



DCMA & INDUSTRY

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RMC – Auditor Workshop July 2019

Agenda

- Message to the auditors DCMA
- Background
 - Defense Partnership; AIA
- Current Activity
 - Management of Major QMS NCR's
 - Flow Chart
 - Auditor Expectations
 - DCMA expectations
 - CB Management of Feedback
 - Use of OASIS
- Future Projects
 - DCMA Use of Tier 2 Data, Risk Model to Influence Schedule structure
 - Visibility to Subcontractor performance ...

Mike Shields Comments



- DCMA is starting to rely on one data source industry/contractor data.
- BLUF with improvements in industry data we are getting out of the business of generating separate data, and trying to determining who's data is correct.

Michael E. Shields, Jr.
DCMA Executive Director, Quality Assurance

DCMA Objectives



1. Assure contractor's Business Systems conform to contract requirements.
2. Assure contractor's processes are capable to meet design & production requirements.
3. Verify contractor's testing & inspection results are credible and provide adequate objective evidence to perform Gov't acceptance.

Partnership



We have been working together developing a partnership, where the industry activity can better support our customers.

other Government Agencies

This project is over 5 years old

Background



- Several years ago, DCMA moved from being observers to active participants in Industry teams (AAQG & AIA)
- DCMA are active members of several industry committees – Registration Management Committee (RMC), AAQG Defense Committee, & the Aerospace Industry Association (AIA)
- DCMA have presented their goals and objectives in several forums, AIA, RMC auditor workshops, RMC, AAQG and IAQG meetings.

AIA



- Currently there are multiple projects being managed through the AIA, of which the OASIS project is one of them.
 - Oasis Collaboration Initiative
 - Benefits: Reduced DCMA Oversight (QMS Audits, LoDs on low risk sub-tier suppliers, Major GCAR transmittal)
 - All Businesses engaged (multiple DCMA commands)
 - Pilots are complete; activity has moved into the sub-tier base (600+ Industry suppliers engaged)

AIA – cont.

• Remote Inspection Initiative

- Benefits: Reduced DCMA Oversight (physical presence)
- Current Industry activity focused on shaping anticipated DCMA Policy
- Helping to develop potential “Industry Requirements” on Remote Inspection

• Material Review Board Initiative

- Benefits: Reduced DCMA Oversight (resources / labor)
- 2019 initiative kicked off to provide language to recommend DFAR change (which requires DCMA to sign off on MRBs)
- Approach will be data collection across Industry on DCMA involvement with MRB disposition (Repair/UAI)

• Definitions Initiative

- Benefits: Enable effectiveness of DCMA and industry partners through common definition of key terms to ensure alignment around severity and implications of issues and concerns.
- 2019 initiative kicked off to provide clear definition between DCMA and Industry on: Process finding, Product finding, System finding, Repeat finding/repeat CAR
- Approach will be Industry / Gov’t round table discussions

OASIS Process Flow

NOTE: This is reviewed and managed with the AIA

Opportunity for Improvement : Value Statement

- OASIS Process Flow (Registrant responsibilities with OASIS)
 - Clearly define Collaboration with Customers, Prime Contractors and Certification Bodies
 - (Note: This team was already establishing and working this issue)

Objectives:

- Establish a collaborative process to manage Major, Quality Management System Non-conformances written by Customers against a Prime contractor
- Establish a collaborative process to manage Major, Quality Management System Non-conformances written by Customers against a Prime contractor's subcontractor
- Establish requirements for customer access to OASIS Tier 2 data with the Prime Contractor
- Establish a clear methodology for the customer to provide input to the Certification Body (CB) for pre-audit planning of a Prime Contractor or their subcontractor
- Establish a method to measure the effectiveness of the process

Deliverables:

- Documents procedure/policy for customer/industry/certification body and released to the appropriate location (AS9104/1, Supply Chain Handbook, Supplemental Rule, Americas Series Procedure...)
- Deploy process including training as required
- Define AS9104/1 requirements (if applicable) and provide to AS9104/1 rewrite team
- Identify (if any) future updates to OASIS to support the process

Project Scope Information:

- *Process Start:* January 2019
- *Process End:* December 2019
- *Commandments:* Command Media, AS9100, OASIS Database
- *Monuments:* Customer Specific requirements (Example, QX, QJ, POs), Supplier Rating, ITAR
- *Customer Value:* Zero Defect, On time delivery, Less reworked and repaired items

Dates: 2019

Champion:

DCMA Headquarters (Mike Shields)
AAQG (Susie Neal)
AIA (James Bratton)

Team Leader: Darrell Taylor (Raytheon)

Team Members:

Joe Tessier (DCMA)
Craig Bennett (DCMA)
Kevin Nyce (FAA)
Steven Roomes (FAA)
Tim Lee (Boeing) (AS9104/1 IDR)
Irene McCallister (Boeing)
Kevin Beard (NQA)
Maytelin Herrera-Batista (Lockheed Martin)
Silvia Bouchard (Northrup Grumman)

