



The OASIS Feedback Process

Empowering Communication – Driving Improvement

November, 2013



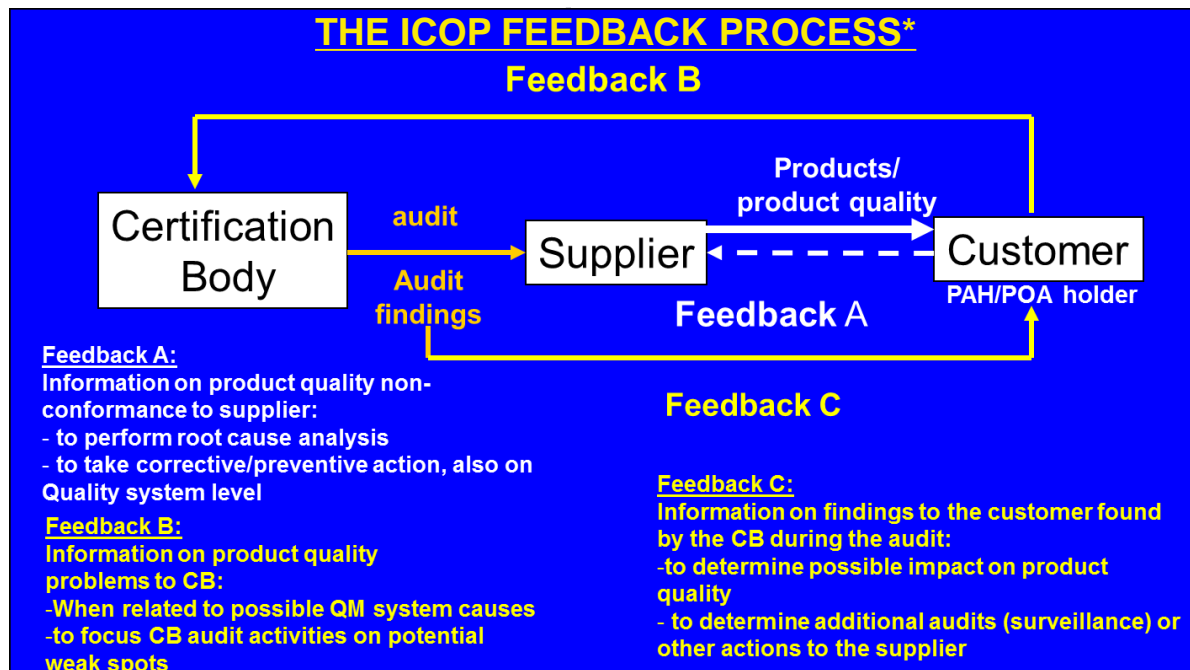
Introduction

- This material is designed to provide users of the Aviation, Space and Defense industry's OASIS database with a comprehensive overview of the on-line Feedback Process. Questions addressed in this overview include:
 - What is a general description of OASIS “feedback?”
 - Who generates and who receives feedback?
 - What feedback methods are available and how do they differ?
 - How is feedback initiated and then managed?
 - What guidelines are associated with submitting feedback?
 - What can users expect from the OASIS feedback process?
 - What overall benefits does the process provide?

The OASIS Feedback Process

Background

OASIS facilitates feedback in support of the Industry Controlled Other Party (ICOP) scheme

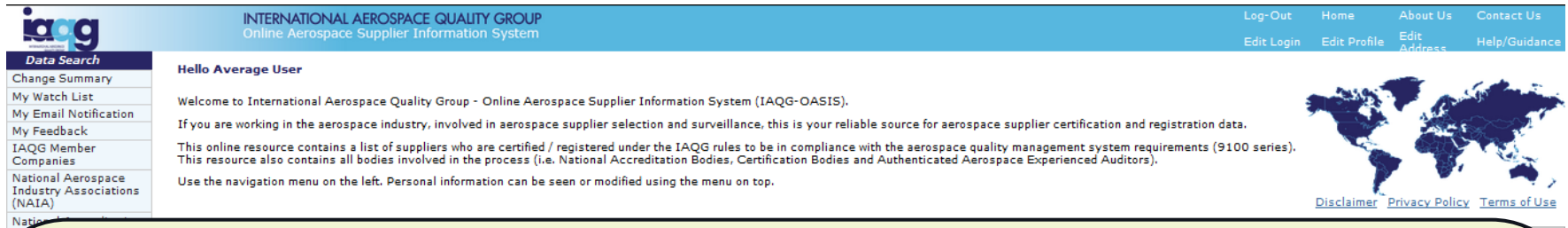


*Feedback Loop A refers to corrective action processes maintained by individual organizations and is not specifically facilitated by the OASIS feedback process.

NOTE: Reference 9104-001 Section 14.0 for additional criteria regarding this process.

The OASIS Feedback Process

What is OASIS feedback?



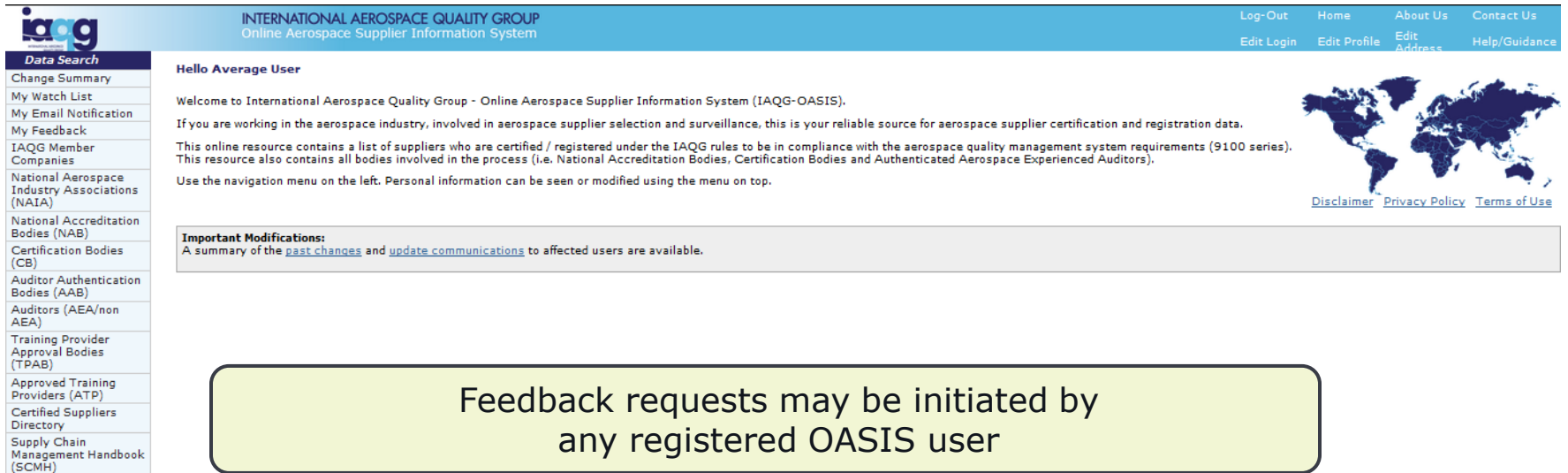
The screenshot shows the IAQG OASIS website. At the top left is the IAQG logo and the text "INTERNATIONAL AEROSPACE QUALITY GROUP Online Aerospace Supplier Information System". On the right, there are navigation links: "Log-Out", "Home", "About Us", "Contact Us", "Edit Login", "Edit Profile", "Edit Address", and "Help/Guidance". A left-hand menu includes "Data Search", "Change Summary", "My Watch List", "My Email Notification", "My Feedback", "IAQG Member Companies", "National Aerospace Industry Associations (NAIA)", and "National Aerospace Industry Associations (NAIA)". The main content area is titled "Hello Average User" and contains a welcome message: "Welcome to International Aerospace Quality Group - Online Aerospace Supplier Information System (IAQG-OASIS). If you are working in the aerospace industry, involved in aerospace supplier selection and surveillance, this is your reliable source for aerospace supplier certification and registration data. This online resource contains a list of suppliers who are certified / registered under the IAQG rules to be in compliance with the aerospace quality management system requirements (9100 series). This resource also contains all bodies involved in the process (i.e. National Accreditation Bodies, Certification Bodies and Authenticated Aerospace Experienced Auditors). Use the navigation menu on the left. Personal information can be seen or modified using the menu on top." To the right of the main content is a world map and links for "Disclaimer", "Privacy Policy", and "Terms of Use".

