The OASIS Feedback Process

Empowering Communication – Driving Improvement

November, 2013

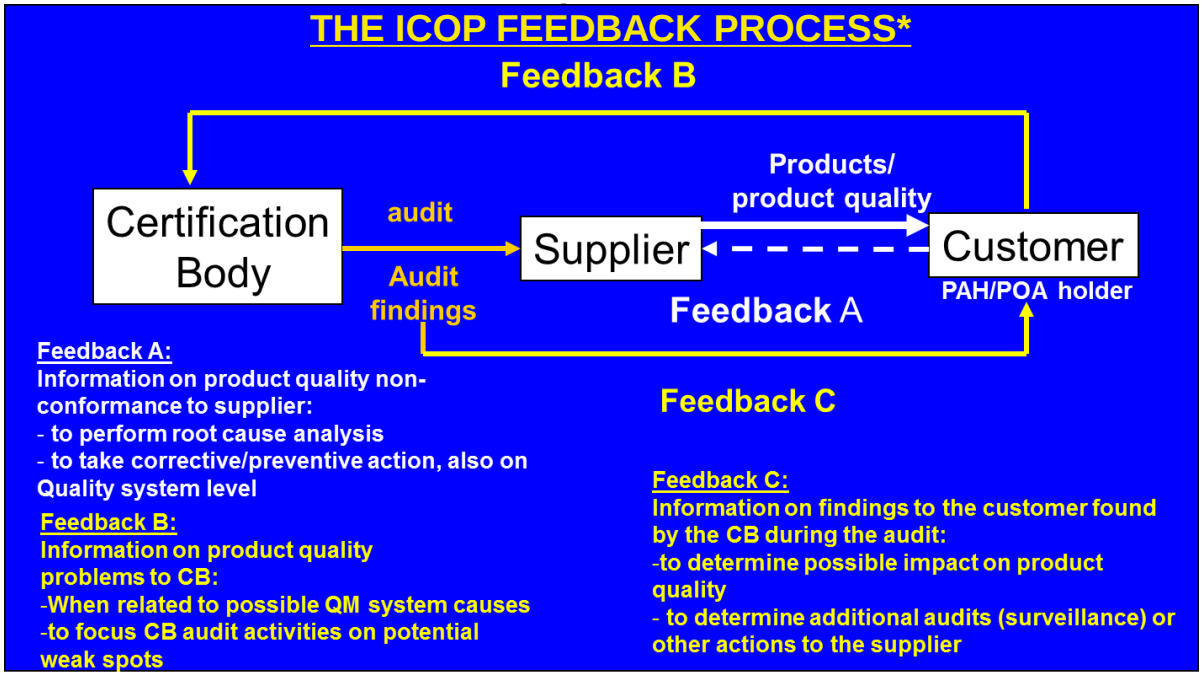
Introduction

- 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

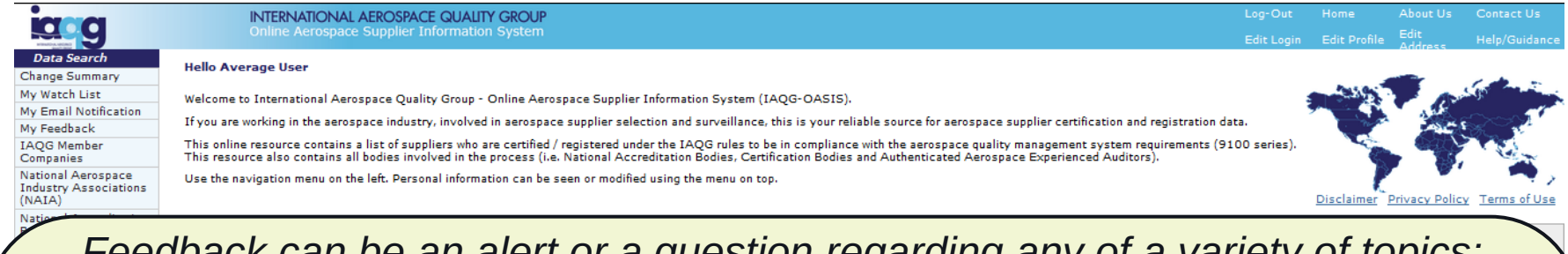


*Feedback Loop A refers to corrective action processes maintained by individual organizations and is not specifically facilitated by the OASIS feedback process.

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

The OASIS Feedback Process

What is OASIS feedback?



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

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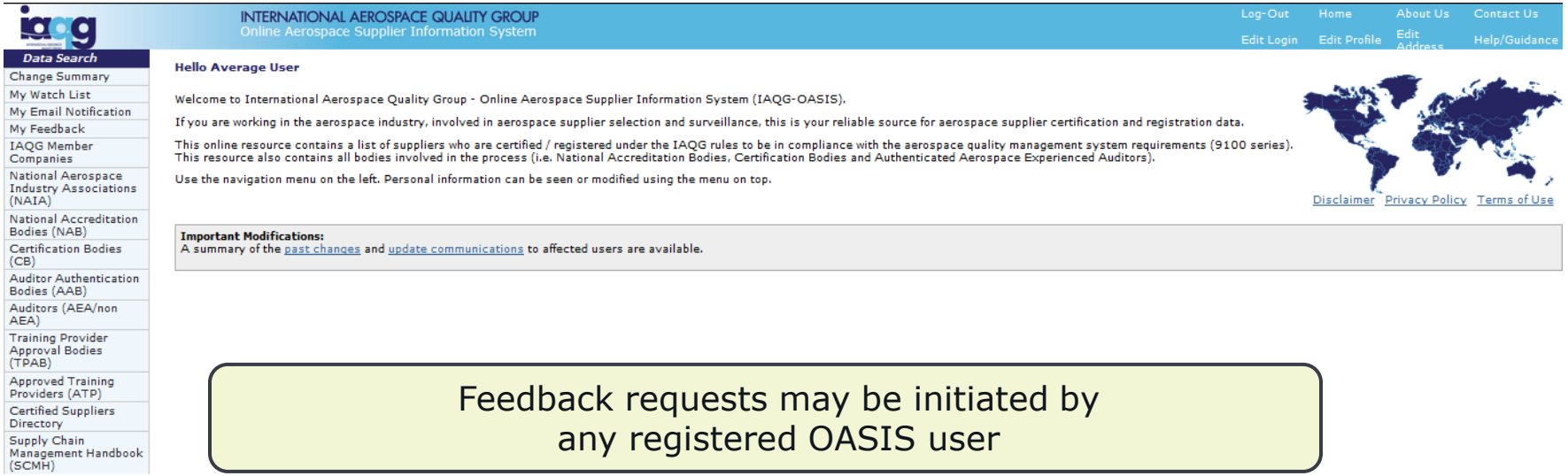
Who initiates and who receives feedback?



