

Requirements of AS 9120 B



Student's Guide

Requirements of AS 9120 B

Materials

This course is designed to train employees on the requirements of AS 9120 B. 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.

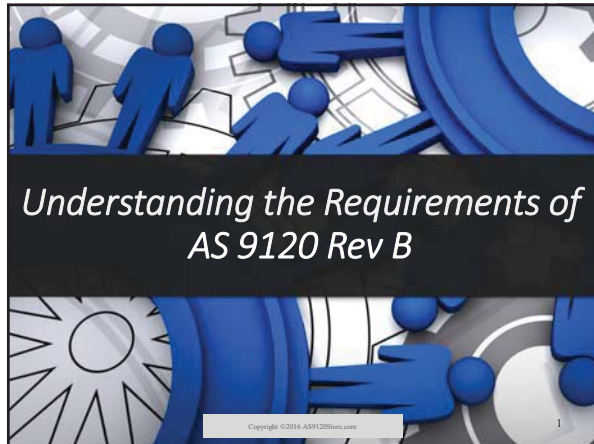
To begin preparing for the training session:

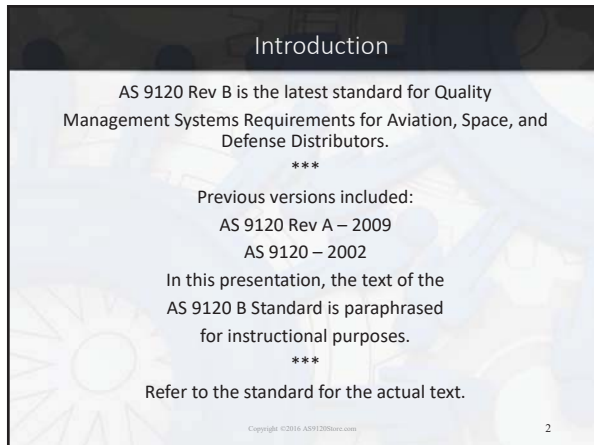
- Print the Notes pages of the Power Point presentation. (Open the PowerPoint presentation, select “Print”, and select “Notes Pages”).
- Print a copy of the Student Manual. You will then be able to prepare for the presentation using this guide and reviewing the speaker notes and student manual.

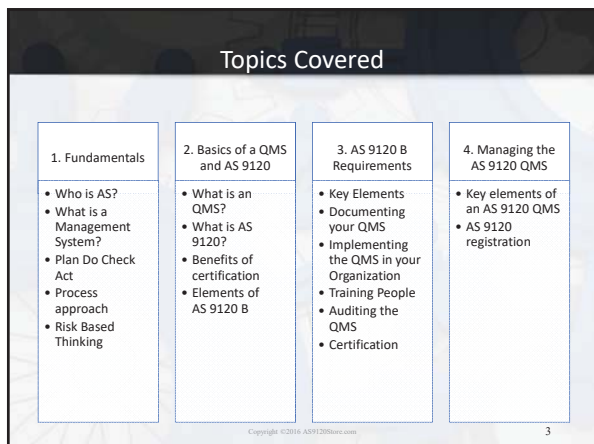
The content of the student manual matches the information in the PowerPoint slides. Let students know this at the beginning of the presentation to make it easier for them to take notes. The speaker notes provide additional detail.

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://as9120store.com/buy-standards/>

Additional Information: <http://www.as9120store.com>







Section 1 - Fundamentals

- Who is AS?
- What is a Management System?
- P-D-C-A Continual Improvement Cycle
- Process approach
- Risk-Based Thinking

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Who is AS?

The AS 9120 B standard was designed by IAQG, the International Aerospace Quality Group, with expert representatives from many different countries

- The standard outlines the basic elements of a good quality management system (QMS)
- These elements are good business practices
- The standard promotes the adoption of a process approach where consistent and predictable results can be achieved
- The standard promotes P-D-C-A where continual improvement can be achieved
- The standard promotes risk-based thinking aimed at preventing undesirable outcomes.

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What is a Management System?

Your organization is made up of several Management Systems, which operate within your overall Business Management System. Example:

- Financial (FMS)
- Quality (QMS)
- Environmental (EMS)
- Safety (SMS)
- Energy (EnMS)
- IT (MIS) etc.



