PRI REGISTRAR
AUDITOR ADVISORY #42

TO: PRI Registrar Auditors
FROM: Pete Kucan
DATE: 11/9/09
RE: Boeing Oversight Feedback Alert
CC:

Dear PRI Registrar Auditors,

As you may be aware, the Boeing Company has been providing feedback to registrars, sometimes in the form of nonconformance reports, whenever their auditors perform oversight audits on the registrar clients and discover issues related to the client registration or their alignment with the requirements of AS9100.

As this has recently occurred with a PRI Registrar client, we are notifying you all of the details so that you may calibrate the intensity of your audit so as to better align with the expectations of Boeing and other AAQG members.

What the Boeing auditors found, and originally listed as a combined major nonconformance against PRI Registrar:

- Three client floor personnel were unable to readily locate their “command media” (read that procedures, travelers, company goals and objectives, etc.). In addition, none could communicate the Quality Policy of the organization. This resulted in a nonconformance against PRI Registrar.
- Customer tooling was stacked one on top of the other. Originally listed as a nonconformance, PRI Registrar was able to argue that there were no requirements violated, nor was there damage noted. This resulted in an opportunity for improvement for PRI Registrar such that auditors might comment on potential damage to the tooling.
- The client purchasing procedures require annual review of suppliers with such information being loaded in a company database. While the PRI Registrar had audited this area a year ago and found it to be acceptable, (he documented in detail the sample of vendors he reviewed), the most recent annual audit did not sample this area as other areas of the management system were planned to be reviewed. Boeing found that the company had not performed this review this year and originally wrote PRI Registrar up for this lack of client / auditor performance. PRI Registrar was able to argue that due to the complete documentation of its auditor in the previous audit, that the current Boeing discovery was a snapshot in time and should not be held against PRI Registrar. This finding was removed.

Hopefully this narrative gives you the auditor a reminder as to the depth of review and intensity with which the Aerospace Community is expecting our performance. Please continue to clearly list your objective evidence on your checklists and perform your interviews to all levels of the company.