Feedback can be an alert or a question regarding any of a variety of topics:

- Clarification of Requirements Needed
- Considerations for Future Audits
- Considerations for Future CB Assessments
- Considerations for Oversight Assessments
- Considerations for Future Revisions
- Considerations for Future Strategy Development
- Data Questions or Corrections
- Feedback About a Supplier
- Feedback About a CB
- Feedback About an AB
- General Awareness Notifications
- General Feedback
- General Performance Alerts
- IAQG Policy Issues
- A Need for Assistance
- On-Time Delivery Issues
- Product Conformity Issues
- Questions About the Certificate
- Questions About a CB Accreditation
- Oversight Assessment Issues
- Potential Conflicts With Other Requirements
- IAQG Policy Issues
- Questions About IAQG
- Questions About Strategic Focus

The OASIS Feedback Process

Who initiates and who receives feedback?



The screenshot shows the IAQG OASIS website. The header includes the IAQG logo and navigation links: Log-Out, Home, About Us, Contact Us, Edit Login, Edit Profile, Edit Address, and Help/Guidance. A left sidebar contains a 'Data Search' menu with items like Change Summary, My Watch List, My Email Notification, My Feedback, IAQG Member Companies, National Aerospace Industry Associations (NAIA), National Accreditation Bodies (NAB), Certification Bodies (CB), Auditor Authentication Bodies (AAB), Auditors (AEA/non AEA), Training Provider Approval Bodies (TPAB), Approved Training Providers (ATP), Certified Suppliers Directory, and Supply Chain Management Handbook (SCMH). The main content area is titled 'Hello Average User' and contains a welcome message, a description of the system as a reliable source for aerospace supplier certification and registration data, and a list of suppliers and bodies involved in the process. It also includes a link to a world map and a footer with links for Disclaimer, Privacy Policy, and Terms of Use. A grey box highlights 'Important Modifications' regarding past changes and update communications.

Feedback requests may be initiated by any registered OASIS user

Recipients* and methods differ depending on the Feedback Method chosen

*The appropriate recipient must be selected in order for feedback to be addressed in a timely and effective manner.



The OASIS Feedback Process

What methods are available?

Method 1	Method 2
<p><u>What is the Scope?</u></p> <ol style="list-style-type: none"> 1. General Issues 2. IAQG Document Clarification 3. IAQG Strategy Performance 	<p><u>What is the Scope?</u></p> <ol style="list-style-type: none"> 1. Certificate Issues 2. Published Data Clarification 3. Supplier Performance
<p><u>Who can Initiate?</u></p> <ol style="list-style-type: none"> 1. Any registered OASIS user 	<p><u>Who can Initiate?</u></p> <ol style="list-style-type: none"> 1. Any registered OASIS user
<p><u>Who Receives?</u></p> <ol style="list-style-type: none"> 1. Any AB, CB, IAQG Executive Leader, Strategy Stream Leader, or Document Representative having "Manage Feedback" privileges 	<p><u>Who Receives?</u></p> <ol style="list-style-type: none"> 1. CB personnel having "Manage Feedback" privileges 2. Supplier personnel having organization OASIS email access (receive copy of feedback text)
<p><u>What Options are Available?</u></p> <ol style="list-style-type: none"> 1. Create and send feedback request 2. View existing requests 	<p><u>What Options are Available?</u></p> <ol style="list-style-type: none"> 1. Create and send feedback request 2. Send copy to supplier
<p><u>What is the Path?</u></p> <ol style="list-style-type: none"> 1. OASIS Data Search Section 2. "My Feedback" Function 3. Create New Feedback Ticket 	<p><u>What is the Path?</u></p> <ol style="list-style-type: none"> 1. OASIS Data Search Section 2. Certified Suppliers Directory 3. Search/Locate Supplier 4. "Contact Issuing CB"

The OASIS Feedback Process

Getting Started

**If not registered
click the New
User link**

**Registered users
enter User ID and
password**



INTERNATIONAL AEROSPACE QUALITY GROUP
Online Aerospace Supplier Information System

[Home](#) [About Us](#) [Help/Guidance](#) [Contact Us](#)

Welcome to OASIS, the IAQG Online Aerospace Supplier Information System

New User

[Register to Get Access](#)

Registered User Login

User ID

Password

Go

[Forgot your password?](#)



The International Aerospace Quality Group (IAQG) mission is to implement initiatives that make significant improvements in quality and reductions in cost throughout the value stream by establishing and maintaining dynamic cooperation, based on trust, between international aerospace companies.

[Click here to access IAQG main website.](#)

