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THE TOP 10 THINGS AUDITORS LOOK FOR DURING A CERTIFICATION ASSESSMENT

As an experienced Aerospace auditor with over 600 aerospace audits under my belt and auditing with numerous fellow auditors, I have put a list together of what I think are the things you need to pay attention to.

1. Need to ensure that all quality documents (Procedures, WI's, Forms etc) released have the correct revisions and no uncontrolled documents are in drawers, posted on boards or machines and employees know how to access the latest versions.
2. Top Management needs to understand the Context of the Organization and be able to explain how it impacts the strategic direction of the company through risk and /or opportunities identified in the QMS.
3. Supplier Controls: You should have performance data for Quality and Delivery on all of your suppliers, both raw material suppliers and outside processors to include calibration labs (Those suppliers that directly impact product)
4. Evidence that all employees have training and awareness on ethical behavior, product safety, and knowledge on employee contribution to product/service conformity.
5. Production planning – Understanding the requirements of First Article Inspection - FAI (AS9102B) or First Piece Buy-off of the product if you have no customer requirements for FAI's. AS9100 requires you to qualify the first run of a part that also qualifies the process i.e equipment, tooling, software, operator, inspection data, etc. whenever a new part is introduced, or machine is put in place or moved to another location. This information needs to be documented in a control plan of some sort, it up to you.
6. Establishing RELEVANT performance metrics for core processes and have a minimum of 3 months of data to support the metrics.
7. Understanding how to write a corrective action. Most companies do not understand the requirements/methodology of effectively writing Containment, Correction, Root Cause and Corrective Action statements and how they answer each other for effective closure.
8. Need to establish thresholds on when to issue corrective actions within the QMS based on nonconformance data. Not every nonconformance needs a corrective action, how do you define the threshold of issuing a corrective action based on the nonconformances issued?
9. Establishing a process for the verification of data in the test reports and certificates of conformance from suppliers before releasing product to the production floor.
10. Rolling up internal data to determine customer satisfaction appears to be weak at most companies. A simple internal scorecard would be beneficial based on real-time internal data.

Sincerely,

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