



**International
Aerospace
Quality
Group**

9100:2009

Frequently Asked Questions (FAQ's)

Forward

To assist in the deployment and sustainment of 9100:2009, the International Aerospace Group (IAQG) 9100 Team has developed a collection of questions and clarifications for users of the standard. It is intended that these FAQ's be updated as new questions are received.

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What is the purpose of the 9100 standard?

- The 9100 standard on quality management system requirements is intended to be used at all levels of the supply chain. Its use can result in improved quality, schedule and cost performance. This standard is primarily developed for the aviation, space and defense industry, but can also be used in other industries.

Who is responsible for updating the 9100 standard?

- The International Aerospace Quality Group (IAQG) is responsible for the development and maintenance of the 9100 standard. For further details contact 9100 team via the IAQG website.

■ **How can you tell the difference between the ISO 9001:2008 text and the 9100 text?**

- The ***bold, italic*** text represents the aviation, space and defense specific additions.

■ **Where can I find more information about the IAQG and the standards it has published?**

- The International Aerospace Quality Group website is located at <http://www.iaqg.sae.org/iaqg/>.

■ **What are the benefits of implementing IAQG quality standards?**

- IAQG members agree to use standards internally and with suppliers
 - One voice, minimize variation, shared resources, reduced duplication and waste
- Focus on the complete supply chain and stakeholders
- True global Aerospace cooperation and harmonization
- Higher quality products at reduced cost
- Fewer , customer-unique documents
- System for Third Party approval
- Shared supplier approval database
- Recognition by Regulatory Authorities
- Open sharing of “Best Practices”
- Networking with Quality Directors / VPs in Primes and Suppliers
- Rapid consensus & deployment

■ **Why change the 9100 standard?**

- 9100 has been revised to address the following needs:
 - **Incorporate ISO 9001:2008 changes**
 - **Expand scope to include land and sea based systems for defense applications**
 - **Ensure alignment with IAQG strategy (on-time, on-quality performance)**
 - **Adopt new requirements based on stakeholder needs**
 - **Improve existing requirements where stakeholders identified need for clarification, including when a documented procedure is required.**

■ **Who provided input to the 9100 revision?**

- IAQG and its sector member companies, IAQG Strategy Streams and Teams, suppliers, civil airworthiness authorities, certification/registration bodies, defense industry and authorities, space industry companies, regulatory authorities and trade group associations.

- **What process was used to determine the changes to 9100?**
 - **The 9100 team used a project management approach to solicit input and manage the revision as follows:**
 - **Project Management**
Design Specification; IAQG Strategy; 9100 objectives; Stakeholder inputs; and Web survey inputs.
 - **Data Mining and Consolidation**
MCRT (Master Comments Review Template) which was used to collect over 400 comments and proposals.
 - **Review Process**
Review of proposals by the IAQG 9100 team based on the Design Specification (approx. 40% acceptance).
 - **Draft coordination and voting**
1st draft issue July 2007, 9100 team review October 2007, informal coordination draft issue November 2007, stakeholders comments review April 2008; formal ballot issue May 2008, vote October 2008; release January 2009.

- **Where can I find more information on the changes to 9100:2009?**
 - **7.1.1 Project Management** - New requirement for planning and managing product realization in a structured and controlled way.
 - **7.1.2 Risk Management** - New requirement of implementation of a risk management process applicable to the projects & products; responsibility, criteria, mitigation & acceptance.
 - **7.1.3 Configuration Management** - Moved from clause 4.3 to clause 7.1 and added details on the different activities to be covered.
 - **7.1.4 Control of Work Transfer** - Moved from clause 7.5 (Production) to clause 7.1 to add emphasis on having a process to plan and control of transfer activities.
 - **Product quality and on-time delivery performance** - Added requirement for “product conformity” and “on-time delivery” to be measured, and appropriate actions taken if planned results are not achieved. The intent is to provide a linkage between the QMS and organization performance.
 - **Process to be required to address control of Special Requirements, Critical Items and Key Characteristics** - Key characteristic requirements remain unaltered, but the concept of identifying special requirements (either from the customer or by the organization) which require additional controls (e.g. risk management), that translate into Critical Items, which then may flow to Key characteristics for variation control is new.
 - **Formal monitoring of customer satisfaction data** - Added the requirement to monitor data and to develop improvement plans that address deficiencies. The intent is to promote continuous improvement of the product and customer satisfaction.