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..

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What methods are available?

Method 1	Method 2
What is the Scope? 1. General Issues 2. IAQG Document Clarification 3. IAQG Strategy Performance	**What is the Scope?** 1. Certificate Issues 2. Published Data Clarification 3. Supplier Performance
Who can Initiate? 1. Any registered OASIS user	**Who can Initiate?** 1. Any registered OASIS user
Who Receives? 1. Any AB, CB, IAQG Executive Leader, Strategy Stream Leader, or Document Representative having "Manage Feedback" privileges	**Who Receives?** 1. CB personnel having "Manage Feedback" privileges 2. Supplier personnel having organization OASIS email access (receive copy of feedback text)
What Options are Available? 1. Create and send feedback request 2. View existing requests	**What Options are Available?** 1. Create and send feedback request 2. Send copy to supplier
What is the Path? 1. OASIS Data Search Section 2. "My Feedback" Function 3. Create New Feedback Ticket	**What is the Path?** 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

www.iaqg.org/oasis

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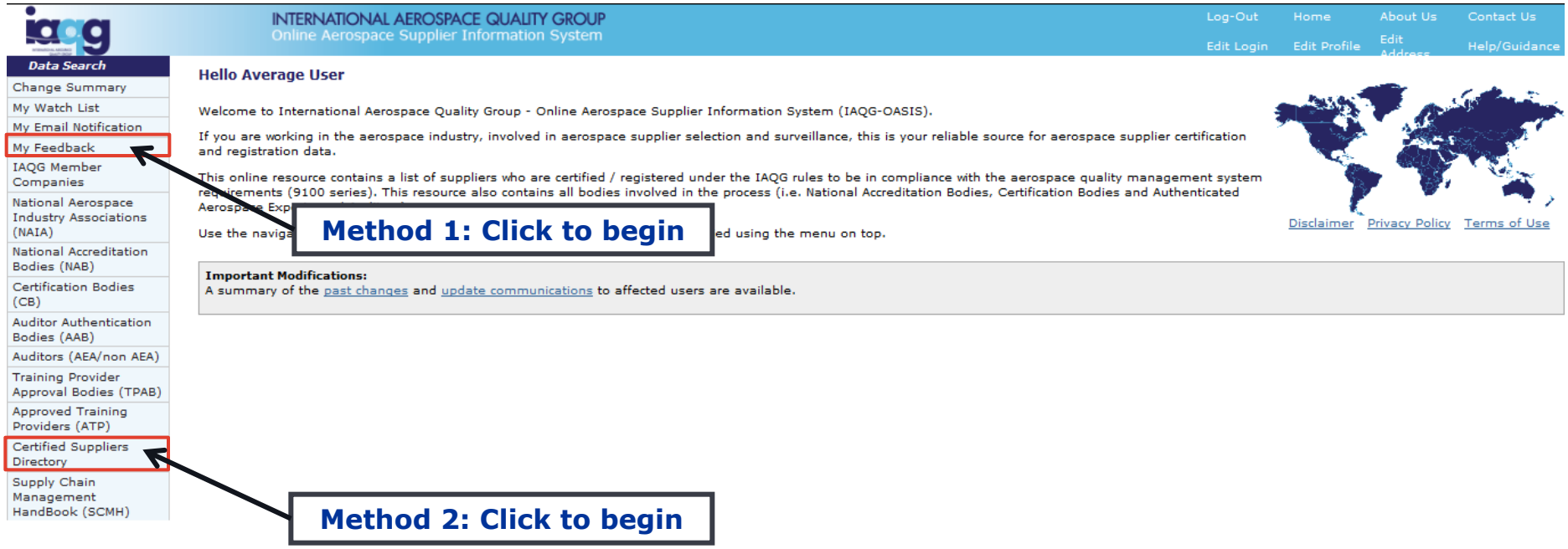
Initiating Feedback: Choose the Desired Method



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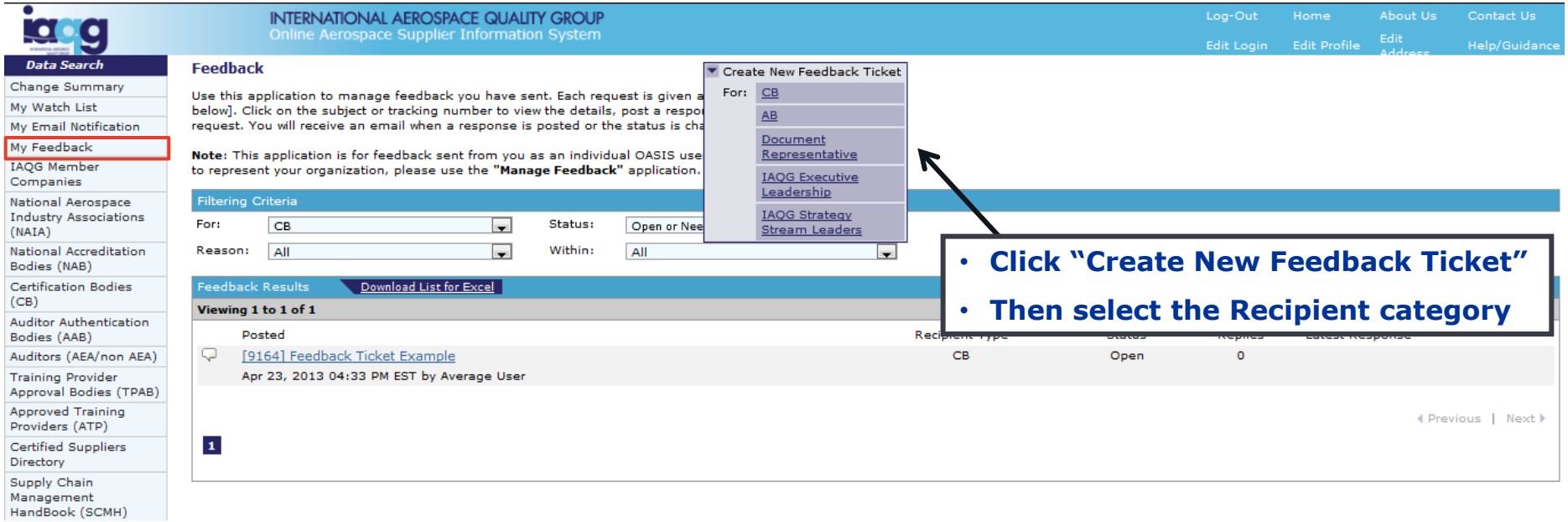
Initiating Feedback: Method 1



