



International Aerospace Quality Group

International Aerospace Quality Group People Capability

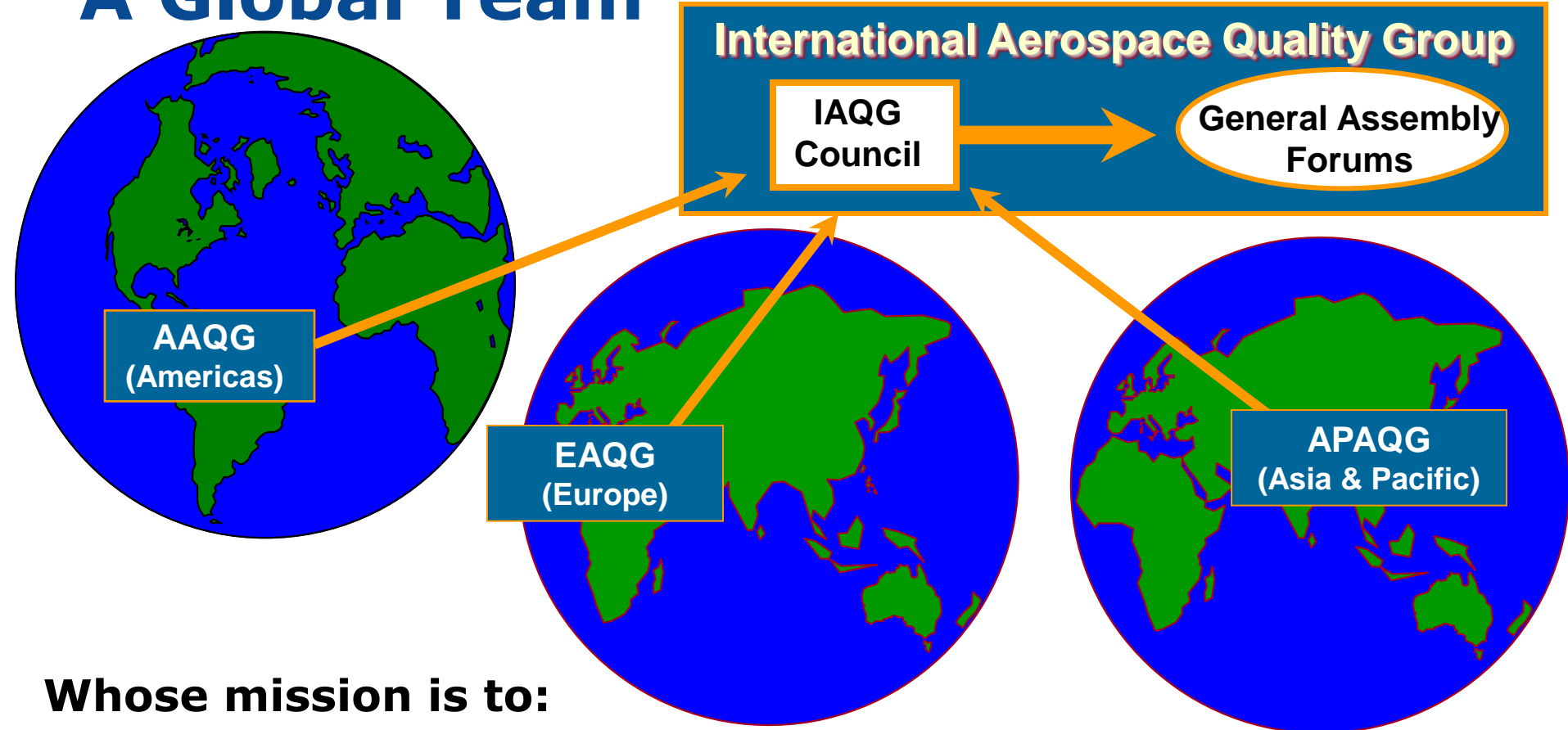
Communications Pack

Q1 2010

Pack Contents

- **Introduction to the International Aerospace Quality Group (IAQG)**
- **Overview of the IAQG Organisation**
- **People Capability Workstream**
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A Global Team



Whose mission is to:

Achieve significant performance improvements in Quality, Delivery, and consequently Cost, on all products and services throughout the value stream

Mission

- **Achieve significant performance improvements in Quality, Delivery, and consequently Cost, on all products and services throughout the value stream**
 - **Through the establishment of effective prevention oriented practices and processes**
 - **By standardizing Requirements, providing Process Guidelines and spreading Best Practices**
 - **By introducing a Culture of Quality as early as possible in the value stream thus reducing the cost of poor quality**
 - **Through establishing and maintaining dynamic cooperation between international Aviation, Space and Defense companies**

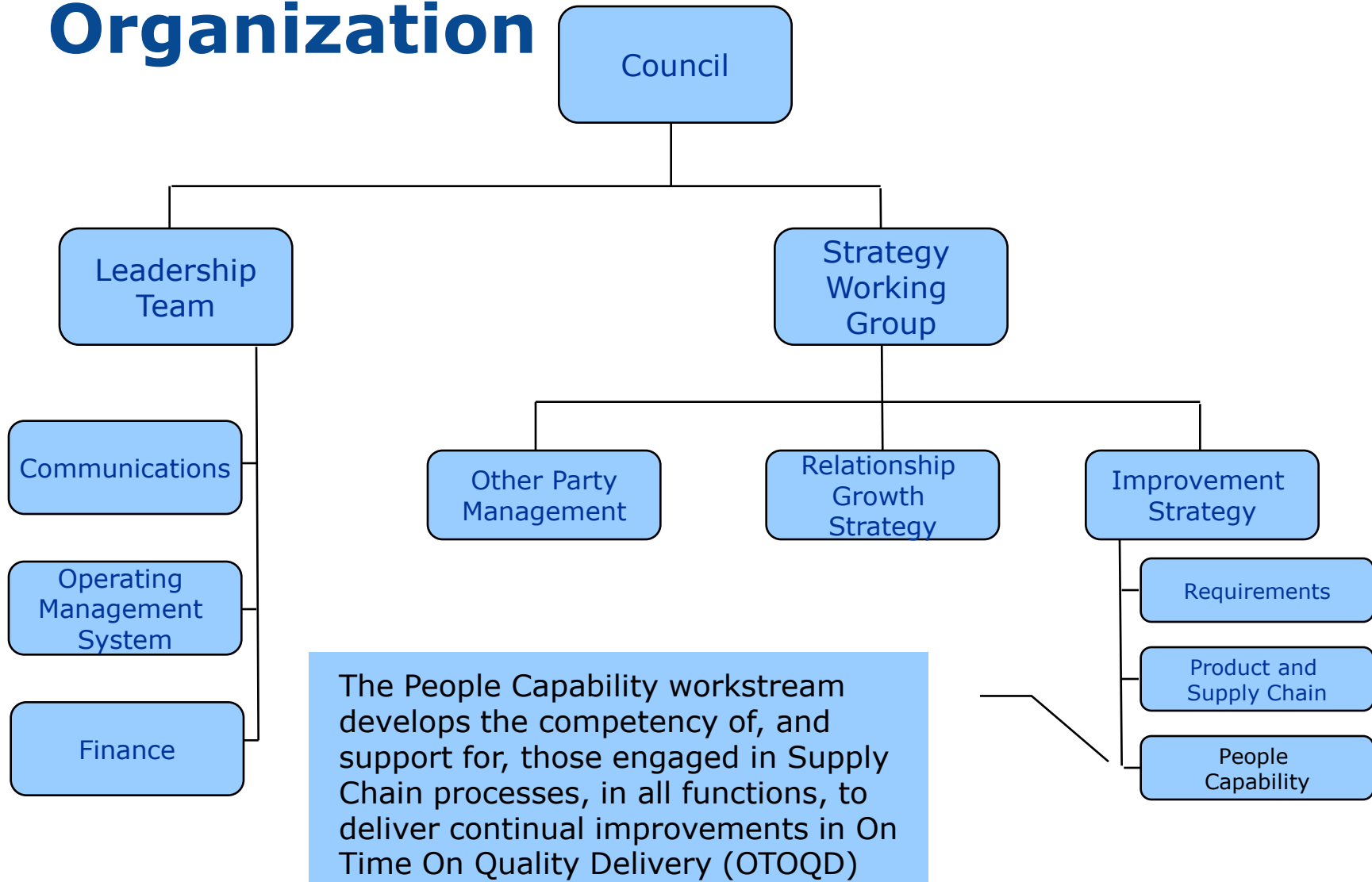
5-Year Vision

- **Product and Services Quality and Delivery will have improved 20% per year throughout the product lifecycle**
- **Robust processes achieved throughout the supply chain (Supply Chain Management Handbook Maturity Level 3 or better)**
- **IAQG Quality Management System certification program is robust, recognized and valued**
- **90% of the supply chain certified to IAQG Quality Management System Standards**

Objectives

- **Establish commonality of aviation, space and defense quality systems, “as documented” and “as applied”**
- **Establish and implement a process of continual improvement to bring initiatives to life**