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PDCA and the Requirements

P = Plan, the processes

Clause 4 - Context of the Organization

Clause 5 - Leadership

Clause 6 - Planning

D = Do, implement the plan

Clause 7 - Support

Clause 8 - Operation

C = Check, the results

Clause 9 - Performance Evaluation

A = Act, take actions to improve

Clause 10 - Improvement



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Plan-Do-Check-Act Example

- Set Goal – Lose weight
- Metrics – 10# per month until you reach your target weight
- Set up exercise schedule, nutrition

Plan

- Implement the plan
- Exercise, eat wisely, portion control

Do

- Validate – Step on the scale – Are you meeting the goal?
 - No – Why not?
 - Yes – Great! Can you improve?

Check

- Adjust plan
- Keep improving by raising the bar (Continual improvement)

Act

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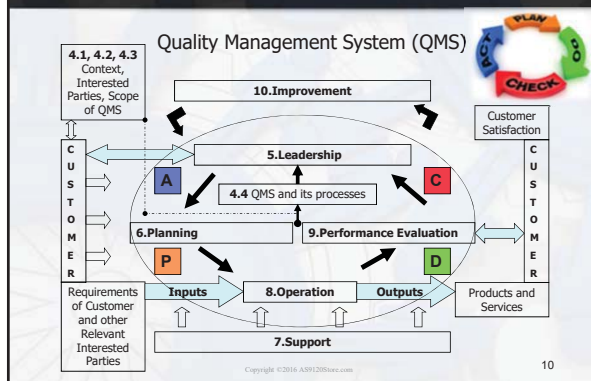
The Process-Based Model

- An organization is a system of interrelated processes that function as a coherent system
- The standard is geared at managing and improving those processes
- Key processes, those that lead to process outputs, must be identified
- Methods to measure and control the processes must be included
- Risks and opportunities need to be determined and actions to address them implemented

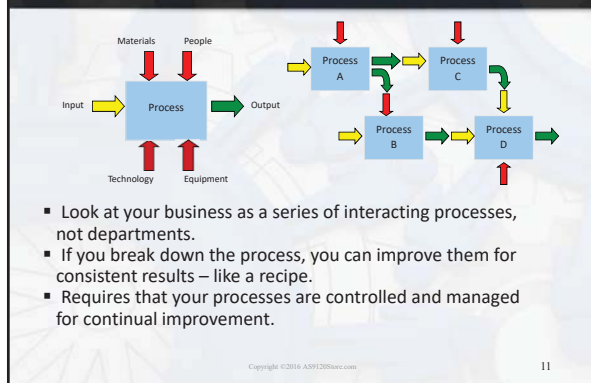
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The Process-Based Model & the P-D-C-A Cycle in AS 9120 B

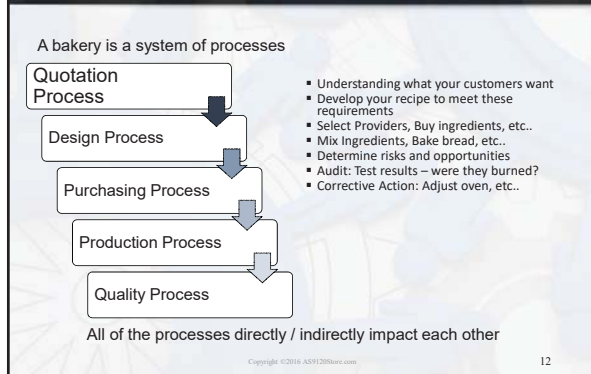


Process Approach



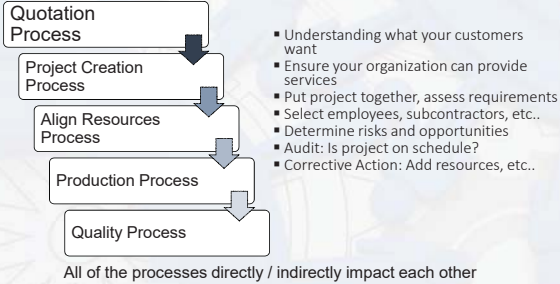
- Look at your business as a series of interacting processes, not departments.
- If you break down the process, you can improve them for consistent results – like a recipe.
- Requires that your processes are controlled and managed for continual improvement.

Process Approach Example: Manufacturing



Process Approach Example: Service Organization

A bakery is a system of processes



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Four Key Process Approach Clauses

The 4 Key process model clauses are:

- 5.1 Leadership and Commitment
- 6.1 Actions to Address Risks and Opportunities
- 8.1 Operational Planning and Control
- 9.1 Monitoring, Measurement, Analysis and Evaluation

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Risk-Based Thinking – An informal risk management system aimed at improvement



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**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

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**Section 2: Basics of a QMS
What is AS 9120 B?**

- What is a QMS?
- What is AS 9120 ?
- What are the requirements of AS 9120 ?
- PDCA and the requirements
- Benefits of AS 9120 Registration

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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

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