Our commitment.

I’m pleased to introduce the first IAQG newsletter. We want this newsletter to be a means for reaching out and connecting with our commonly shared supply base. It is also intended to be a direct link to you for sharing information, providing visibility on IAQG initiatives, and reflecting on progress.

Constantly focusing on how we can do better. In a nutshell, this is how I would express our commitment to you. The IAQG is committed to achieving significant performance improvements – in terms of quality, delivery and cost – through the development of standards, industry oversight and guidance materials for use at all levels of the aerospace supply chain.

It is the collective desire of the IAQG member companies that our entire supply chain understands and embraces the mission and 5-year vision of the IAQG. You might ask: Just how important is it?

We believe it underscores a central tenet for continuing to deliver value. We can be sure the demand of customers will continue to increase and the best way for us to meet these demands is to support our common supply base to run as lean and as efficiently as possible while meeting high quality expectations.

What is the IAQG mission all about? We believe it is by cooperatively working together that we will achieve momentum to (1) establish effective prevention-oriented practices and processes with a focus on the supply chain; (2) standardize requirements, providing process guidelines and spreading best practices; (3) introduce a culture of Quality as early as possible in the value stream, thus reducing the cost of poor quality; and (4) maintain dynamic cooperation between international aviation, space and defense companies.

This is why we encourage our supply base to adhere to the aviation, space and defense QMS standards 9100 / 9110 / 9120. We believe this is the foundation on which to build a robust system that supports a prevention-oriented culture – an end state mutually beneficial to us all.

Our mission is supported by a Five-Year vision and four cornerstones: (1) product and services quality and delivery will have improved 20% per year throughout the product lifecycle; (2) robust processes are secured throughout the supply chain, with the Supply Chain Management Handbook reaching Maturity Level 3 or better; (3) IAQG Quality Management System certification program is robust, recognized and valued and (4) 90% of the supply chain is certified to IAQG QMS standards.

I am convinced these objectives are obtainable. They are central to the reason the IAQG exists. We must all embrace this mission to enable overall quality improvement, as we are all only as strong as our weakest link. I’m excited by the possibilities. I hope you are as well.

Wayne Brown
IAQG President
Director, Supplier Quality
Boeing Commercial Airplanes
Fast track to Quality

IAQG with its standards is the optimum vehicle to drive Quality inside the modern supply chain.

Globalization continues to progress and everyone measures that the supply chain is increasingly more complex. Our role is to orchestrate it!

Quality is the road to sustainability; Quality standards the milestones. Both are critical to our driving capability.

We are working to move the entire value stream towards continuous improvement – thinking on what and how we can do better. This is becoming a reality for all stakeholders, pushed through IAQG new 9100-2009.

There are no roadblocks. It’s a simple matter of speeding up. We must drumbeat our progress. We must:

• Speed up collaborations and eradicate non-quality;
• Speed up change management and reach the right standard as quickly as possible;
• Speed up the ways we are working together to form one effective team and think global;
• Speed up reflecting upon our initiatives and show the full value of each.

Doing that, we will show that we, Quality people, deliver on time, on cost and… on quality!

I know I can count on you all to commit yourself and your team to rally the fast track.

Looking to assess capability and maturity? The SCMH was built for you!

The Supply Chain Management Handbook (SCMH) features a new module to help you assess the maturity of a company in achieving and sustaining customer expectations, especially on time and on quality deliveries. It is the Product Performance Detailed Assessment Checklists (PPDAC). The checklists provide detailed questions and are complementary to the Supplier Selection Capability Assessment Model. They will help you identify weaknesses and risks regarding product performance and assess any gaps and overlaps between the different processes throughout the product life-cycle. The objective is to allow you to secure the most appropriate improvement scheme, being fast and effective when tackling these performance issues.

To access the SCMH guidance material, click on www.iaqg.org/scmh

Coming soon

Guidance material on Quality Aspects of New Product Development (QANPD) will be published shortly. This process covers the request or bid proposal and runs through final approval. It is “gated”, meaning it depicts what should be completed before moving on to the next level.

Your voice to help us to help you

Your views are important to us and we would much appreciate receiving your comments in order to develop new functions and projects and further improve the content and quality of the SCMH. If you would like to give us your feedback, go to the SCMH and click on “Take Survey”. The SCMH feedback survey will pop up.

The survey should take less than 30 seconds and comments are anonymous.
It's crystal clear: Ensuring the ICOP process is robust, recognized and valued is the continuing momentum that drives the Other Party Management Team (OPMT).

We believe that our supplier base will soon realize noticeable benefits. First, competent auditors will conduct more effective audits and add more value to the organization they are auditing. Second, the rules for upgrade audits will eliminate miss-steps and secure consistency. Third, releasing the updated 9104/1 will increase the confidence level in our sector scheme.

What are our major improvement initiatives?

Our sanctioned aerospace auditor training program comes first. It has been a challenge but the right thing to do! Launched in 2010, it was designed to not only educate Aerospace Auditors on the 9100/9110/9110:2009 changes but also focus on the effective use of the 9101 Revision D assessment tools and the skills of our auditors. All authenticated auditors will be required to successfully complete the training course prior to re-authentication to the revised standard(s).

Guidelines for upgrade audits to the 9100/9110/9120:2009 standards were communicated and we are in the final stages of getting our 9104/1 “Accreditation and Certification Requirements” standard published.

Not to mention the new suite of performance metrics to baseline current activity and measure improvement that we are aggressively developing.