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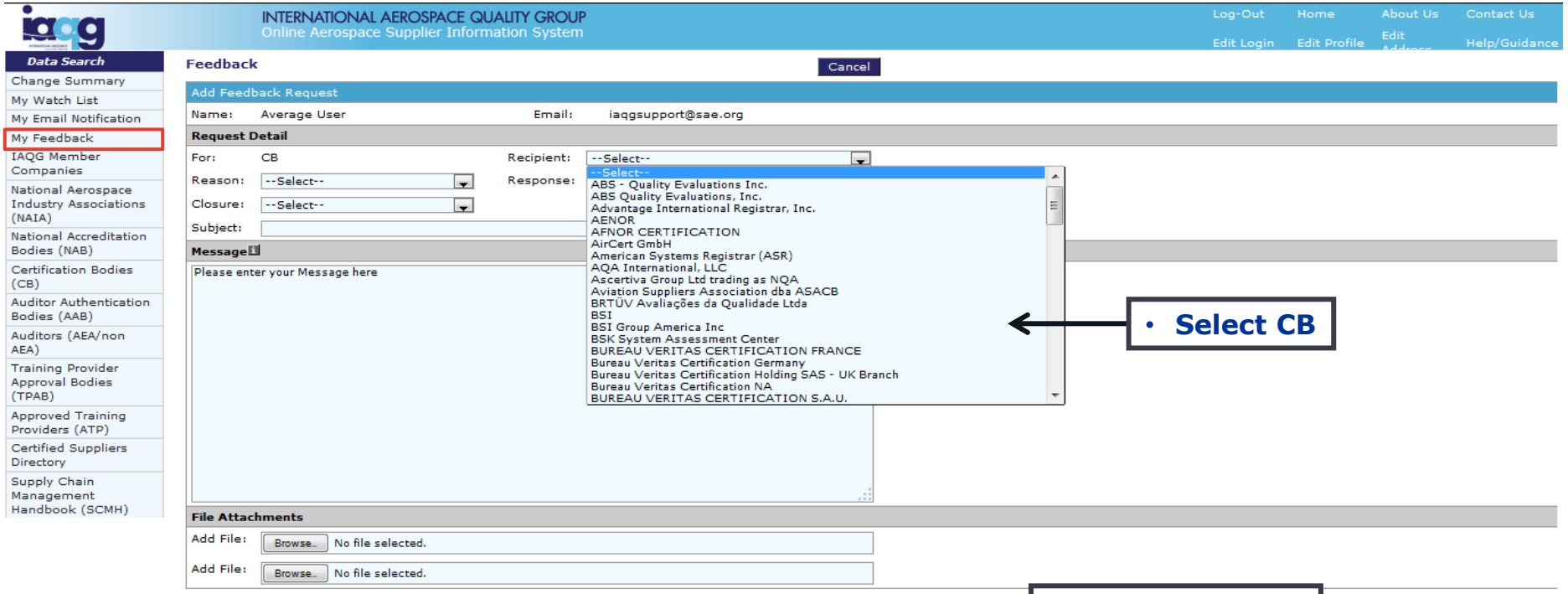
Initiating Feedback: Method 1 – for **CB** Recipient



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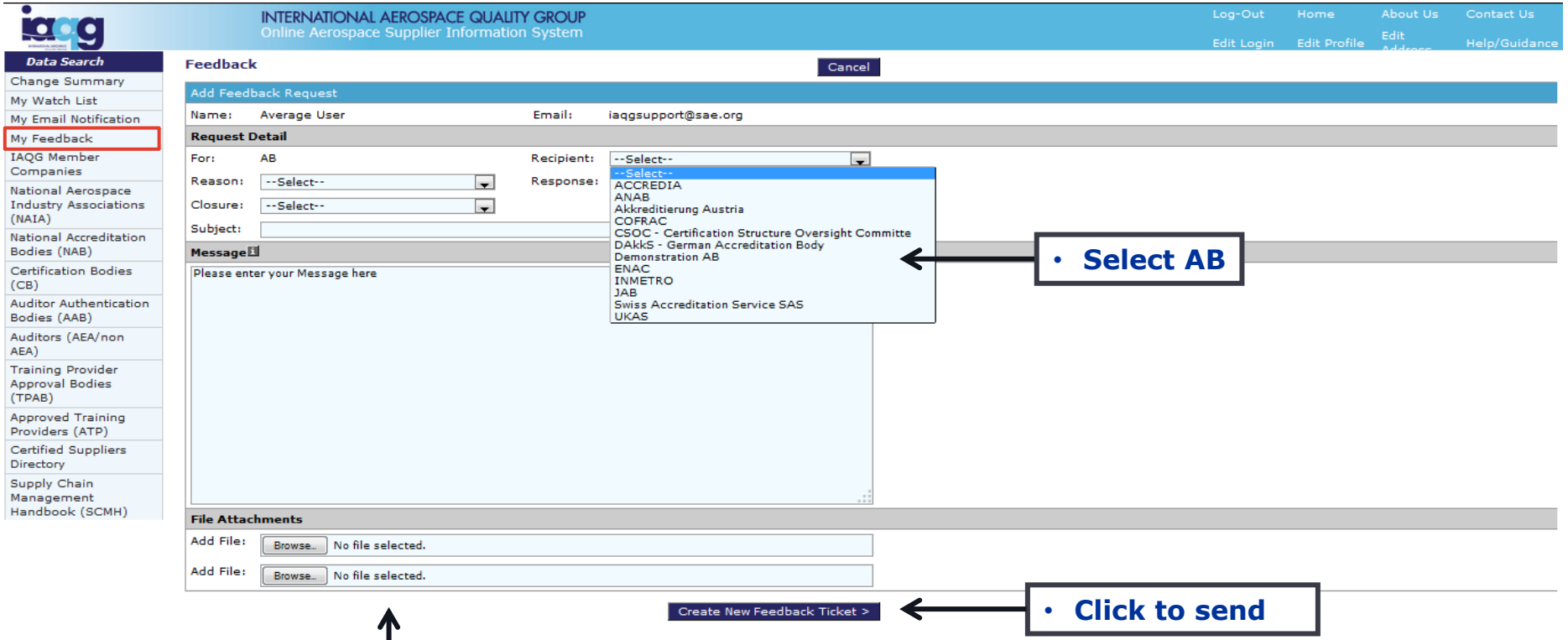
Initiating Feedback: Method 1 – for **AB** Recipient



