.1 Introduction

#### 8.1.2 Guidance Material

'This is a direct link to the AAQG AS9016 writing teams articulate training module and the NoC Tool.'
## Supplier Notification of Change - Impact Analysis

*Click here to toggle between fixed list and scrolling through the questions:*

<table>
<thead>
<tr>
<th>Impact of Change</th>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airworthiness</td>
<td>Is the change in response to a safety or airworthiness concern?</td>
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</tr>
<tr>
<td>Airworthiness</td>
<td>Will the change impact positively or negatively Failure Mode and Effects Analysis (FMEA) or Failure Review and Corrective Action System (FRACAS) information originally approved?</td>
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<tr>
<td>Form</td>
<td>Does the change affect the external configuration of the Assembly (including visual impact when it is a requirement) or any external interface between the Assembly and surrounding systems?</td>
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<tr>
<td>Form</td>
<td>Does the change include changes to Materials that could impact interface characteristics between the Assembly and surrounding systems?</td>
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<tr>
<td>Fit</td>
<td>Will the change impact interchangeability, compatibility, maintainability or reparability of the Assembly within the surrounding system?</td>
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<tr>
<td>Fit</td>
<td>Will the change impact interchangeability, compatibility, maintainability or reparability of the Components within an Assembly, but not of the Assembly within the surrounding system?</td>
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AS9016 Notice of Change

Standard forms and templates provided to support NOC analysis and communication between Purchaser and Supplier.

<table>
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<th>Customer Information</th>
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<tbody>
<tr>
<td>1. Customer's Company</td>
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<td>2. Customer's Address</td>
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<td>3. Customer/Contact</td>
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<td>4. Direct Telephone No</td>
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<td>5. E-mail</td>
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<td>6. Customer/Procurement Agent</td>
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<td>7. Function or Department</td>
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<td>3. Date of Approval (YYYY/MM/DD)</td>
<td></td>
</tr>
<tr>
<td>4. Signature</td>
<td></td>
</tr>
<tr>
<td>5. Customer's Name</td>
<td></td>
</tr>
<tr>
<td>6. Customer's Function or Department</td>
<td></td>
</tr>
</tbody>
</table>

See AS9016 for instructions.
Chapter 9

9.1 Root Cause Analysis and Problem Solving (24 Feb 2010)
   9.1.1 Introduction
   9.1.2 Root Cause Analysis and Problem Solving Training Material

9.2 Non Conforming Product (24 Feb 2010)
   Common industry guidance for the control of non conforming product.
   9.2.1 Introduction
   9.2.2 Instructions For Using Non-Conforming Product Guidance Material
   9.2.3 Guidance in Document Format
   9.2.4 Non-Conforming Product Guidance Material
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Non-Conforming Product

- Assist organizations in executing an effective non-conforming product program.
  - Material was developed using 9100:2003 as a guide.

- AS/EN/JISQ 9100B Requirement - The organization shall ensure that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery.

  Supplier Expectations. Selected elements:
  - A Quality process that assures control nonconforming product.
  - Conduct internal audits to verify compliance with procedural requirements.
  - Assign dedicated, secured and monitored area for storage of nonconforming product to prevent unintended use/delivery.
  - Assure all non-conformances are documented on a non-conformance record.
  - Maintain records of quarantined and scrapped product along with authorized dispositions.
  - Ensure product designated as scrap is physically rendered unusable and the buyer is notified (if required).
## Control of Nonconforming Product

### 9100 Clause

Paragraph 2: The organization's documented procedures shall define the responsibility for review and authority for the disposition of nonconforming product and the process for approving personnel making these decisions.

### Other Specifications


### Generic Expectation

Any supplier in the chain, shall have delineated to them from the buyer and defined within their documented procedures, what their authority is to disposition nonconforming product. The buyer and the supply chain must define and document the process for approving any personnel authorized to make these decisions.

### Table: Non-Conforming Product

<table>
<thead>
<tr>
<th>Product Type</th>
<th>COTS/Standards</th>
<th>Raw Material</th>
<th>Build-to-Print</th>
<th>Supplier Design</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specific Expectation</td>
<td>Organization (Buyer)</td>
<td>Buyer expects the supplier to have a MRB system to address nonconformances within the scope of the buyer's delegation for the products to be procured.</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Define the requirements for submittel of nonconformances for MRB disposition, within the limitations of the MRB delegation.</td>
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## Non-Conforming Product

### Control of Nonconforming Product

<table>
<thead>
<tr>
<th>Section:</th>
<th>9.3 Control of Nonconforming Product</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Paragraph 5) The organization shall not use dispositions of use-as-is or repair, unless specifically authorized by the customer, if: - the product is produced to customer design, or - the nonconformity results in a departure from the contract requirements. Unless otherwise restricted in the contract, organization-designed product which is controlled via a customer specification may be dispositioned by the organization as use-as-is or repair, provided the nonconformity does not result in a departure from customer-specified requirements.</td>
<td></td>
</tr>
</tbody>
</table>

### 9100 Clause


### Other Specifications

Any member of the supply chain shall refrain from using the “use-as-is” or “repair” unless authorized by the proper authority or customer if the product is produced to a customer engineered design or if the contract does not address or permit. The organization (supplier) retains the right to disposition products of its own design as “use-as-is” unless it otherwise restricted from doing so or the disposition will result a nonconformance of the product to the customer's requirements.

### Generic Expectation

<table>
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<tr>
<th>Product Type</th>
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</thead>
<tbody>
<tr>
<td>Specific Expectation</td>
<td>Purchase Order and/or reference documents clearly define the level of authority/boundaries and conditions as to when a supplier may disposition a non-conforming product for repair or “use-as-is” versus submittal to a another authority/customer for disposition</td>
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SCMH Summary

- The SCMH is a collection of guidance materials, training packages, and best practices for suppliers.
- The objective of the SCMH initiative is to improve the “On Time and On Quality” performance through out the supply chain.
- Provides “how to” information for various Aerospace Standards requirements.
  - Guidance, not a requirement or auditable checklist.
- Free - may be adopted (and adapted) by any organization to improve quality and delivery performance.

http://www.iaqg.sae.org/iaqg
http://www.iaqg.sae.org/scmh
Questions?