

Maintenance, Repair, and Overhaul (MRO) Organizations: 9110 QMS Standard Revised

The IAQG has released a revision to the 9110 Quality Management System (QMS) standard. This standard is intended for use by maintenance organizations whose primary business is providing maintenance, repair, and overhaul services for aviation commercial and military products; and for Original Equipment Manufacturer (OEM) organizations with maintenance, repair, and overhaul operated autonomously or that are substantially different from their manufacturing/production operations.

The 9110 standard is tailored for organizations with National Aviation Authority (NAA) repair station certification and those that provide maintenance, repair, and overhaul services for military aviation products; but the standard could significantly benefit non-certificated maintenance organizations that choose to adopt it. Its use should result in improved quality, schedule and cost performance by the reduction or elimination of organization-unique requirements and wider application of good practice; implementation of robust maintenance processes aimed at the continual improvement of their operations and customer satisfaction.

The 9110 standard is based on ISO 9001:2008 and incorporates applicable requirements associated to the IAQG developed 9100:2009 standard; integrating requirements, definitions, and notes in response to stakeholder needs specific to the aviation maintenance industry. Industry feedback/comments were solicited and over 250 change recommendations were reviewed and dispositioned by the IAQG 9110 team.

Some of the changes to the 9110 standard include:

- Expanded quality manual requirements to include inclusion of key maintenance processes; consistent with most sector Authority requirements.
- Introduction of management commitment to safety policy and objectives.
- Improved understanding of human factors.
- Expanded requirements associated to management review and resource management.
- Defined new terms and associated requirements for counterfeit / suspect unapproved parts.
- Addition of revised 9100 applicable requirements that are applicable to maintenance organizations (e.g., critical items and special requirements, customer focus/satisfaction, risk management, project management, configuration management).

The 9110 standard can be obtained from national and regional standards publication bodies. The IAQG will provide and post on their website (www.iaqq.org) 9110 standard deployment support materials to accompany the release of the standard. This will include Frequently Asked Questions (FAQs) and a 9110 revision overview presentation.