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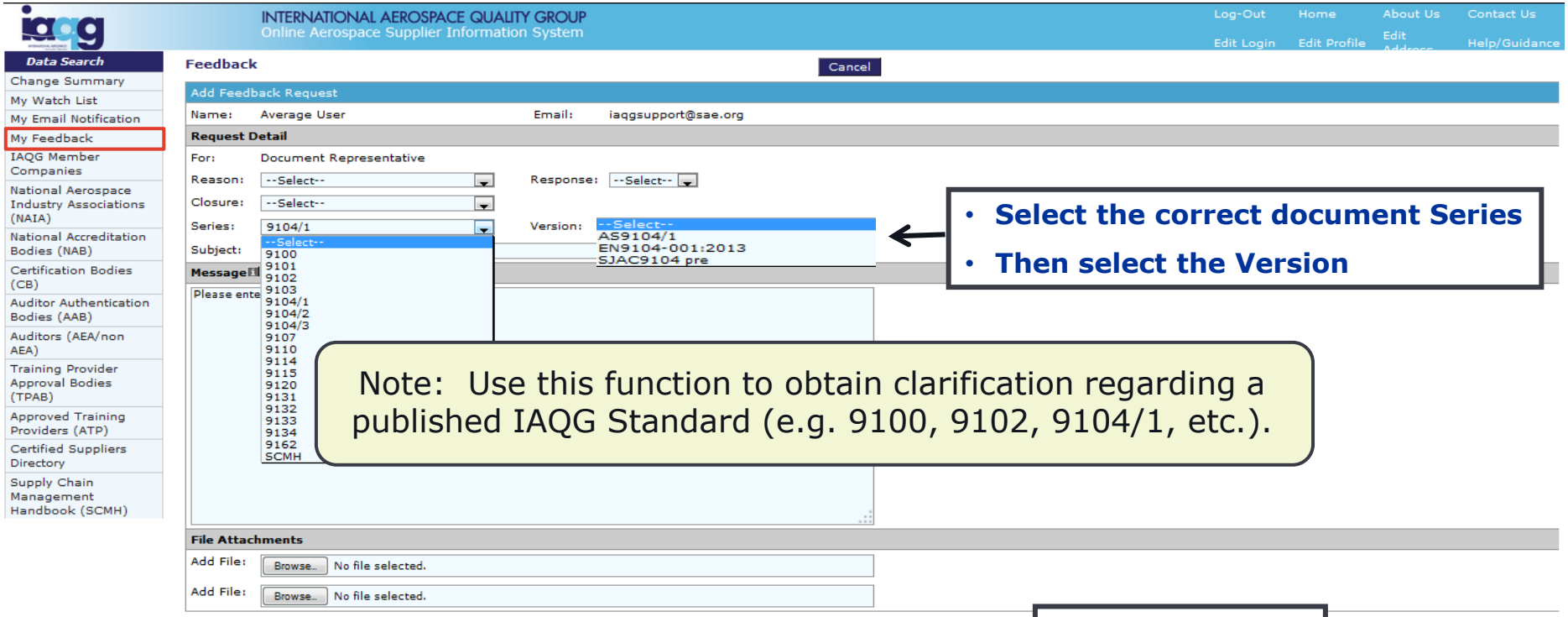
Initiating Feedback: Method 1 – for **Document Representative** Recipient



