Dear Aerospace Auditors,

Another recent ANAB on-site witness audit has given us another opportunity to drive home a few points with you all.

It seems like yesterday that we were all taking the AATT class and attempting to digest both the IN-tent as well as the CON-tent of the material and desired outcomes. What was clear to me was that PEARs were to be written for processes in Section 7 and the associated goals were to be measurable. This is continual improvement in a nutshell.

PRI Registrar attempted to incorporate these requirements and those found in AS9101 as follows:

- **RF114 (AS Surveillance / Reassessment Audit Planning Resource)** - asking the client to complete AS9101-required pre-planning info to the auditor prior to doing the audit plan.
  - This form has been controversial in that auditors have had difficulty obtaining the completed form prior to the audit. If you are in this situation, please contact the client manager who will intervene with the client regarding the potential to postpone their audit.
Additionally, this form has been accepted by auditors and uploaded into EQM with incomplete information especially in the Process Performance and Effectiveness Measures table. These directions clearly state: “Please complete the table below listing effectiveness measures for current PEARs and other applicable top level AQMS processes as defined in your Quality Manual Interaction of Process Diagram. Add rows as necessary.”

Auditors have not:

- Assured that the Quality Manual Interaction of Process Diagram Processes and their Titles matched those listed on the 114 AND the PEARs. (We got a finding for this one. If the Quality Manual Interaction Diagram identifies process titles that are different than the 114, 117 or PEARs, then the auditor needs to decide whether all forms get changed to match the interaction diagram, or the client gets a finding to 4.1 of the standard so as to have the process titles all match throughout all the audit documents.)
- Required the client to have an entry for each PEAR.
- Required the client to state the goal metrics or in some cases the performance against those goals.
- Assured that the names of the processes match those of the PEARs
- Assured that the 114 performance matches the performance on the PEARs. (If performance changes in the time between the 114 completion and the audit, the auditor should note this on the PEAR).
- Insisted clients add rows as necessary to accommodate all the PEAR processes.

Hopefully, this listing has provided you all with the expected completion and use of this form, as well as your authority over its completeness and correctness.
• RF117 (Audit Program Detail Form and the table called the Audit Program Summary) – this form was designed to replace the old RF99 that would indicate what areas of the standard we would be auditing at the next visit
  o We originally listed several what could be considered “typical” processes to give the auditors some guidance.
    ▪ This backfired, as a number of auditors left those processes listed and did not replace these fake processes with the actual processes on the 114 or PEARs.
    ▪ As of today, these fake processes have been removed from the master form so as to alleviate this confusion and / or temptation.
• The RF99 (QMS Process Matrix Report) – this is the AS9101 Appendix D
  o Auditors have had consistent difficulty listing the process titles and PEARs to exactly match those on the 114, 117 or PEAR documents.
• The PEAR (Process Effectiveness Assessment Report) - this is the AS9101 Appendix C
  o Box 11 - Organization’s Method for Determining Process Effectiveness
    We received a finding from ANAB because auditors were permitting the overall company quality objectives (e.g., on time delivery and customer quality acceptance rating) for the individual PEAR objectives for processes such as (these were actually the processes) Manufacturing, Inspection, Identify and Package, Control Tools and Software and Prepare and Ship Product. The finding stated that we were in violation of not providing relevant information with which to determine process effectiveness as well as a registration decision. So moving forward:
    ▪ We will notify the clients that after July 1, 2014 we can no longer accept process effectiveness measures that are not relevant to the process, or are the overall company quality objectives.
    ▪ We will expect that the company goal and performance metrics as listed on the 114 will be identically reflected on the PEAR unless reason given on the PEAR.
- Box 12 - Auditor Observations and Comments
  Supporting Process Effectiveness Determination: Again, with an eye toward our finding, we expect that the company goal and performance metrics that you observe and list as evidence will be as listed on the 114 will be identically reflected on the PEAR unless reason given on the PEAR, and be relevant to the process.

Now that you have read this advisory, please perform as directed below to take the verification test for this advisory.

1. Go to [http://www.eQualified.org](http://www.eQualified.org) and select the “Registrar” link.
2. Log in using the following Username and Password:
   a. Username: REGISTRAR
   b. Password: password
3. Select the link for this advisory and complete questions provided.
4. Retake test until score is 100%.