Dear Aerospace Auditors,

Can you answer the following question? “What happens when the ANAB witness auditor sees a repeat finding while doing another ANAB on-site witness audit?” You betcha! Major NCR! How about this question? “What will happen if we have the same finding again after this corrective action?” You got it! SUSPENSION!

Please adhere to the requests in this advisory so as to avoid your being tied to a suspension of our activities.

I am updating the advisory we sent out a year ago in response to the first finding.

RF114:

- 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.
  - The client receives this form ahead of a surveillance or reassessment audit. IT IS THE RESPONSIBILITY OF THE LEAD AUDITOR to see that it is completed correctly ahead of the audit. The client manager will assist in postponing the audit if you are not successful.
For the metrics portion of process performance, the 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 both findings 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.) We have added the following instruction to the RF114 for the client: “A copy of your current Interaction of Process Diagram must be submitted to your auditor along with this form prior to the start of your audit. Both documents are vital to the audit planning process that your auditor must use in both verifying your Processes as well as the creating the audit plan. It is critical that all process names match from the interaction diagram, to the Top Level Process Performance Metrics to the audit plan. If disconnects are discovered, you auditor will reject your submittal and it may delay the performance of your audit.”

- The client managers will be comparing process titles of the interaction diagram, RF114, RF 117, Pears, audit plan and Matrices. If there are discrepancies, they will be returned to the auditor to work out with the client. A tough thing to do once the paint has dried. 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.

- The PEAR (Process Effectiveness Assessment Report) - Part of the NCR was due to the fact that the auditor did not clearly list particulars but instead referred to
a turtle diagram. The turtle diagrams are not uploaded into OASIS, so reference to it left a void in info. Be specific in PEAR details.

- Last but not least, the auditor was witnessed taking about 30-45 minutes with the management rep before the closing meeting to wrap up an ncr detail and review the PEARs. The auditor got written up for using onsite audit time for paperwork. Please be sure that you clearly show such time on your audit plan as a clear break away from onsite time and that your closing meeting occurs after this. The time you use for this documentation prep time should come out of your offsite time. But remember, all that is required to be left with the client at an AS audit conclusion is the list of NCRs (usually on the RF22AS) and any PEAR affected by an NCR. All other docs are not required to be unloaded into EQM until up to five days from the audit end.

- Please be diligent to these issues.