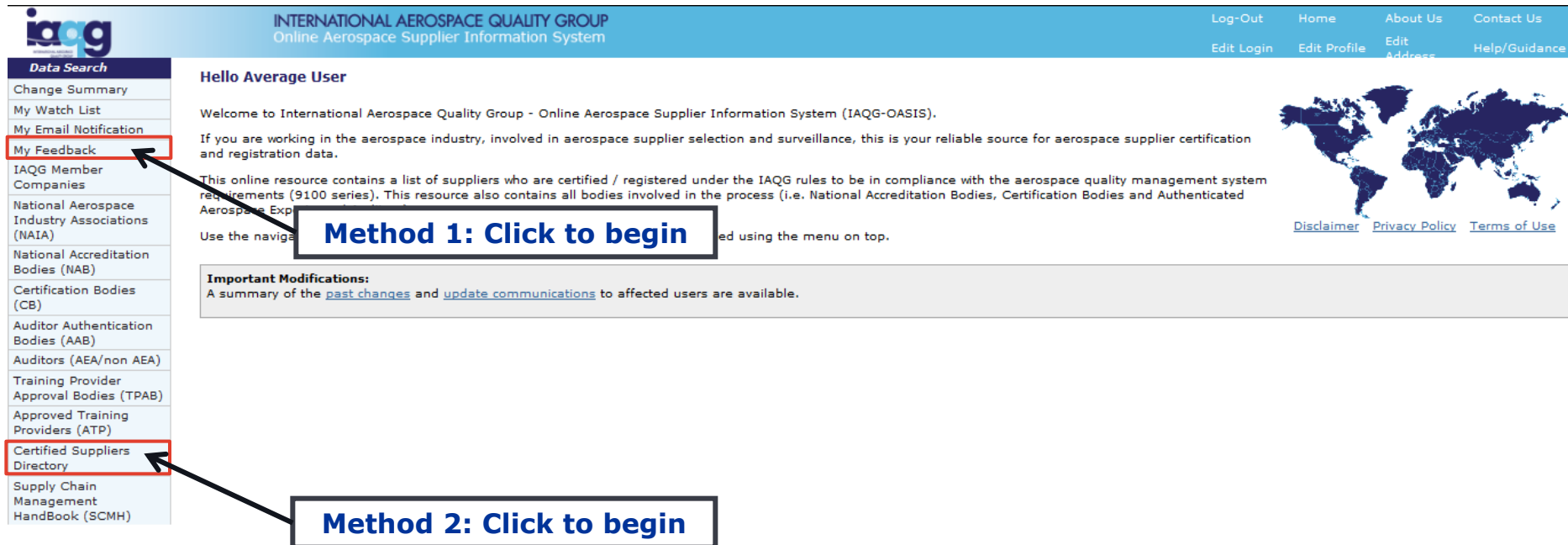
[IAQG Sanctioned Aerospace Auditor Transition Training Support Material](#)

[IAQG Aerospace Auditor Transition Training Notice of Deployment](#)

www.iaqg.org/oasis

The OASIS Feedback Process

Initiating Feedback: Choose the Desired Method



iaqg INTERNATIONAL AEROSPACE QUALITY GROUP
Online Aerospace Supplier Information System

Log-Out Home About Us Contact Us
Edit Login Edit Profile Edit Address Help/Guidance

Data Search
Change Summary
My Watch List
My Email Notification
My Feedback
IAQG Member Companies
National Aerospace Industry Associations (NAIA)
National Accreditation Bodies (NAB)
Certification Bodies (CB)
Auditor Authentication Bodies (AAB)
Auditors (AEA/non AEA)
Training Provider Approval Bodies (TPAB)
Approved Training Providers (ATP)
Certified Suppliers Directory
Supply Chain Management HandBook (SCMH)

Hello Average User

Welcome to International Aerospace Quality Group - Online Aerospace Supplier Information System (IAQG-OASIS).

If you are working in the aerospace industry, involved in aerospace supplier selection and surveillance, this is your reliable source for aerospace supplier certification and registration data.

This online resource contains a list of suppliers who are certified / registered under the IAQG rules to be in compliance with the aerospace quality management system requirements (9100 series). This resource also contains all bodies involved in the process (i.e. National Accreditation Bodies, Certification Bodies and Authenticated Aerospace Experts).

Use the navigation menu on the left or click on the links below to get started using the menu on top.

Method 1: Click to begin


Method 2: Click to begin

Important Modifications:
A summary of the [past changes](#) and [update communications](#) to affected users are available.

[Disclaimer](#) [Privacy Policy](#) [Terms of Use](#)

The OASIS Feedback Process

Initiating Feedback: Method 1



INTERNATIONAL AEROSPACE QUALITY GROUP
Online Aerospace Supplier Information System

Log-Out Home About Us Contact Us

Edit Login Edit Profile Edit Address Help/Guidance

Data Search

- Change Summary
- My Watch List
- My Email Notification
- My Feedback
- IAQG Member Companies
- National Aerospace Industry Associations (NAIA)
- National Accreditation Bodies (NAB)
- Certification Bodies (CB)
- Auditor Authentication Bodies (AAB)
- Auditors (AEA/non AEA)
- Training Provider Approval Bodies (TPAB)
- Approved Training Providers (ATP)
- Certified Suppliers Directory
- Supply Chain Management HandBook (SCMH)

Feedback

Use this application to manage feedback you have sent. Each request is given a [subject] (e.g. [9164] Feedback Ticket Example) [below]. Click on the subject or tracking number to view the details, post a response, or request. You will receive an email when a response is posted or the status is changed.

Note: This application is for feedback sent from you as an individual OASIS user. If you wish to represent your organization, please use the "Manage Feedback" application.

Filtering Criteria

For: Status:

Reason: Within:

Feedback Results [Download List for Excel](#)

Viewing 1 to 1 of 1

Posted	Recipient type	Status	Replies	Latest Response
<div style="border: 1px solid #ccc; padding: 2px;"> <p>[9164] Feedback Ticket Example</p> <p>Apr 23, 2013 04:33 PM EST by Average User</p> </div>	CB	Open	0	

◀ Previous | Next ▶

Create New Feedback Ticket

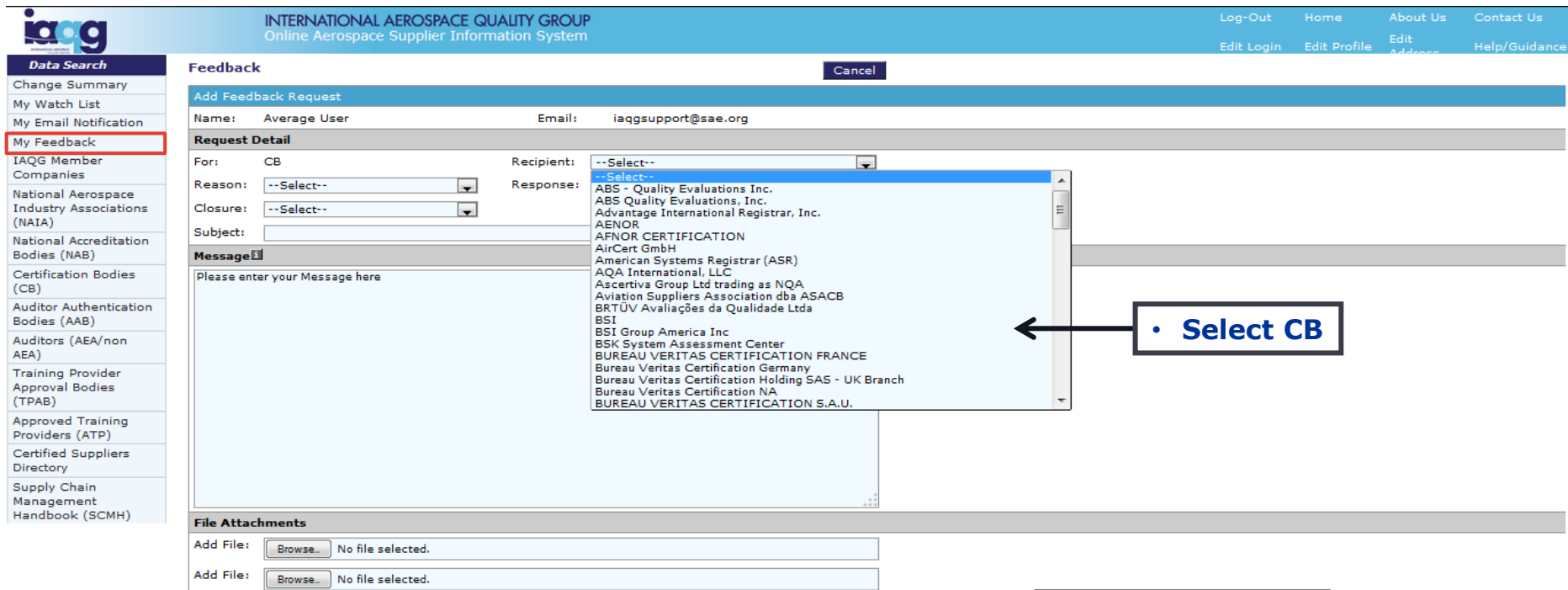
For:

- AB
- Document Representative
- IAQG Executive Leadership
- IAQG Strategy Stream Leaders

- Click "Create New Feedback Ticket"
- Then select the Recipient category

The OASIS Feedback Process

Initiating Feedback: Method 1 – for CB Recipient



The screenshot shows the OASIS Feedback Process interface. The top navigation bar includes links for Log-Out, Home, About Us, Contact Us, Edit Login, Edit Profile, Edit Address, and Help/Guidance. The main header displays the IAQG logo and the text "INTERNATIONAL AEROSPACE QUALITY GROUP Online Aerospace Supplier Information System". A left sidebar contains a "Data Search" menu with options like "Change Summary", "My Watch List", "My Email Notification", and "My Feedback" (highlighted with a red box). Below this are various categories such as "IAQG Member Companies", "National Aerospace Industry Associations (NAIA)", "National Accreditation Bodies (NAB)", "Certification Bodies (CB)", "Auditor Authentication Bodies (AAB)", "Auditors (AEA/non AEA)", "Training Provider Approval Bodies (TPAB)", "Approved Training Providers (ATP)", "Certified Suppliers Directory", "Supply Chain Management Handbook (SCMH)", and "Handbook (SCMH)".

The main content area is titled "Feedback" and includes a "Cancel" button. Below this is the "Add Feedback Request" form. The form fields are: Name: Average User, Email: iaqgsupport@sae.org. The "Request Detail" section includes: For: CB, Recipient: --Select--, Reason: --Select--, Closure: --Select--, and Subject: [empty]. The "Response" dropdown is open, showing a list of certification bodies including ABS - Quality Evaluations Inc., AENOR, AFNOR CERTIFICATION, AirCert GmbH, American Systems Registrar (ASR), AQA International, LLC, Ascertiva Group Ltd trading as NQA, Aviation Suppliers Association dba ASACB, BRTUV Avaliações da Qualidade Ltda, BSI, BSI Group America Inc, BSK System Assessment Center, BUREAU VERITAS CERTIFICATION FRANCE, Bureau Veritas Certification Germany, Bureau Veritas Certification Holding SAS - UK Branch, Bureau Veritas Certification NA, and BUREAU VERITAS CERTIFICATION S.A.U. A blue box with an arrow points to this list, containing the text "• Select CB".

The "Message" section has a text area with the placeholder "Please enter your Message here". Below this is the "File Attachments" section, which contains two "Add File:" fields, each with a "Browse..." button and the text "No file selected.".

• Select CB

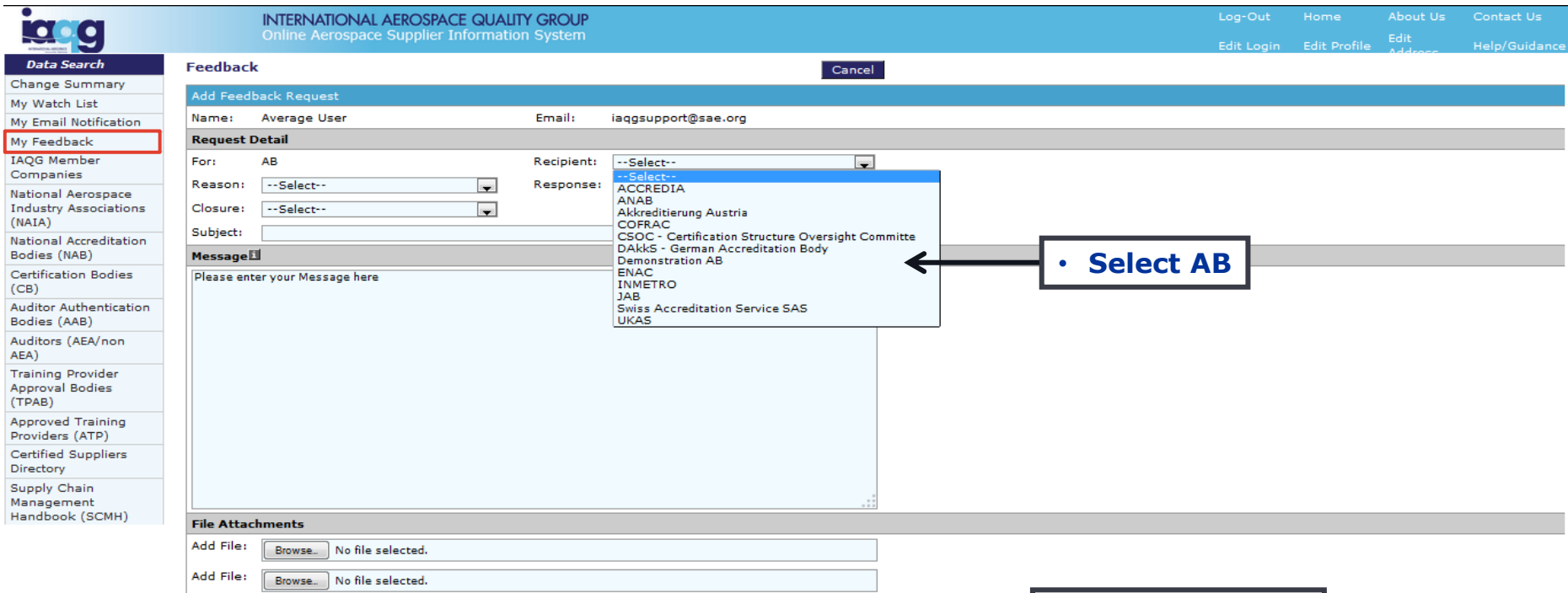
• Click to send

- Select details from drop-down menus
- Enter the subject and message text
- Add file attachments as necessary