- **Establish methods to share best practices in the aviation, space and defense industry**
- **Coordinate initiatives and activities with regulatory/government agencies and other industry Stakeholders**

Organization



People Capability Scope

- **Quality Dictionary**
 - **A Glossary of Quality terms, with their definitions, for common understanding within the Quality community**
- **People Competency**
 - **The development of a competencies management framework, including competency matrices**
- **Human Factors**
 - **Develop methods of reducing the risks caused by Human Factors within the Aerospace industry**

Current Status - Dictionary

- **Dictionary updated 2009 (first revision since March 2008)**
- **Revised Dictionary published on IAQG website**
- **List of translators refreshed but still incomplete for 11 out of 15 languages (*Indonesian, Chinese, Korean, Chinese/Taiwan, Italian, Portuguese, Turkish, Russian, Spanish, Dutch and Hebrew*)**
- **Long term ownership and sustainment of the Dictionary is now the responsibility of the Integration team**

Current Status – People Competency

- **Short-term Actions** *(Completed by April 2010)*
 - **Clearly define the purpose of PCAP001 (incl. Vision Statement)**
 - **Clearly define the requirements for a BOK, its constituent parts and the process to approve BOK's (SIPOC)**
 - **Define the process for the approval of appropriate bodies to develop BOK's**
 - **Define the process for IAQG-recognized professional certification**