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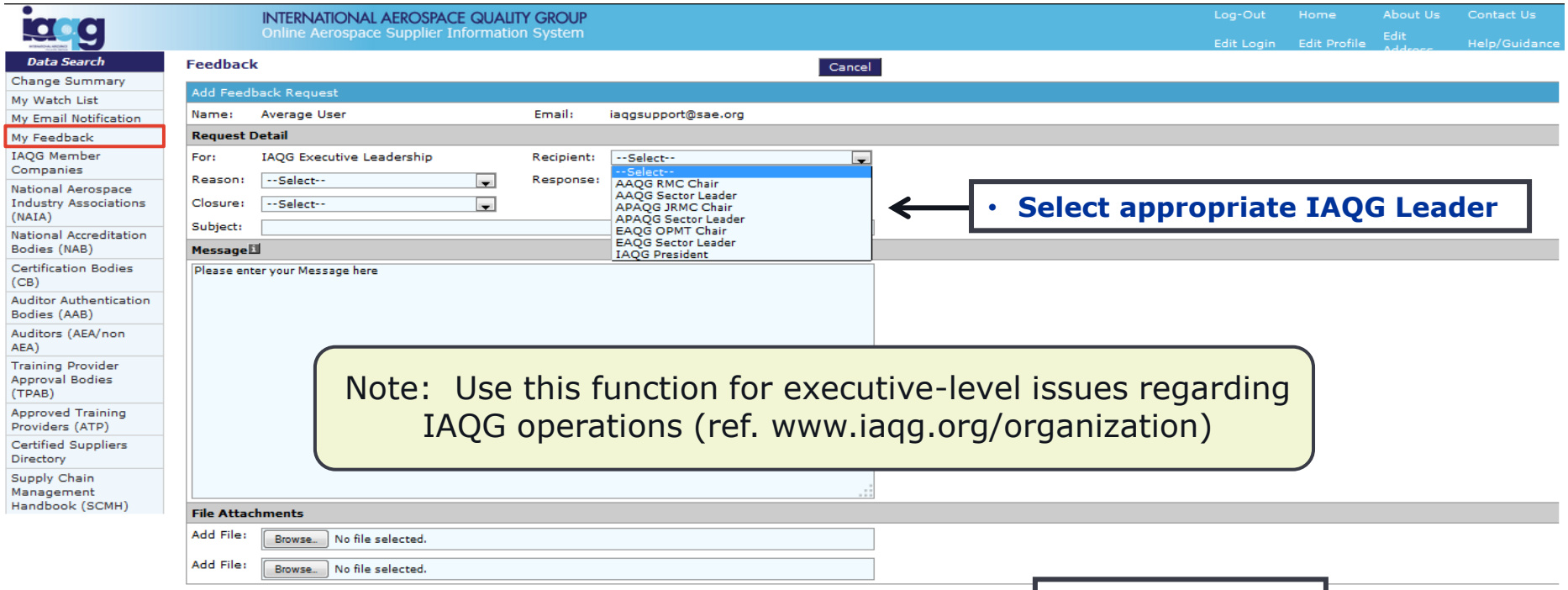
Initiating Feedback: Method 1 – for **IAQG Executive Leadership** Recipient



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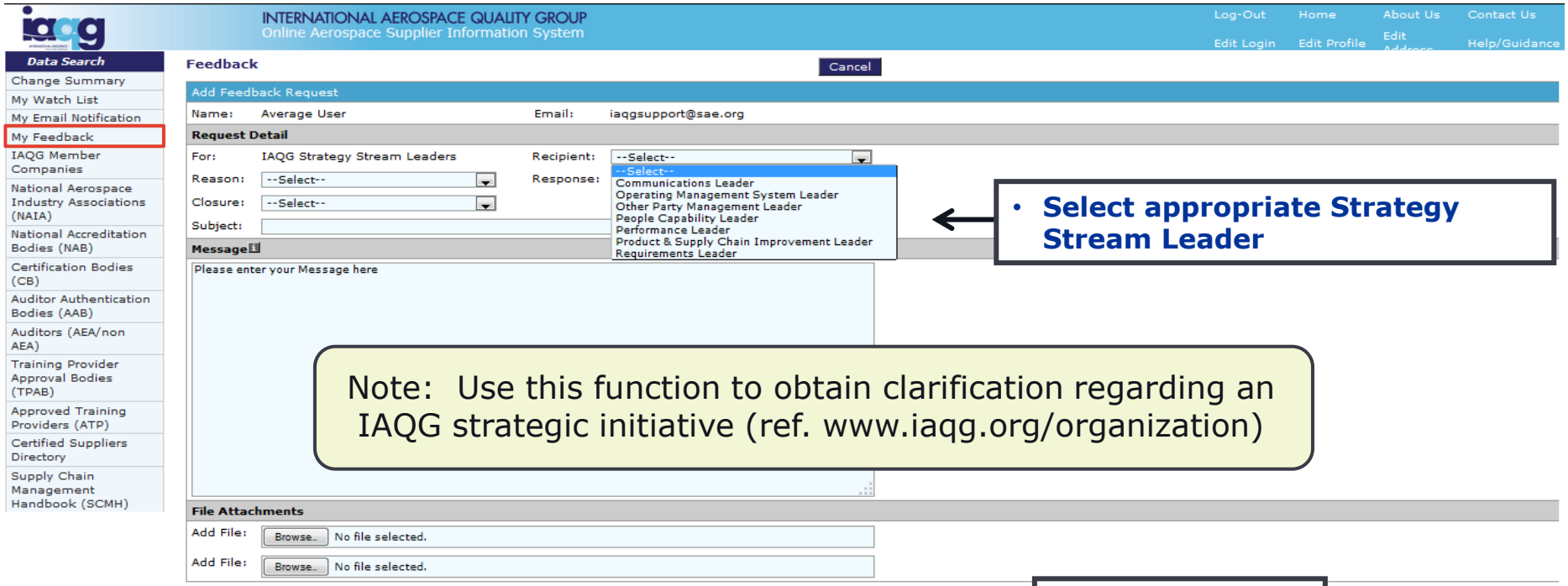
Initiating Feedback: Method 1 – for **Strategy Stream Leader** Recipient