We will continue to utilize our Online Aerospace Supplier Information System (OASIS) database to communicate key changes and the status of our improvement initiatives. Having a consistent understanding of the requirements and competent aerospace auditors will ensure that a robust process for quality management system conformance and certification is in place.

EASA new rule-making recognises ICOP scheme

EASA decision to revise the Acceptable Means of Compliance (AMC) and GM Guidance Material (GM) to Part 21 is a significant achievement for all of us in IAQG.

Part 21 now authorizes other party supplier control schemes with documented criteria for the POA Holder. Another party scheme may be used as part of the POA’s supplier control program, not as a replacement for; the POA retains full responsibility.

By such rule-making change (Dec. 2010), EASA recognises the IAQG ICOP scheme has a suitable robust system for POAs to control their suppliers. It is tribute to the joint continuous efforts with EASA to open up supplier control to other parties with a scheme that helps secure sustained quality.

Ed Bayne  
IAQG Operating Measurement System  
Enterprise & Industry Interface Manager,  
Boeing Commercial Airplanes

“In the headlines: ICOP recognition by EASA is a big step forward”

“ICOP recognition by EASA is a big step forward”

IAQG QMS certifications

- OASIS: one single source repository
- 14,000 certified* supplier sites worldwide
- Target: 90% of eligible suppliers certified within 3 years against 65% early 2011

* meaning their aerospace & defense organization QMS is compliant with the set of requirements of IAQG 9100 standard
The Maintenance, Repair and Overhaul (MRO) sector is one arena where we have been, and still will be, actively engaged to promote the 9110 standard and recognition of accredited certification. Growth in the number of MRO companies that are currently certified to the AS/EN 9110 standard is steady - yet pale in comparison with other 9100-series standards.

There are solid reasons why the IAQG MRO team is willing to continue its growth efforts within the industry.

• First, the general acceptance of the 9110 standard and rigor of the Industry Controlled Other Party (ICOP) scheme provide an excellent tool for a ‘business’ management system.

• Second, such approach could play a significant role in reducing the burden of audits on MROs as shown by the initiatives started.

In 2010, our focus was placed on IATA and the FAA/EASA and explain what is to be gained by the industry from coordinated positions on MRO policy issues and practices, expanded use of IAQG 9100-series standards and certification of MRO suppliers to 9100/9110 standards as applicable.

IATA engagement is highly encouraging to us: “IATA is pursuing ways to reduce the burden of audits that airlines conduct for their maintenance providers” commented Dr. Juergen Loss, Vice President in Lufthansa Technik and MRO Project Manager at International Air Transport Association (IATA).

Today, there are too many redundant audits conducted at MRO facilities, based on very similar, if not identical, audit criteria. These audits provide little or no benefit and divert valuable organization and industry resources in support of these efforts.

By combining forces, resources, and activities to avoid duplication, the industry working together can deliver faster and better results.

This is clearly the purpose of “forming a regulatory and industry group to discuss the consequences of sharing audit data and potential benefits for aviation safety” (Steven Douglas, FAA Deputy Division Manager – Aircraft Maintenance).

Helping reduce the audit pressure on MRO organizations

Our thoughts are with them

We, in APAGG, sincerely pray for the soul of the casualties of the 3.11 massive earthquake and hope that stricken areas will recover at the very earliest, and restore equilibrium. We would like also to say our appreciation for the support received from all over the world as a response to this disaster.

APAGG brings 15 leading aerospace companies in the Asia Pacific region together with one common goal: contributing to expand quality alongside IAQG. Setting up close relationships with each stakeholder is very important to us. This is why our stakeholders will be invited to join our APAGG meetings to gain a better understanding of our activities. The next APAGG meeting will take place in Xian (China) next fall.
Europe ++

News from the European sector:
Guy Dion
EAQG Chair
Quality VP, Zodiac Aerospace

34 members make the European sector of IAQG today, stretching out over Europe’s map with Sukhoi from Russia, Advanced Electronics Company from Saudi Arabia and IAI, RAFAEL and Elbit Systems from Israel.

EAQG held its last General Meeting on March 16th-17th in Bilbao (Spain) for a progress review of its activities with a specific focus on Special Processes and EASE Suppliers Assessment, respectively aiming at coordinating specific processes among EAQG members and managing suppliers common to various EAQG members.

EAQG will welcome the upcoming IAQG meeting (Oct. 2011) in Bordeaux – Southwest France where the aerospace and defence industry is in the middle of the French wine tradition.

Joining us

- Naohiko Itou from Subaru-Fuji Heavy Industries has been appointed APAQG sector leader, replacing Naoki Kitmaori. 
  itouN1@uae.subaru-fhi.co.jp

- Takaoki Niwa from MHI is APAQG sub-leader, replacing Motone Masuda. 
  takaoki_niwa@mhi.co.jp

- David Becker is Rolls-Royce representative for the AAQG, replacing Bill Keiner. 
  Dave.A.Becker@rolls-royce.com

- Alain Gros from Airbus SAS is Scott Peterson’s replacement. 
  alain.gros@airbus.com

On behalf of all of us at IAQG, a special “thank you” to those departing for their loyal contributions and welcome to the newcomers!

Your feedback and contributions are encouraged. Please send comments to:
Cécile Chadourne,
IAQG Communications Chair
Competence Management - Procurement, Airbus SAS
cecile.chadourne@airbus.com