OASIS Project History

- 5 years ago a project was discussed on a new way of managing Major QMS non-conformances by leveraging the involvement of the Certification Body
- Several pilots were conducted including companies like Raytheon, Boeing...
- Lessons Learned were gathered and DCMA issued and communicated throughout DCMA a Job Aid to support the process

QUALITY ASSURANCE DIRECTORATE



OASIS Job Aid
Revision 0
DCMA TDM
Aug 31, 2018

Prepared by:

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Joseph Tessier, Quality Assurance

Date: 31 August 2018

Approved by:

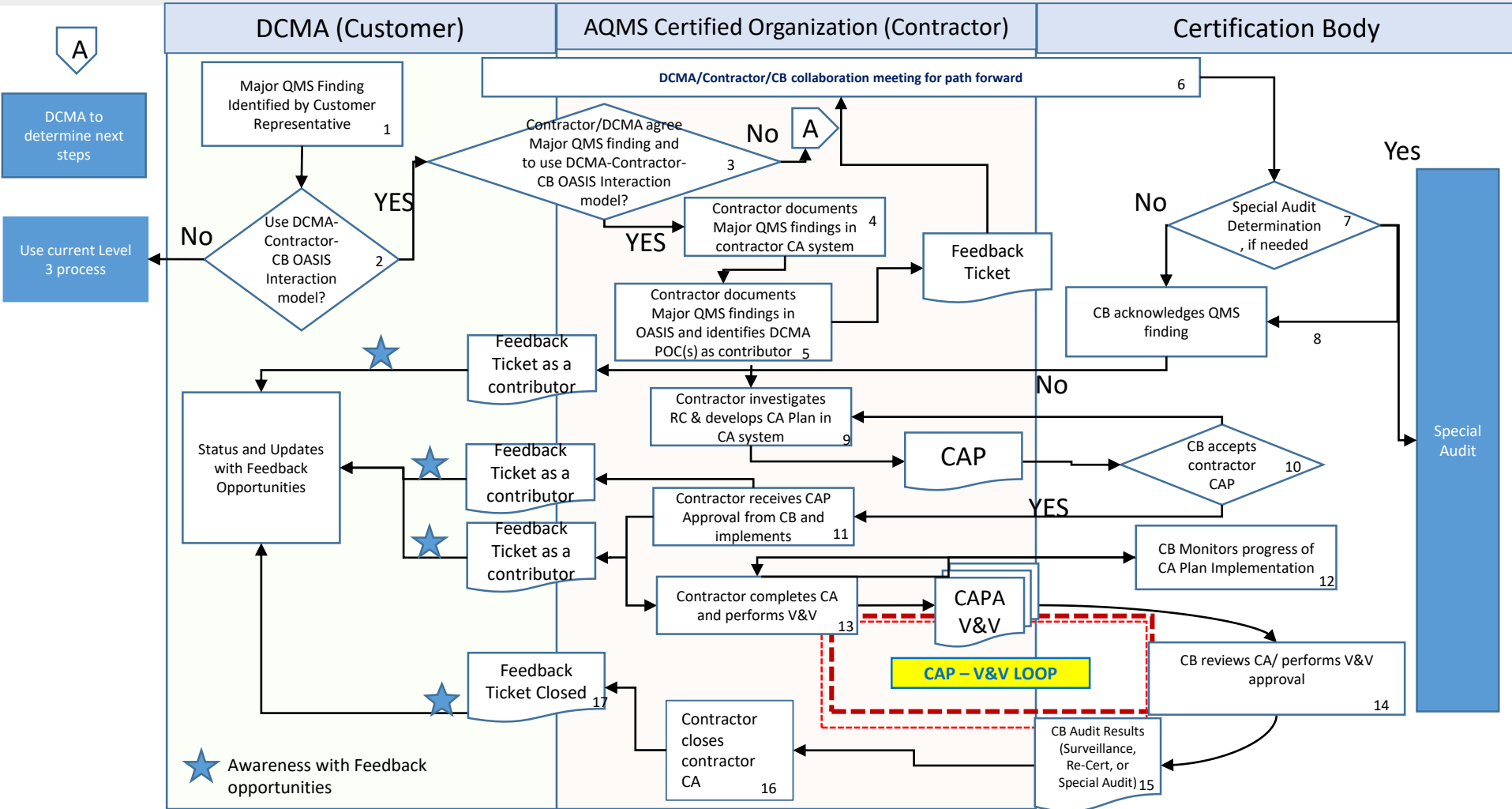
SHIELDS, MICHAEL E. JR. Digitally signed by
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Michael E. Shields Jr, SES
Executive Director
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Date: _____