Create New Feedback Ticket >

The OASIS Feedback Process

Initiating Feedback: Method 1 – for AB Recipient

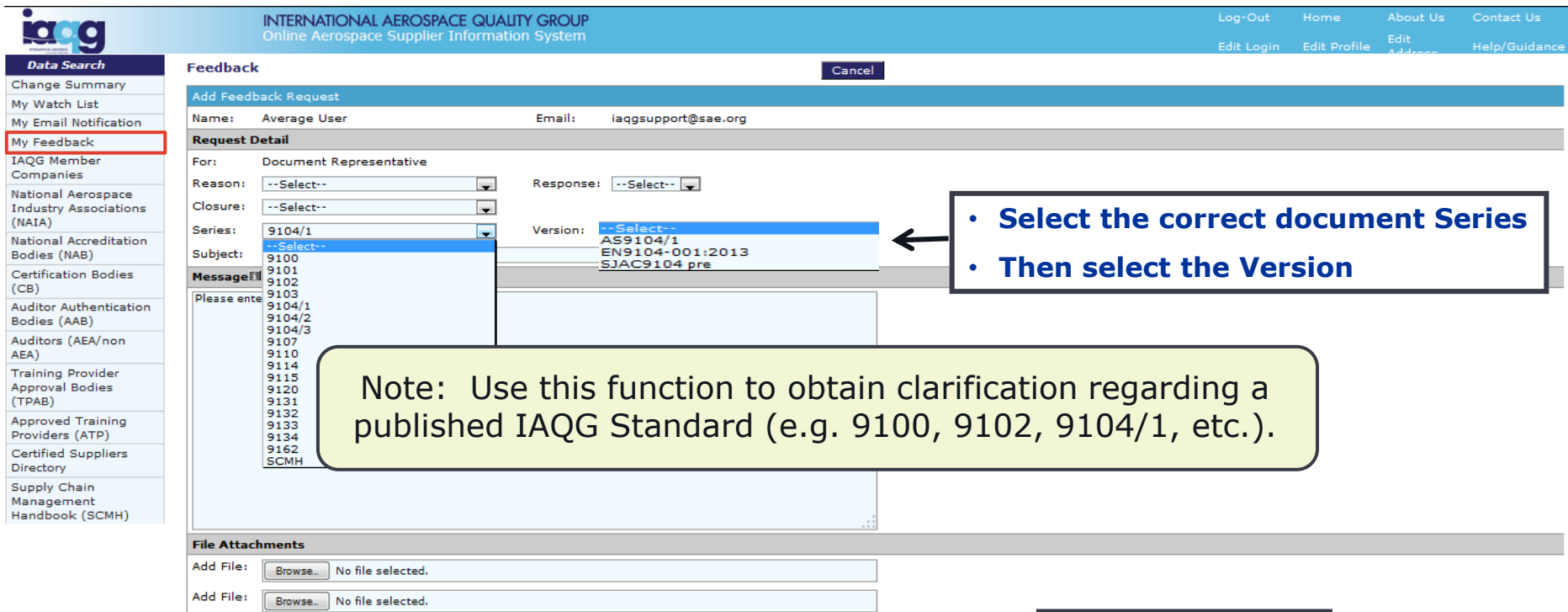


The screenshot shows the 'Feedback' section of the OASIS website. The user is logged in as 'Average User' with email 'iaqgsupport@sae.org'. The 'Request Detail' section includes a 'For' dropdown set to 'AB', a 'Reason' dropdown, a 'Closure' dropdown, and a 'Subject' field. The 'Response' dropdown is open, showing a list of accreditation bodies: ACCREDITIA, ANAB, Akkreditierung Austria, COFRAC, CSQC - Certification Structure Oversight Committee, DAkS - German Accreditation Body, Demonstration AB, ENAC, INMETRO, JAB, Swiss Accreditation Service SAS, and UKAS. A callout box points to 'AB' in the list with the text '• Select AB'. Below the 'Message' field, there are two 'File Attachments' sections, each with a 'Browse...' button and the text 'No file selected.'. A callout box points to the 'Create New Feedback Ticket >' button with the text '• Click to send'.

- Select details from drop-down menus
- Enter the subject and message text
- Add file attachments as necessary

The OASIS Feedback Process

Initiating Feedback: Method 1 – for Document Representative Recipient



The screenshot shows the 'Add Feedback Request' form in the IAQG OASIS system. The form is titled 'Feedback' and includes a 'Cancel' button. The user is logged in as 'Average User' with email 'iaqgsupport@sae.org'. The 'Request Detail' section contains several dropdown menus: 'For:' (Document Representative), 'Reason:' (a dropdown menu), 'Response:' (a dropdown menu), 'Closure:' (a dropdown menu), 'Series:' (9104/1), and 'Version:' (AS9104/1). The 'Subject' field contains 'EN9104-001:2013 SJAC9104 pre'. Below the subject is a 'Message' field with a text area and a 'Please enter' prompt. The 'File Attachments' section has two 'Add File' fields, each with a 'Browse...' button and the text 'No file selected.'.

- Select the correct document Series
- Then select the Version

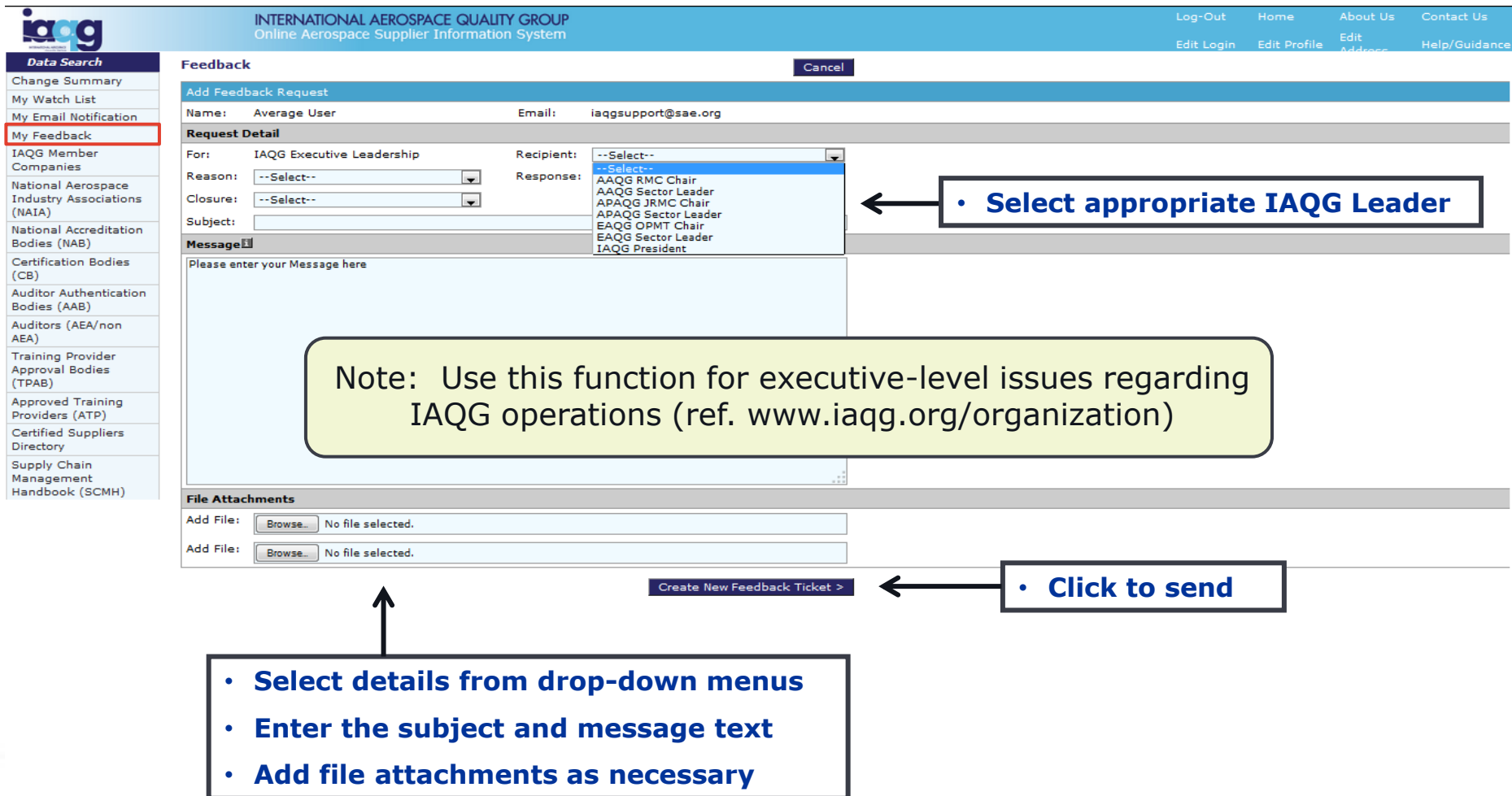
Note: Use this function to obtain clarification regarding a published IAQG Standard (e.g. 9100, 9102, 9104/1, etc.).

