2018 ICOP Supplemental Oversight Concerns from Boeing

- **AS9101 Audit Reports - Attention to Detail**
  - Failure to review and revise cut and paste entries
  - Lack of sufficient information to support certificate scope

- **Depth of Auditing**
  - Lack of sufficient objective evidence, within audit report forms, to substantiate audit conclusions

- **Corrective Action Acceptance Errors**
  - Root Causes that do not address the “root” of the nonconformity
  - Corrective Actions are a restatement of the correction
  - Lack of adequate corrective action.
  - No containment related to product

- **Audit Planning**
  - Failure to manage change at client
  - Audit documentation does not reflect that all processes, within the scope of certification, were audited during the 3-year certification cycle
  - Boiler plate plans with no client input

- **General**
  - Certificate not uploaded to OASIS within 30 days of certificate decision
  - Not documenting a nonconformance
  - Audit plan was not completed leading to gaps in activities/processes
  - Processes listed in clients QMS omitted from Audit Report / PEAR’s
2019 Emphasis Items

- **Acceptance Authority Media**
  - Ensure that clients have effective processes that define acceptance authority and the associated retained documented information
  - Clear understanding by all employees of their roles, responsibilities and authority related to product acceptance and release
  - Failure or operators/inspectors to properly buyoff or fill out work orders

- **Operator Self Verification**
  - Improved awareness and understanding of the industry standard 9162 “Aerospace Operator Self-Verification Programs”
  - Customers such as Boeing may contractually require compliance to this standard (e.g. X31764).
  - When auditing processes, which use OSV, ensure controls are in place and conformance to all requirements can be demonstrated.

- **External Providers**
  - Changes in the 9100:2016 standard require additional focus on external provider controls
  - Processes should include associate facilities that provide product and services, not just suppliers. e.g. Facilities within a corporate structure that are not within the scope or context of the Client’s certification
  - Ensure robust counterfeit parts control processes are in place
  - When required, product must be obtained from qualified sources (e.g. QPL and D1-4426 special process sources)

- **Supporting Aerospace Standards**
  - Auditor awareness and understanding of all quality management systems standards developed by the IAQG is needed, including their application within Client’s AQMS processes
  - Refer to 9100 Annex C – “OTHER STANDARDS ON QUALITY MANAGEMENT AND QUALITY MANAGEMENT SYSTEMS DEVELOPED BY THE INTERNATIONAL AEROSPACE QUALITY GROUP (INFORMATIVE)”
2019 Emphasis Items

- **Contract Review and flow down**
  - Record Retention
  - Required Escapement Notification process (NOE) does not meet or is unable to provide objective evidence of timely notification. (e.g., 3 business days, 24 hours)

- **FAIs**
  - Incomplete or improper filling of forms
  - Insufficient audit evidence (Number of FAI's reviewed)

- **Manufacturing Planning issues**
  - Incorrect to released engineering or not to current revision
  - Missing or incorrect required callouts (i.e. BAC spec, no primer in hole, wrong drawing, wrong tool, etc.)
  - Insufficient “As Planned – As Built” details

- **General Housekeeping (common “preventable” findings)**
  - FOD Program does not meet requirement of AS9146
  - Out of date drawings and documents on shop floor and/or available to supplier
  - Out of cert tools