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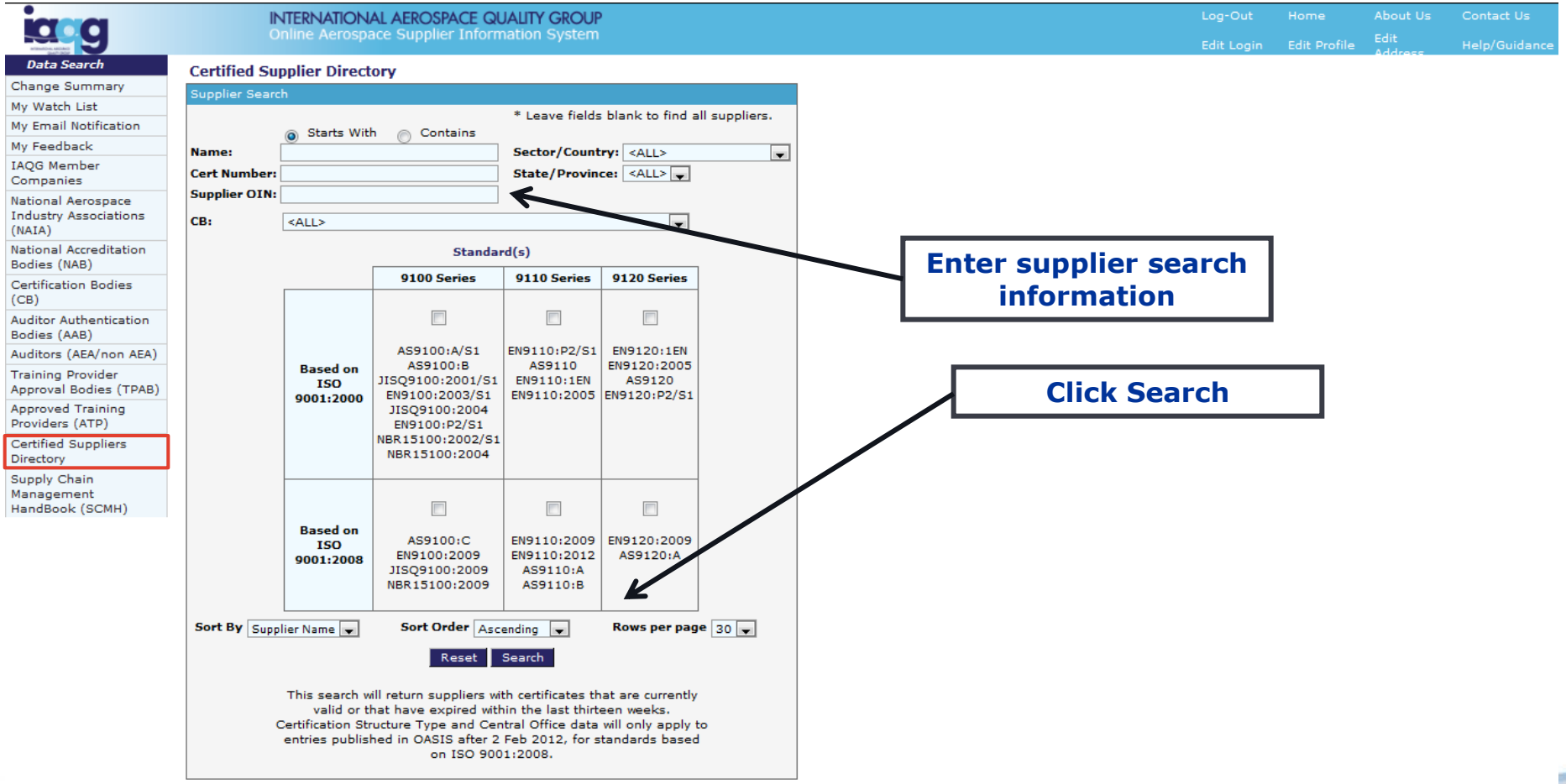
Initiating Feedback: Method 2



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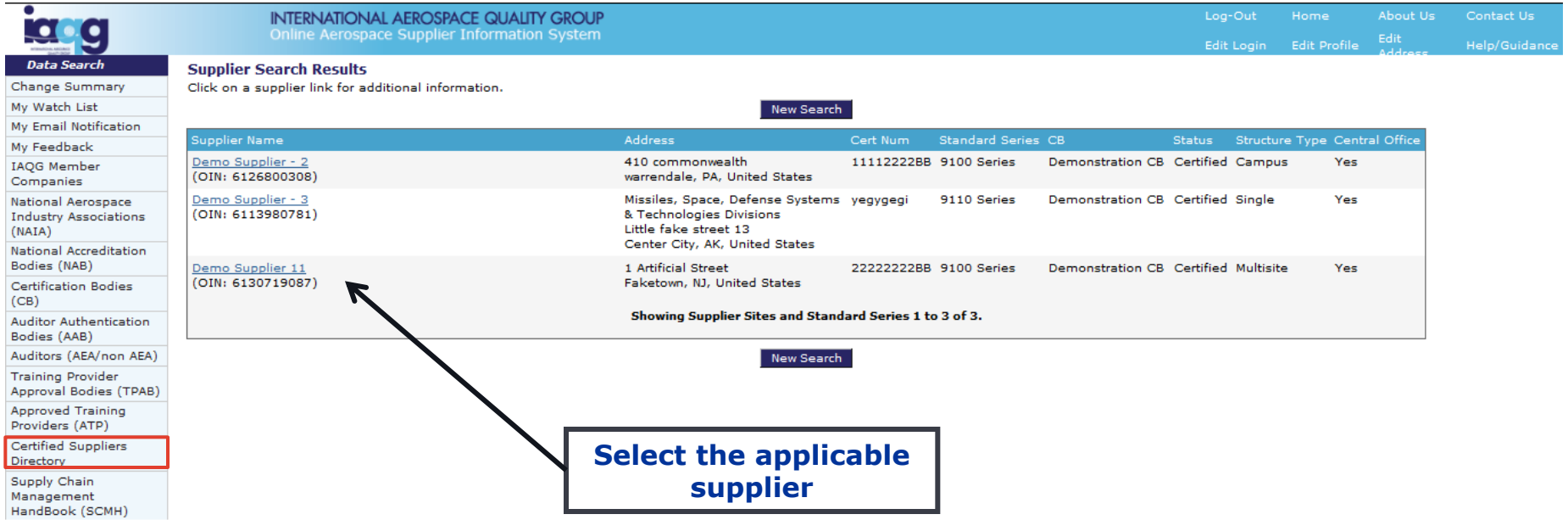
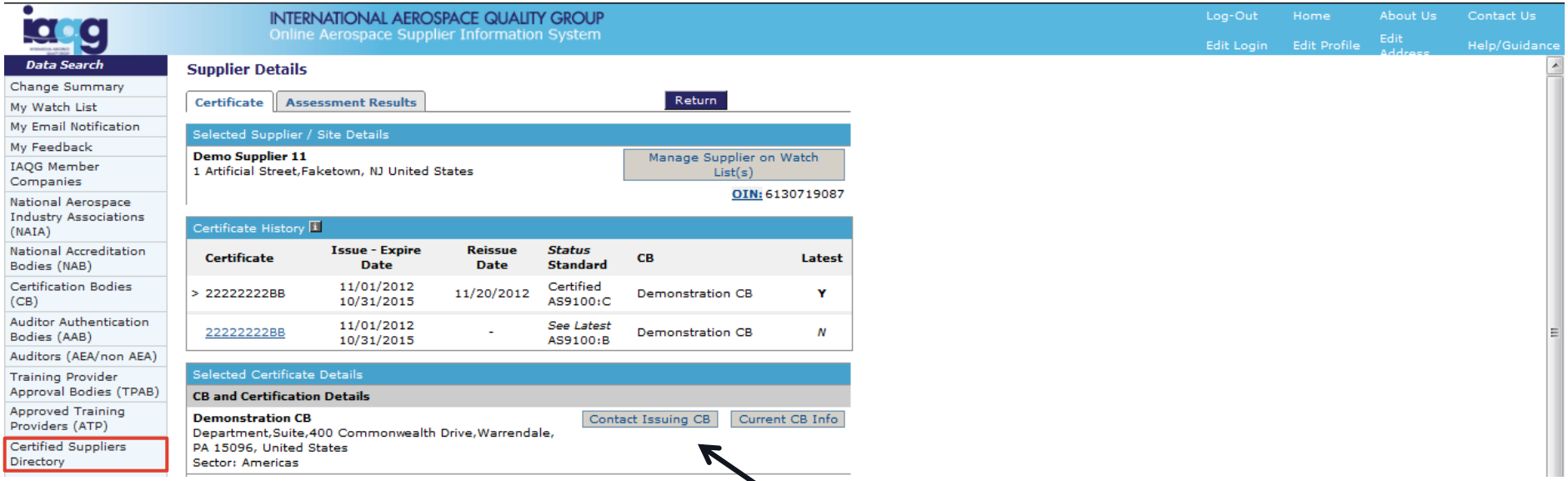
Initiating Feedback: Method 2, Continued



