
TÜV NORD CERT

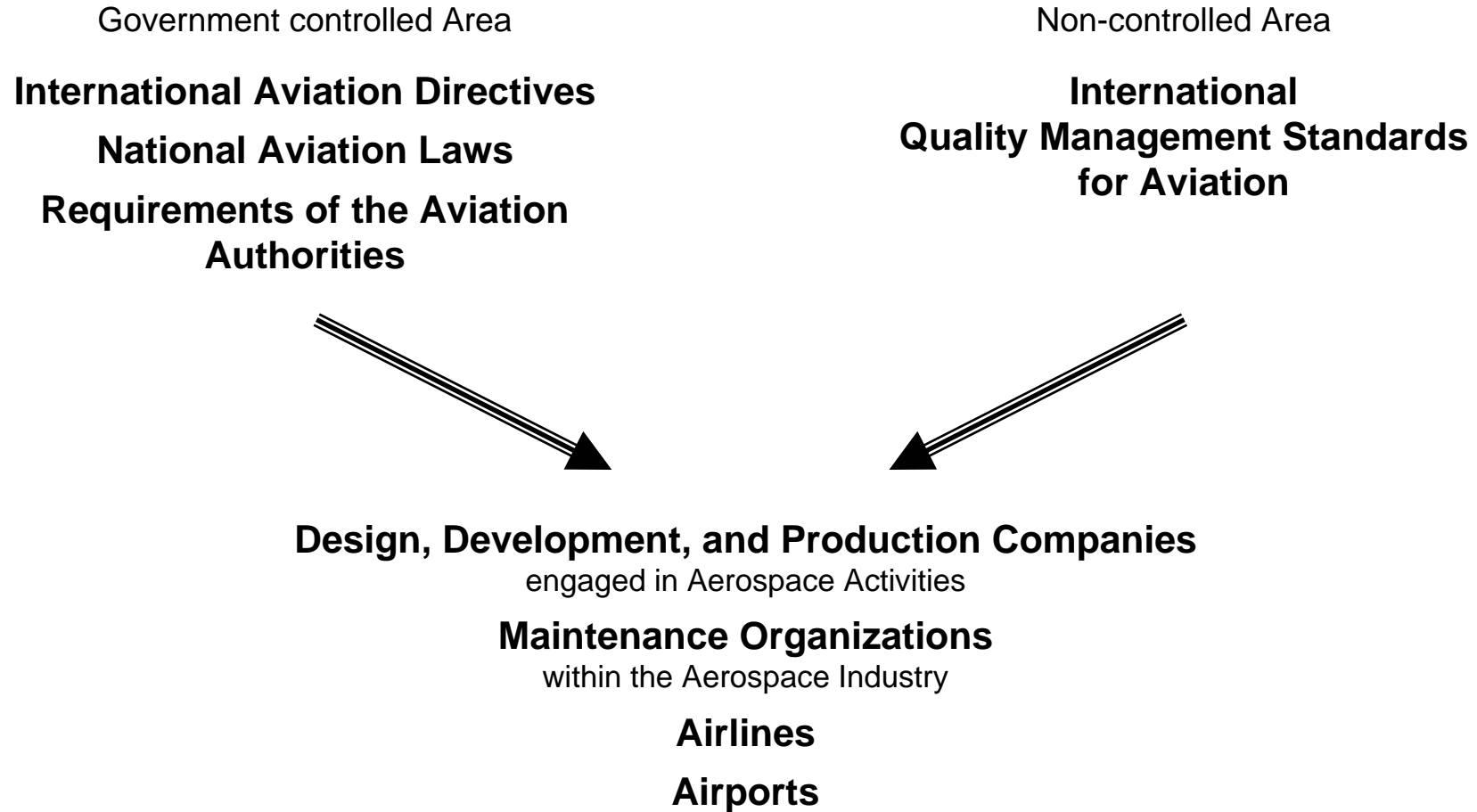
A TÜV NORD GROUP Company

Just excellent . . .



**AS/EN/JIS 9100 certification for improvement of
customer satisfaction**

Quality Management within Aerospace



Requirements of the Aviation Authorities

EUROPE

JAA

Joint Aviation Authorities
(Task Group of the National
Authorities of 26 (+11)
European Countries)

Formulation of the
JAR
(Joint Aviation Requirements)
JAR
**to be converted to national
law by the EU-Countries**

EASA

European Aviation Safety Agency
(Responsible for Aviation Safety
within 25 EU-Countries, established
28th September 2003)

Formulation, Implementation and
Supervision of the Aviation
Requirements for all EU-
Countries
Regulation (EG) Nr. 2042/2003,
Part-21,
Part-M,
Part-145,
Part-66,
Part-147

National Aviation Authorities

Formulation,
Implementation and
Supervision of the
National Aviation
Requirements
for the

**Non-Commercial
Aviation Area**

Quality Management System for Companies engaged in

- Design
 - Development
 - Production
 - Installation
 - Servicing
- of aerospace products

4 Quality management system

To establish, document, implement and maintain a quality management system and continually improve its effectiveness

Communication with the customer

Coordinate document changes with customers in accordance with the contract

Records shall be available for review by customers in accordance with the contract

Chapters of Quality Standard AS/EN/JIS 9100

5 Management responsibility

Top management shall provide evidence of its commitment to the development and implementation of the quality management system

Understand customers demand and improve customer satisfaction

Top management shall ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction

Chapters of Quality Standard AS/EN/JIS 9100

6 Resource management

Determine and provide the resources needed

- to implement and maintain the quality management system and continually improve its effectiveness

Understand customers demand and improve customer satisfaction

- to enhance customer satisfaction by meeting customer requirements

Chapters of Quality Standard AS/EN/JIS 9100

7 Product realization

To plan and develop the processes needed for realization of products and services

Understand customers demand and communicate with the customer

Determination of requirements related to the product or service as specified by the customer

Where the customer provides no document statement of requirement, the customer requirements shall be confirmed before acceptance

Determine and implement effective arrangements for communicating with customers

7.3 Design and development

To plan and control the design and development of products in view of

- the design and development stages
- the review, verification and validation
- the responsibilities and authorities for design and development

Understand customers demand and communicate with the customer

The different design and development tasks to be carried out shall be defined in accordance with customer requirements

The change control process shall provide for customer approval of changes, when required by contract

Chapters of Quality Standard AS/EN/JIS 9100

7.4 Purchasing

To ensure that purchased product conforms to specified purchase requirements

Understand customers demand and communicate with the customer

To be responsible for the quality of all products purchased from customer-designated sources

Right of access by the customer to all facilities involved in the order and to all applicable records

Where specified in the contract, the customer or the customer's representative shall be afforded the right to verify at the supplier's premises that subcontracted product conforms to specified requirements

Chapters of Quality Standard AS/EN/JIS 9100

7.5 Production and service provision

To plan and carry out production and service provision under controlled conditions

Communicate with the customer and improve customer satisfaction

To identify and obtain acceptance of changes that require customer approval in accordance with contract

To exercise care with customer property while it is under the organization's control or being used by the organization

8 Measurement, analysis and improvement

To plan and implement the monitoring, measurement, analysis and improvement processes needed

- to demonstrate conformity of the product
- to ensure conformity of the quality management system
- to continually improve the effectiveness of the quality management system

Understand customers demand and improve customer satisfaction

To monitor information relating to customer perception as to whether the customer requirements has met

8.4 Analysis of data

To determine, collect and analyse appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made

Improve customer satisfaction

The analysis of data shall provide information relating to customer satisfaction