- **Where can I find additional information on the primary changes?**
 - IAQG Website <http://www.iaqg.sae.org/iaqg/>
 - IAQG 9100 Deployment Material
<http://www.iaqg.sae.org/iaqg/organization/requirements.htm#ipr>

- **What about the requirements from regulatory authorities, is there any change?**

A general requirement has been introduced (in 4.1) to address all the applicable statutory and regulatory QMS requirements in the organization's QMS, instead of keeping detailed requirements into chapters.

- **Why was First Article Inspection (FAI) moved to clause 7.5.1.1 and renamed?**
 - Production process verification “FAI” is the requirement to validate the production processes, documentation and tooling and repeat the process when necessary (i.e. when engineering or manufacturing processes change). The requirement was moved from 8.2.4.2 (measurement) to 7.5.1.1 (production) because it is part of product realization and is not intended to be a follow on activity.

- **What is the difference between Key Characteristics, Special Requirements and Critical Items?**
 - **Special Requirements** are those requirements that have high risks to being achieved, hence requiring their inclusion in the risk management process.
 - **Critical Items**, including key characteristics, are those items that have significant effect on the product realization and use of the product, and hence require specific actions to assure they are adequately managed.
 - **Key Characteristics** includes an attribute or feature whose variation has a significant effect on product fit, form, function, performance, service life or producibility, that requires specific actions for the purpose of controlling variation.

- **ISO 10007 is referenced after Configuration Management, does this mean it is required?**
 - No, ISO 10007 is included in a Note for reference only where additional information on configuration management can be obtained.

- **Do the ISO 9001:2008 changes affect 9100:2009?**
 - Yes. The 9100 standard has been updated to stay consistent with ISO 9001:2008, which will continue to be the baseline. The changes being incorporated into ISO 9001:2008 are considered an amendment and minor in nature.

How long will we have to transition to 9100:2009?

- 30 months. Companies will be encouraged to upgrade during their scheduled audit cycle.

Will auditor and registrar training be available?

- Yes, the sanctioned auditor training is being developed and will consist of both 9100 and 9101 training.

Are 9110, 9120 and 9101 going to be updated to continue alignment with 9100:2009?

- Yes, the 9110 and 9120 standards will continue to use 9100 as their baseline and will follow the release of 9100 within a six month timeframe. 9101 will incorporate 9111 and 9121 and be published as one standard.

Where can copies of new 9100, 9110, 9120 and 9101 standards be obtained?

- There are numerous national and regional standards bodies. Each has their own publication schedule requirements. The sector standard bodies are as follows: Contact John on IAQG link
 - SAE (Americas): <http://.aerospace.sae.org/>
 - ASD (Europe): <http://www.asd-stan.org/>
 - SJAC (Asia/Pacific): http://www.sjac.or.jp/en_index.html

Our company is currently registered to 9100, but based on the new Scope statement we should be registered to 9110. Does this mean we will have to change our registration?

- If an organization needs other QMS standards in addition to 9100, such as 9120 (Distributor) or 9110 (Maintenance) then the additional registration requirements should be determined by customer and regulatory requirements. More than one standard registration may be necessary if the products of the company meet several of the standards' scopes (i.e. a company that manufactures products and also sell maintenance services). Clause 1.2 Introduction outlines the new applicability statements for 9100, 9110 and 9120.

Why was the text deleted from Clause 4.2.2 Quality Manual Relationships?

- The deletion of the requirement to create a document showing the relationship between 9100 requirements and the organizations documented procedures was seen as adding no value to assuring product quality above the existing ISO text. Users of 9100 will still need to identify appropriate documented procedures as an inherent part of being audited. The rationale is there other ways to show the

relationships and we need to be flexible to other methods of achieving the same intended result.

- **Where do I find definitions of some of the terms used in 9100?**
 - IAQG Dictionary has a wide range of definitions and includes definitions from ISO 9000:2005. The 9100:2009 uses both of these sources in lieu of adding definitions to the standard.