The OASIS Feedback Process

Initiating Feedback: Method 2, Continued



Click Contact Issuing CB

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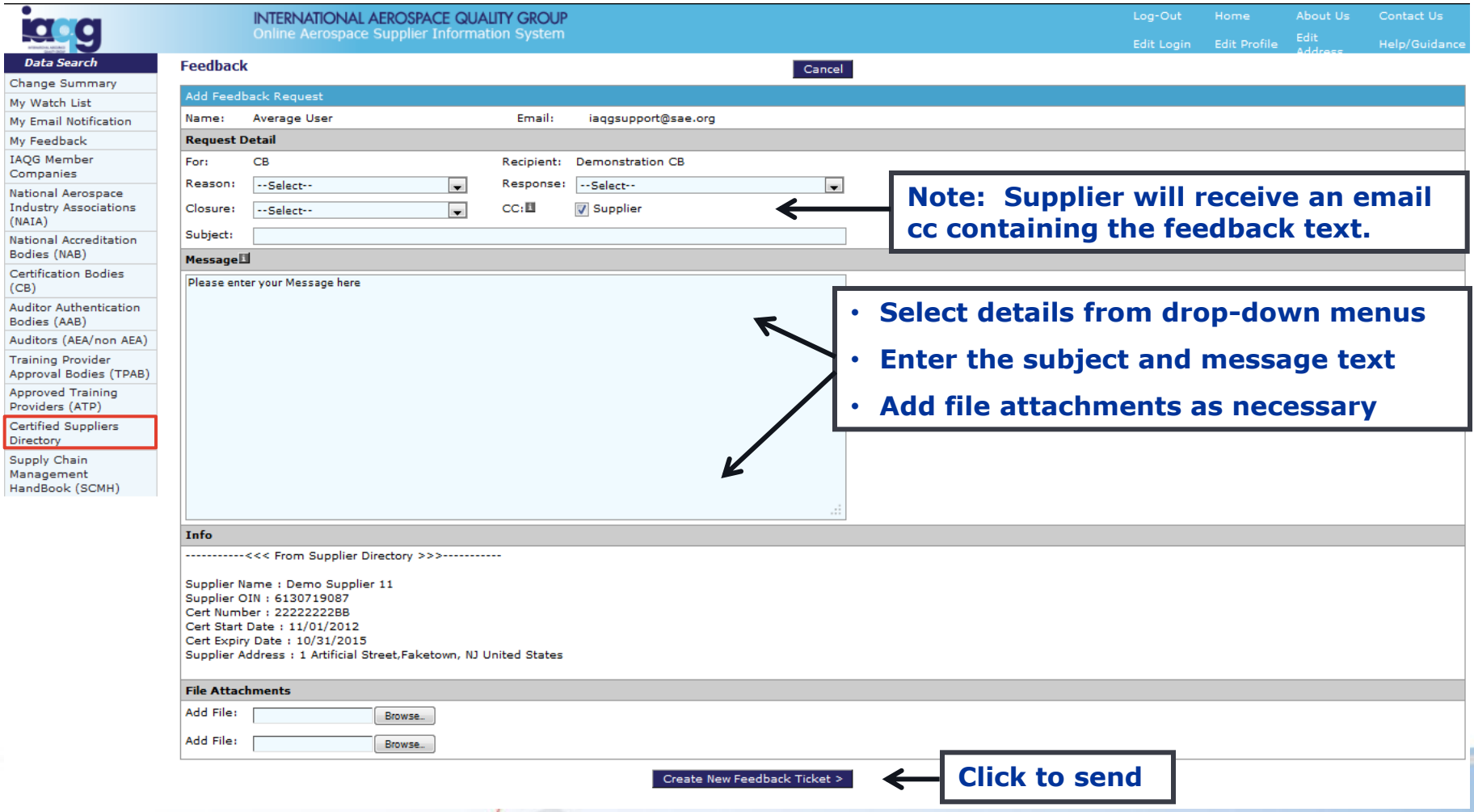
Initiating Feedback: Method 2, Continued