- Click to send

- Select details from drop-down menus
- Enter the subject and message text
- Add file attachments as necessary

The OASIS Feedback Process

Initiating Feedback: Method 1 – for IAQG Executive Leadership Recipient



The screenshot shows the 'Add Feedback Request' form in the OASIS system. The form includes fields for Name, Email, Request Detail (For, Reason, Closure, Subject), Recipient, Response, and Message. A 'File Attachments' section is at the bottom. A 'Cancel' button is at the top right. A 'Create New Feedback Ticket >' button is at the bottom right. A 'Data Search' sidebar is on the left. A 'My Feedback' link is highlighted in the sidebar. A 'Note' box is in the center. Three callout boxes provide instructions: 'Select appropriate IAQG Leader' points to the Recipient dropdown, 'Click to send' points to the 'Create New Feedback Ticket >' button, and a larger box at the bottom lists three steps: 'Select details from drop-down menus', 'Enter the subject and message text', and 'Add file attachments as necessary'.

Cancel

Add Feedback Request

Name: Average User Email: iaqgsupport@sae.org

Request Detail

For: IAQG Executive Leadership Recipient: --Select--

Reason: --Select-- Response: AAQG RMC Chair
AAQG Sector Leader
APAQG JRMC Chair
APAQG Sector Leader
EAQG OPMT Chair
EAQG Sector Leader
IAQG President

Closure: --Select--

Subject: _____

Message

Please enter your Message here

File Attachments

Add File: No file selected.

Add File: No file selected.

Create New Feedback Ticket >

• Select appropriate IAQG Leader

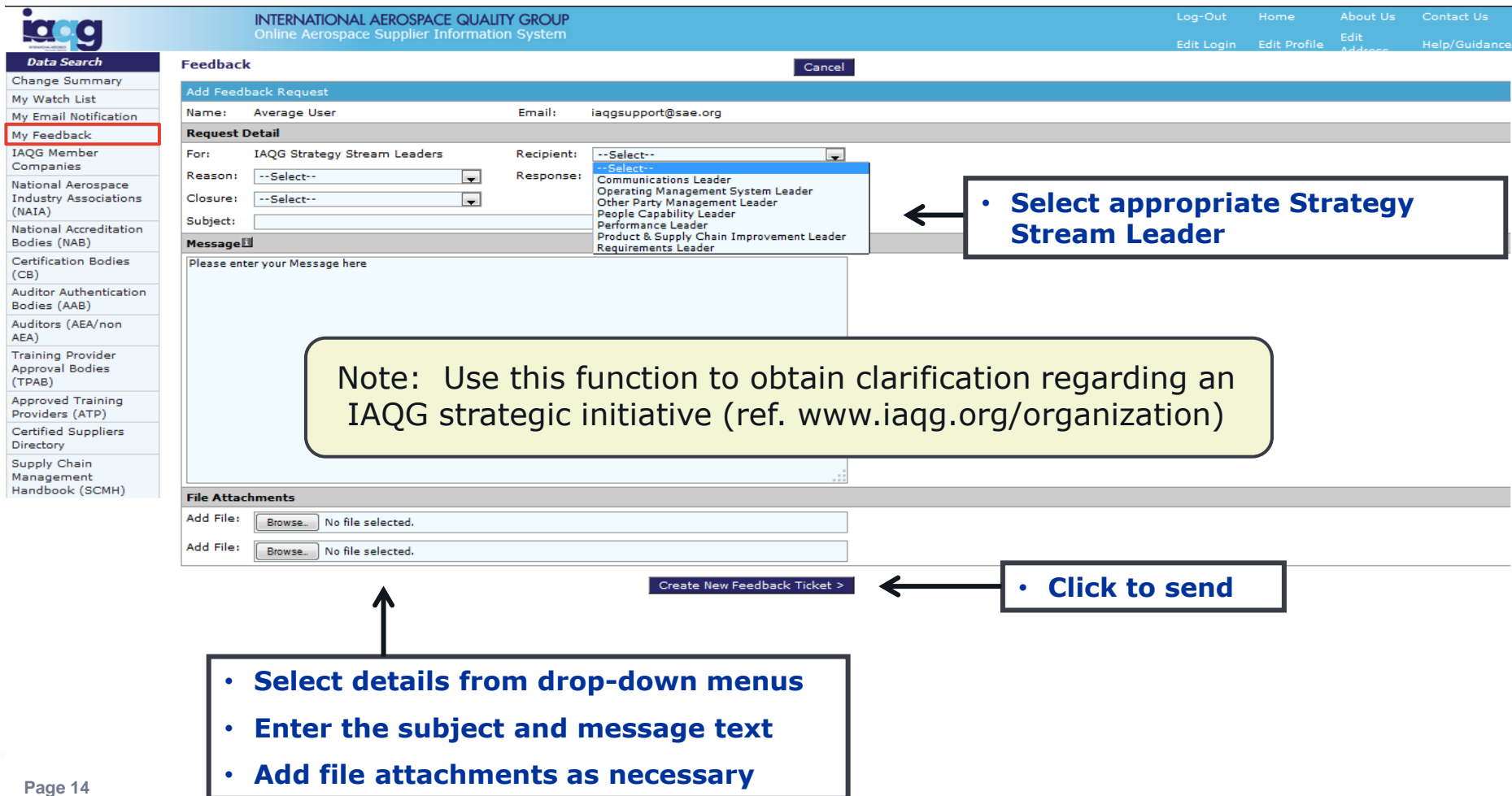
• Click to send

Note: Use this function for executive-level issues regarding IAQG operations (ref. www.iaqg.org/organization)

• Select details from drop-down menus
• Enter the subject and message text
• Add file attachments as necessary

The OASIS Feedback Process

Initiating Feedback: Method 1 – for Strategy Stream Leader Recipient




The screenshot shows the 'Add Feedback Request' form in the IAQG OASIS system. The form includes fields for Name, Email, Request Detail (For, Reason, Closure, Subject), Message, and File Attachments. A 'Create New Feedback Ticket >' button is at the bottom.