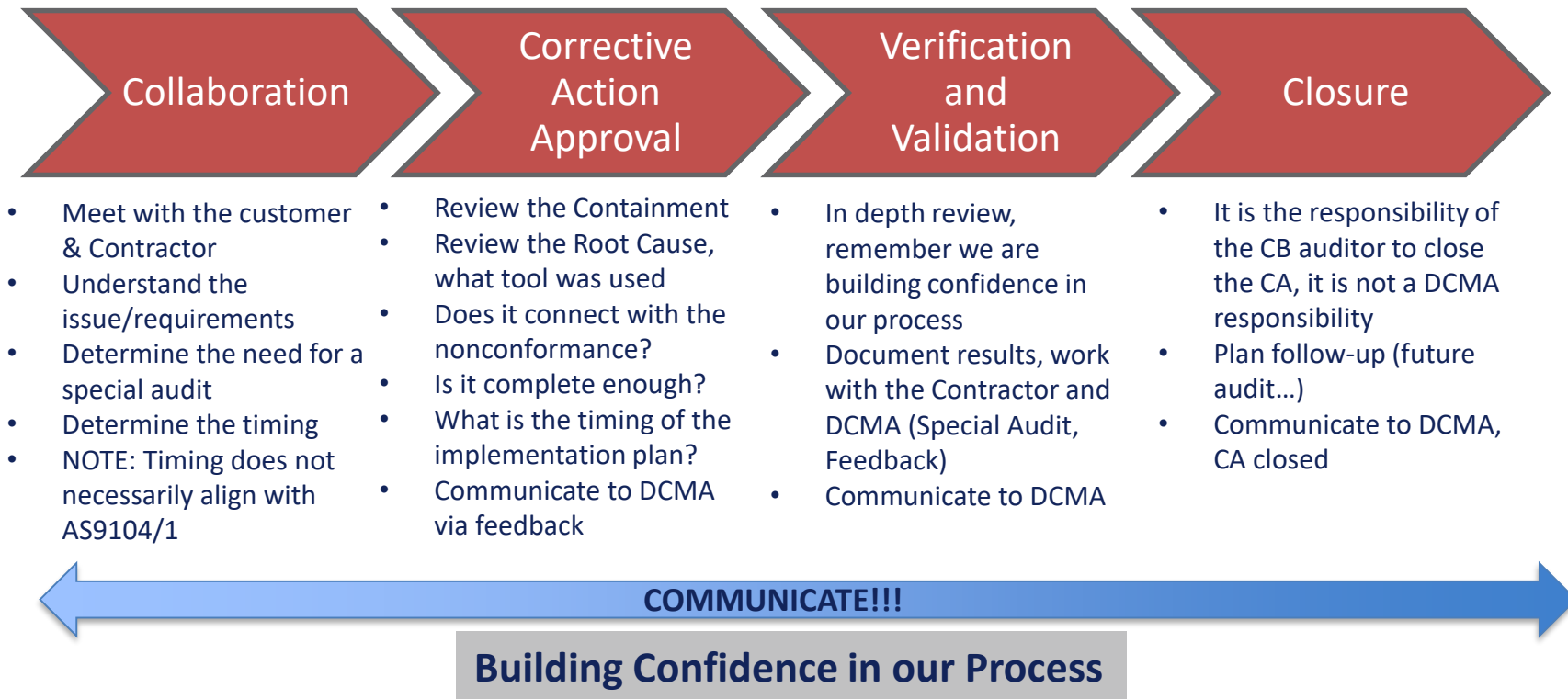
Current Activity

- Support of Audit Planning (Thru OASIS Feedback)
 - Developing a process to communicate DCMA concerns in a way to influence CB audit planning
- Management of Major Quality Management System (QMS) non-conformances
- Access to tier 2 data
 - Support a DCMA risk model
 - Resulting in more targeted audits, leveraging what has already been covered by the CB

DCMA-Contractor-Certifying Body OASIS Interaction Model rev 0.5



What do we expect from the Certification Body Auditor?



DCMA & OASIS Activities



- Building Confidence In Our Process -

- Additional CB Activities to support the Initiative
 - Understand Differences between CB Major NC Closure approach and DCMA L3 Closure Approach
 - Added Time, More Communication & Planning between CB/Org/DCMA
 - Utilizing Audit Approaches and Report Writing Details that Maximizing percent of DCMA acceptance at report review phase.
 - Specific Focus on:
 - ✓ More V&V Detail in Audit Reports
 - ✓ Specific Focus on Completeness, Clarity & Traceability to CAR attributes
 - ✓ Ease of DCMA Understanding of OE supporting Closure in the CB Reports

Future Topics for the OASIS Initiative



- Kick off project to write an AS standard to support the **PROCESS** (September AAQSC)
 - This will not be specific to DCMA but could be used by ALL customer types
- Revision of the Job Aid
- Management of Major QMS non-conformances at our Subcontractors
- Metrics to monitor this process