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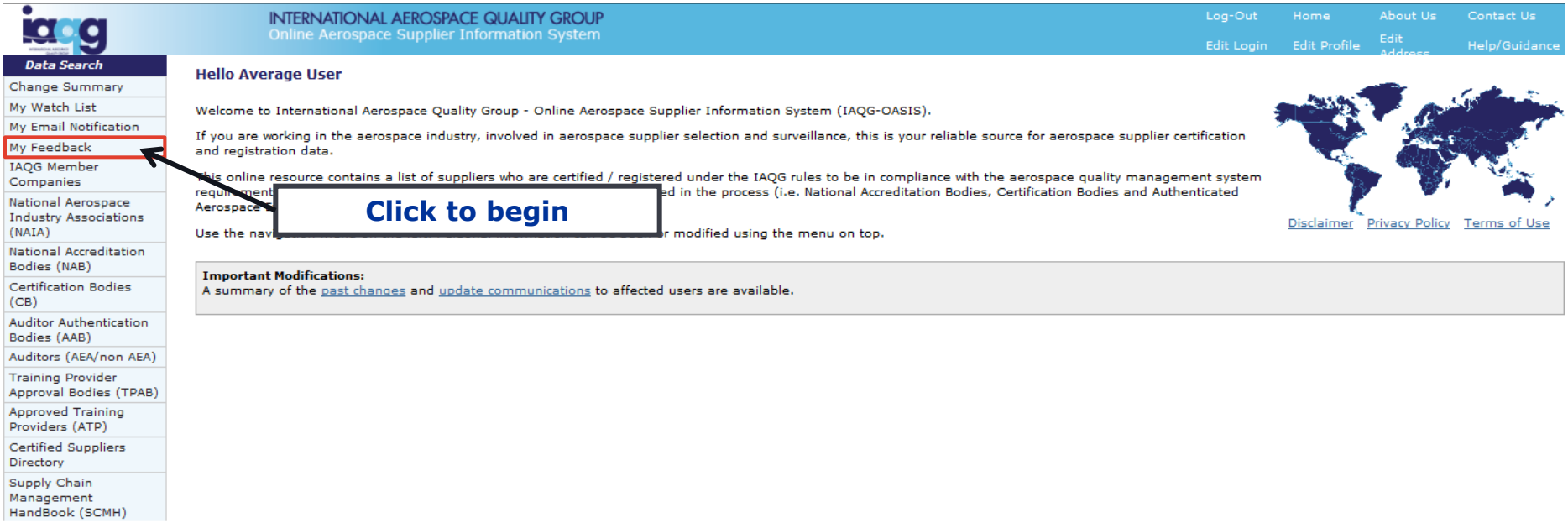
Managing Feedback: Methods 1 & 2



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Managing Feedback: Methods 1 & 2, Continued

Set filters for viewing "Feedback Results"

Click to download list to Excel

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

*Does not list Method 2 supplier cc emails

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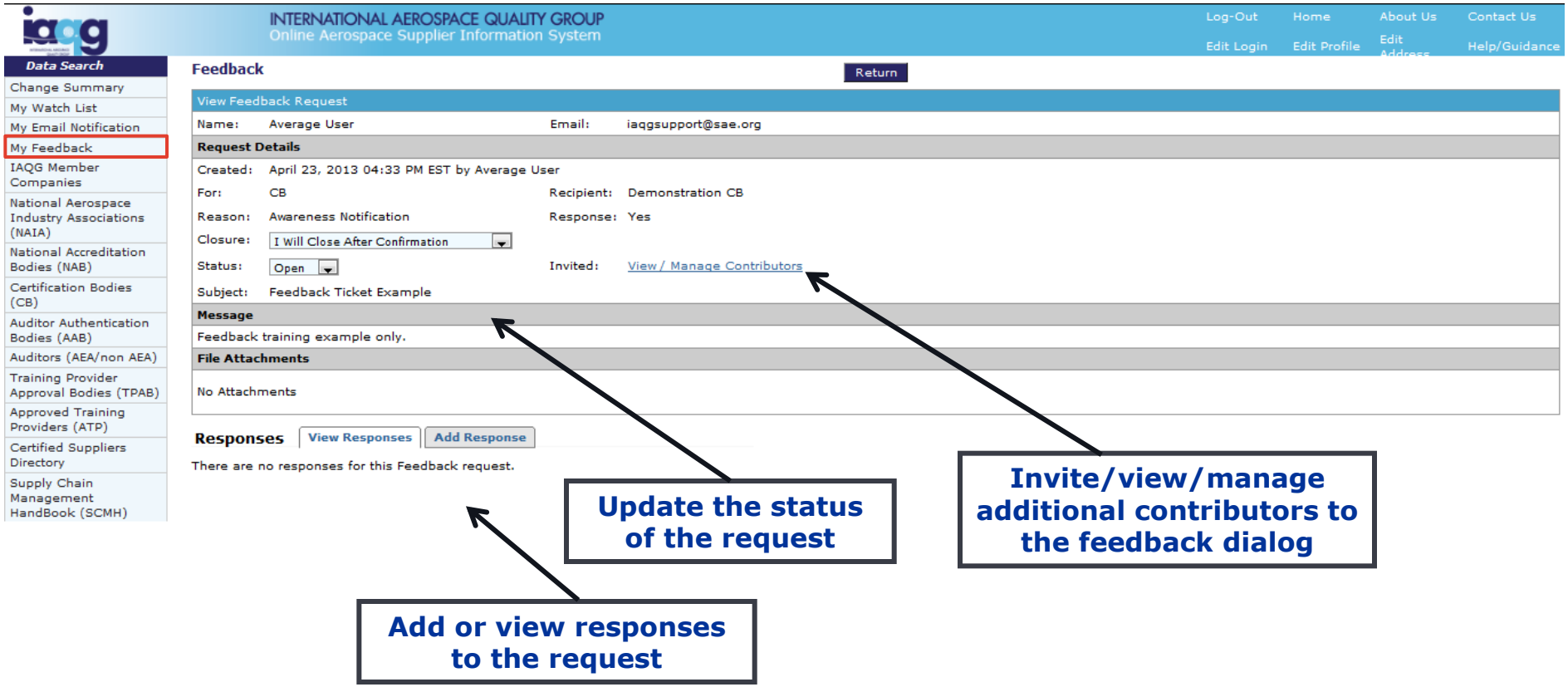
Managing Feedback: Methods 1 & 2, Continued



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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, Clause14.3.c).
- Unsatisfactory responses shall be resolved using the escalation process (Ref. 9104/1, Clause14.3.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.