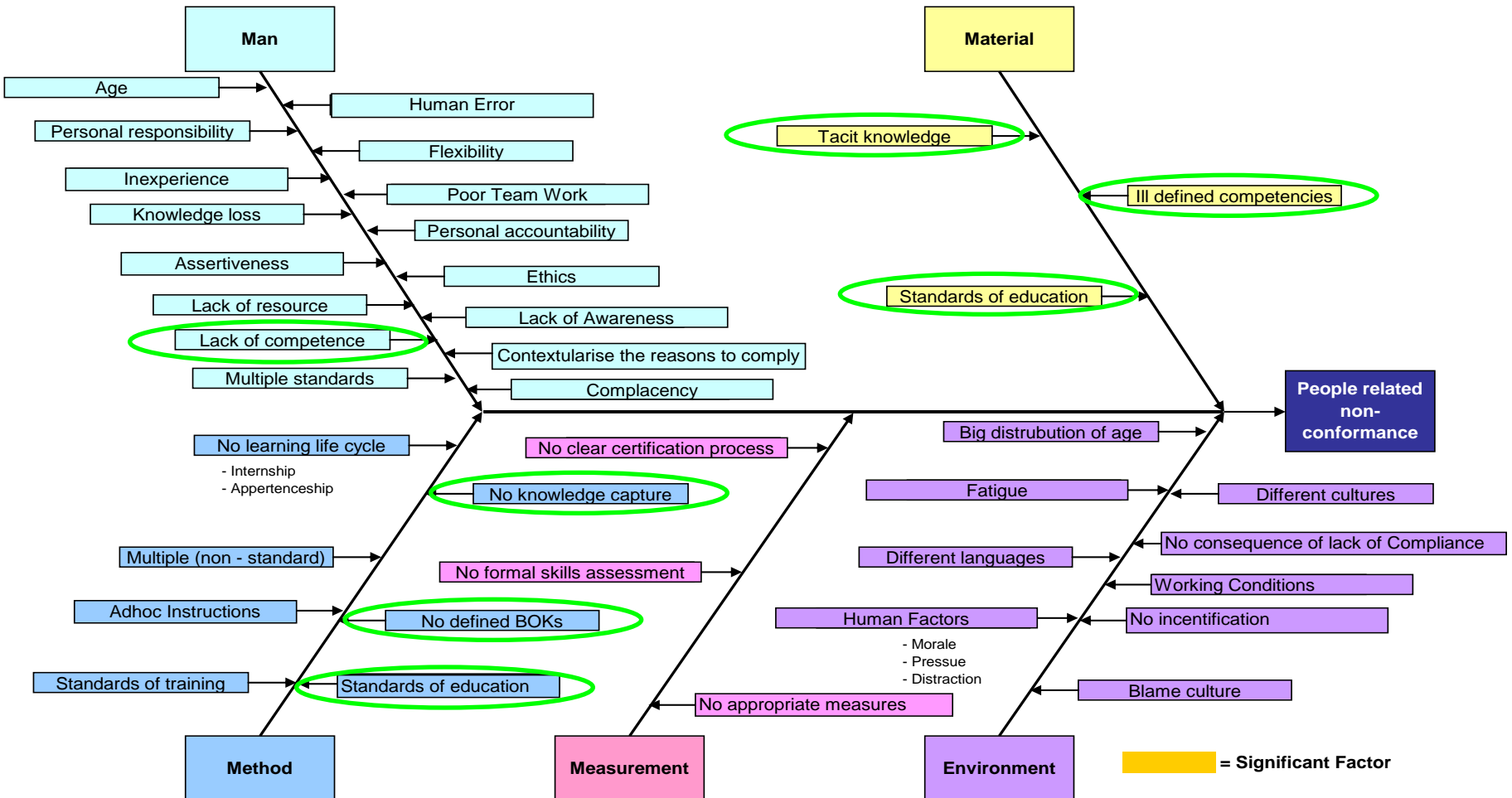
Current Status – People Competency

- **Short-term Actions (*Continued*)**
 - **Define the requirements for Certified Training Organizations**
 - **Segment PCAP001 into “User applications”**
 - **Eliminate IAQG-common definitions, refer to Dictionary (confirm definitions exist in dictionary or add missing ones)**
 - **Launch BOK pilot’s to help refine the processes**

Current Status – People Competency

- **Longer-term Actions**
 - **Identify and communicate with stakeholders**
 - **Continuously improved PCAP001**

Scope of People Capability



= People Competency Impact

Current Status – Human Factors

- Human Factors training / good practice shared among the workstream team
- Team has defined a Human Factors Vision as shown below

Current State

- Management is left alone with the duty to manage his/her team « quality wise »
- Misunderstandings on interfaces in the supply chain
- Cultural behaviors are not understood
- Even though systems, certifications, equipment and material are all in order, errors occur

- Management in Engineering and Manufacturing is trained on Human Factors to raise the awareness of their people on their role in on Time and on Quality delivery
- Normal wording of Quality is understood: aerospace Quality terms are agreed internationally (glossary) - Quality is described in an understandable way (Simplified English)
- Organizations and structures in the different cultures are understood
- Behaviours (e.g. behaviours in case of failure) are investigated, demonstrated, trained and improved

Future State

- Random failures originated by human errors are addressed and reduced or eliminated

Next Steps

- **Overall Workstream**
 - **Team to review measure or KPI that we will use going forwards to determine our level of success**
- **Dictionary**
 - **Update the IAQG Glossary Sustainment Team Process**
 - **Contact and assign representatives for the missing languages in sustainment team**
 - **Hand over ownership and sustainment to the Integration Team**
 - **Provide Integration Team with new terms as such are identified**

Next Steps

- **People Competency**
 - **Team Members to finalise changes since Munich on PCAP-001 (Draft)**
 - **Complete short-term actions (Washington 2010)**
 - **Identify long-term actions and communicate these with stakeholders (Washington 2010)**
 - **Continuously improve PCAP-001**
- **Human Factors**
 - **Team Members to review PCAP002**
 - **Team to review Cause and Effect and propose a Human Factors work stream – Washington April 2010**

Contacts

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