Annotations:

- Select appropriate Strategy Stream Leader:** Points to the 'Recipient' dropdown menu, which is open and shows options: Communications Leader, Operating Management System Leader, Other Party Management Leader, People Capability Leader, Performance Leader, Product & Supply Chain Improvement Leader, and Requirements Leader.
- Click to send:** Points to the 'Create New Feedback Ticket >' button.
- Note:** Use this function to obtain clarification regarding an IAQG strategic initiative (ref. www.iaqg.org/organization)
- Summary of steps:**
 - Select details from drop-down menus
 - Enter the subject and message text
 - Add file attachments as necessary

The OASIS Feedback Process

Initiating Feedback: Method 2

 INTERNATIONAL AEROSPACE QUALITY GROUP
Online Aerospace Supplier Information System

[Log-Out](#) [Home](#) [About Us](#) [Contact Us](#)
[Edit Login](#) [Edit Profile](#) [Edit Address](#) [Help/Guidance](#)

Data Search

- [Change Summary](#)
- [My Watch List](#)
- [My Email Notification](#)
- [My Feedback](#)
- [IAQG Member Companies](#)
- [National Aerospace Industry Associations \(NAIA\)](#)
- [National Accreditation Bodies \(NAB\)](#)
- [Certification Bodies \(CB\)](#)
- [Auditor Authentication Bodies \(AAB\)](#)
- [Auditors \(AEA/non AEA\)](#)
- [Training Provider Approval Bodies \(TPAB\)](#)
- [Approved Training Providers \(ATP\)](#)
- [Certified Suppliers Directory](#)
- [Supply Chain Management HandBook \(SCMH\)](#)

Certified Supplier Directory

Supplier Search

* Leave fields blank to find all suppliers.

Name: Starts With Contains

Cert Number: **Sector/Country:** <ALL>

Supplier OIN: **State/Province:** <ALL>

CB: <ALL>

Standard(s)			
	9100 Series	9110 Series	9120 Series
Based on ISO 9001:2000	<input type="checkbox"/> AS9100:A/S1 AS9100:B JISQ9100:2001/S1 EN9100:2003/S1 JISQ9100:2004 EN9100:P2/S1 NBR15100:2002/S1 NBR15100:2004	<input type="checkbox"/> EN9110:P2/S1 AS9110 EN9110:1EN EN9110:2005	<input type="checkbox"/> EN9120:1EN EN9120:2005 AS9120 EN9120:P2/S1
Based on ISO 9001:2008	<input type="checkbox"/> AS9100:C EN9100:2009 JISQ9100:2009 NBR15100:2009	<input type="checkbox"/> EN9110:2009 EN9110:2012 AS9110:A AS9110:B	<input type="checkbox"/> EN9120:2009 AS9120:A

Sort By Sort Order Rows per page

This search will return suppliers with certificates that are currently valid or that have expired within the last thirteen weeks. Certification Structure Type and Central Office data will only apply to entries published in OASIS after 2 Feb 2012, for standards based on ISO 9001:2008.

Enter supplier search information

Click Search

The OASIS Feedback Process

Initiating Feedback: Method 2, Continued

- Data Search**
- Change Summary
- My Watch List
- My Email Notification
- My Feedback
- IAQG Member Companies
- National Aerospace Industry Associations (NAIA)
- National Accreditation Bodies (NAB)
- Certification Bodies (CB)
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- Training Provider Approval Bodies (TPAB)
- Approved Training Providers (ATP)
- Certified Suppliers Directory**
- Supply Chain Management HandBook (SCMH)

Supplier Search Results

Click on a supplier link for additional information.

[New Search](#)

Supplier Name	Address	Cert Num	Standard Series	CB	Status	Structure Type	Central Office
Demo Supplier - 2 (OIN: 6126800308)	410 commonwealth warrendale, PA, United States	11112222BB	9100 Series	Demonstration	Certified	Campus	Yes
Demo Supplier - 3 (OIN: 6113980781)	Missiles, Space, Defense Systems & Technologies Divisions Little fake street 13 Center City, AK, United States	yegygegi	9110 Series	Demonstration	Certified	Single	Yes
Demo Supplier 11 (OIN: 6130719087)	1 Artificial Street Faketown, NJ, United States	22222222BB	9100 Series	Demonstration	Certified	Multisite	Yes

Showing Supplier Sites and Standard Series 1 to 3 of 3.

[New Search](#)

Select the applicable supplier

The OASIS Feedback Process

Initiating Feedback: Method 2, Continued

INTERNATIONAL AEROSPACE QUALITY GROUP
Online Aerospace Supplier Information System

Log-Out Home About Us Contact Us
Edit Login Edit Profile Edit Address Help/Guidance

Data Search

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- Approved Training Providers (ATP)
- Certified Suppliers Directory**

Supplier Details

Certificate Assessment Results [Return](#)

Selected Supplier / Site Details

Demo Supplier 11 [Manage Supplier on Watch List\(s\)](#)
1 Artificial Street,Faketown, NJ United States [OIN: 6130719087](#)

Certificate History

Certificate	Issue - Expire Date	Reissue Date	Status Standard	CB	Latest
> 22222222BB	11/01/2012 10/31/2015	11/20/2012	Certified AS9100:C	Demonstration CB	Y
22222222BB	11/01/2012 10/31/2015	-	See Latest AS9100:B	Demonstration CB	N

Selected Certificate Details

CB and Certification Details

Demonstration CB [Contact Issuing CB](#) [Current CB Info](#)
Department,Suite,400 Commonwealth Drive,Warrendale,
PA 15096, United States
Sector: Americas

Click Contact Issuing CB

The OASIS Feedback Process

Initiating Feedback: Method 2, Continued

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- Approved Training Providers (ATP)
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- Supply Chain Management HandBook (SCMH)

Feedback Cancel

Add Feedback Request

Name: Average User Email: iaqgsupport@sae.org

Request Detail

For: CB Recipient: Demonstration CB

Reason: --Select-- Response: --Select--

Closure: --Select-- CC: Supplier

Subject:

Message

Please enter your Message here

Info

-----<<< From Supplier Directory >>>-----

Supplier Name : Demo Supplier 11
Supplier OIN : 6130719087
Cert Number : 22222222BB
Cert Start Date : 11/01/2012
Cert Expiry Date : 10/31/2015
Supplier Address : 1 Artificial Street,Faketown, NJ United States

File Attachments

Add File:

Add File:

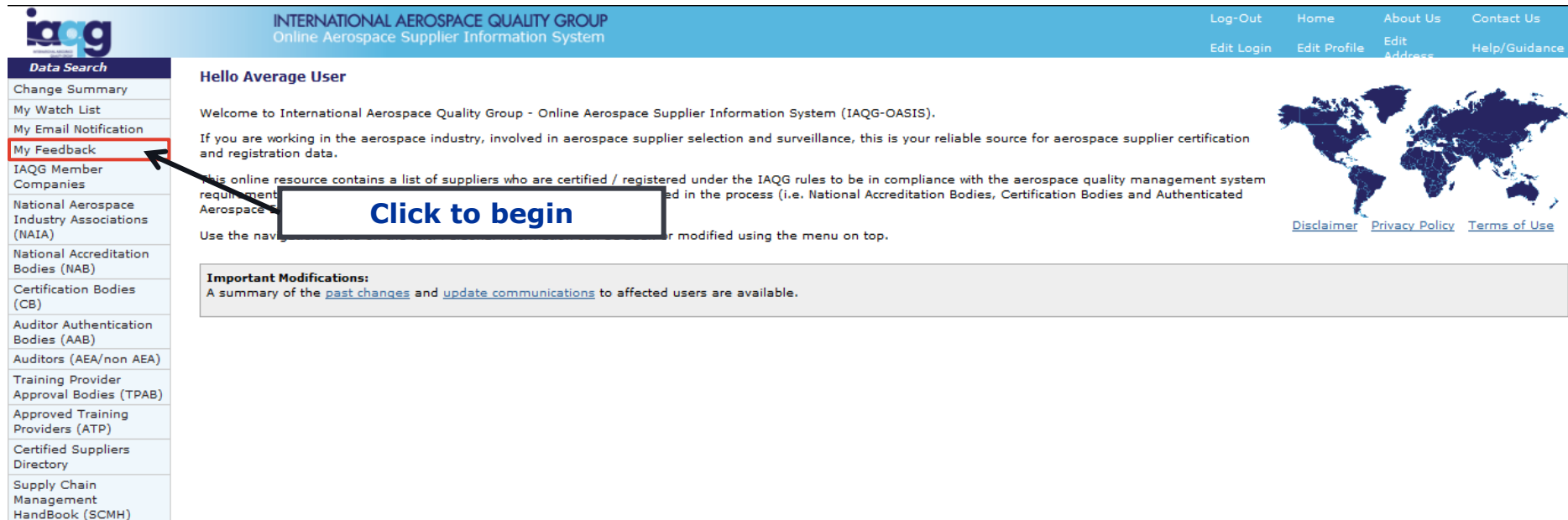
[Create New Feedback Ticket >](#) Click to send

Note: Supplier will receive an email cc containing the feedback text.

- Select details from drop-down menus
- Enter the subject and message text
- Add file attachments as necessary

The OASIS Feedback Process

Managing Feedback: Methods 1 & 2



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Online Aerospace Supplier Information System

Log-Out Home About Us Contact Us
Edit Login Edit Profile Edit Address Help/Guidance

Data Search
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The OASIS Feedback Process

Managing Feedback: Methods 1 & 2, Continued

iaqg
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Online Aerospace Supplier Information System

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- IAQG Member Companies
- National Aerospace Industry Associations (NAIA)
- National Accreditation Bodies (NAB)
- Certification Bodies (CB)
- Auditor Authentication Bodies (AAB)
- Auditors (AEA/non AEA)
- Training Provider Approval Bodies (TPAB)
- Approved Training Providers (ATP)
- Certified Suppliers Directory
- Supply Chain Management HandBook (SCMH)

Feedback [Create New Feedback Ticket](#)

Use this application to manage feedback you have sent. Each request is given a tracking number [in brackets below]. Click on the subject or tracking number to view the details, post a response, or change the status of the request. You will receive an email when a response is posted or the status is changed.

Note: This application is for feedback sent from you as an individual OASIS user. If you have access and want to represent your organization, please use the "Manage Feedback" application.

Filtering Criteria

For: Status:
Reason: Within:

Feedback Results [Download List for Excel](#)

Viewing 1 to 1 of 1

Posted	Recipient Type	Status	Replies	Latest Response
<div style="border: 1px solid #0070C0; padding: 2px; display: inline-block;">1</div> [9164] Feedback Ticket Example Apr 23, 2013 04:33 PM EST by Average User	CB	Open	0	

Each OASIS user's "Feedback Results" section lists feedback with which they have been associated*

Click "Open" requests to "Manage Feedback"

View the current status and latest response


Set filters for viewing "Feedback Results"

Click to download list to Excel

*Does not list Method 2 supplier cc emails

The OASIS Feedback Process

Managing Feedback: Methods 1 & 2, Continued



INTERNATIONAL AEROSPACE QUALITY GROUP
Online Aerospace Supplier Information System

Log-Out Home About Us Contact Us
Edit Login Edit Profile Edit Address Help/Guidance

Data Search

- Change Summary
- My Watch List
- My Email Notification
- My Feedback
- IAQG Member Companies
- National Aerospace Industry Associations (NAIA)
- National Accreditation Bodies (NAB)
- Certification Bodies (CB)
- Auditor Authentication Bodies (AAB)
- Auditors (AEA/non AEA)
- Training Provider Approval Bodies (TPAB)
- Approved Training Providers (ATP)
- Certified Suppliers Directory
- Supply Chain Management HandBook (SCMH)

Feedback [Return](#)

View Feedback: Request

Name: Average User **Email:** iaqgsupport@sae.org

Request Details

Created: April 23, 2013 04:33 PM EST by Average User

For: CB Recipient: Demonstration CB

Reason: Awareness Notification Response: Yes

Closure:

Status: Invited: [View / Manage Contributors](#)

Subject: Feedback Ticket Example

Message

Feedback training example only.

File Attachments

No Attachments

Responses [View Responses](#) [Add Response](#)

There are no responses for this Feedback request.

Update the status of the request

Invite/view/manage additional contributors to the feedback dialog

Add or view responses to the request



The OASIS Feedback Process

Guidelines for submitting feedback:

- Feedback can take the form of an alert, an idea for consideration, or a question.
- Well written, clear, and concise descriptions will facilitate timely and accurate responses.
- Requestors should ensure that feedback requests provide sufficient detail to clarify issues or questions.
- Client performance issues (Method 2) do not need to contain specific details; however reference to reports, metrics, and related activities will assist with follow up by the Certification Body (CB).
- The feedback process should not be used as an arbitration mechanism. Document Representative questions should relate to intent of the standard only - not specific scenarios.
- The feedback function should not be used for solicitation purposes.

The OASIS Feedback Process

What stakeholder expectations are being addressed?

- Timely response (within 30 days) to feedback requests is monitored and metrics have been established by the IAQG Other Party Management Team (OPMT).
- When requested, Certification Bodies (CB) are required to investigate the feedback received and to respond within one month (Ref. 9104/1, Clause 14.3.c).
- Unsatisfactory responses shall be resolved using the escalation process (Ref. 9104/1, Clause 14.3.d). (e.g. Unresolved CB issues should be escalated to the CB's respective Accreditation Body).
- Lessons learned will be used by all stakeholders to improve the Industry Controlled Other Party (ICOP) certification process.

The OASIS Feedback Process

What benefits does the process offer?

- Voice of the Customer – Provides a mechanism for customer input
- Enhanced Visibility – Allows issues to be highlighted that may otherwise go unresolved
- Timely Communication – Supports the establishment of response-based metrics
- Focused Audit Planning – Provides input for CB's to adjust audit plans to assess substantiated poor process performance.
- Clarification of Intent – Facilitates consistent interpretation of Aviation, Space & Defense industry standards
- Stakeholder Satisfaction – Allows requestor's to manage feedback closure
- Continual Improvement – Empowers communication and drives improvement

The OASIS Feedback Process

Summary:

- OASIS facilitates feedback in support of stakeholder needs.
- Feedback requests may be initiated by any registered OASIS user.
- Two user-friendly methods are available to create feedback requests, depending on the options desired.
- Originators have the ability to manage feedback requests they initiate.
- Your valued feedback is welcomed and needed to improve the Aviation, Space and Defense Industry Controlled Other Party (ICOP) scheme.