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AS9100C and the Supply Chain: Lessons Learned Implementing the New Revision in Small Companies

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Topics

1. Brief review of AS9100/AS9101 and implications for Small Companies
2. Experiences with AS9100C:
Seven companies, 20-400 employees,
3 registrars and 8 auditors.



In a moment of frustration following an audit....

"I feel it is as if I were in the business of making hamburgers and I keep getting written up because my lawnmower is the wrong color. What about getting orders out and making a profit instead of answering audit nonconformities?"

One client's comments.



14 Years of AS9100

1st Experience in 1999 – working with a client on Boeing's D1-9000 – one of a patchwork of competing requirements until major American aerospace companies jointly created a unified quality standard –

- Registration or compliance to **AS9100** is a condition for doing business with them.

ISO clients upgraded to **AS9000** (released in October, 1999) , then **AS9100** (released in 2000)

Now a considerable upgrade is from **AS9100B** (2004) to **AS9100C** (2009)



Challenges for Small Companies

- Quality, delivery, cost - again
- Focus on process analysis and improvement
- Interpretation of requirements
- Needed resources & expertise
- Industry mandated registrar audit rigor - AS9101D

Old McDonnell Douglas Saying:

"When the paperwork weighs as much as the airplane, it's time to fly."



Lessons Learned

1. Simple is better, smaller number of pages
2. Refined focus on skills, analysis, authority & responsibility
3. Improve organization, structure, clarified/developed objectives, targets & metrics
4. Auditor's interpretation
5. Develop risk management - PFMEA
6. PEARs done in advance of the audit

Thank you for your attendance and participation!

We welcome your questions or comments. Please contact us and check out our website for more information on operations improvement:

Lean, MRP/ERP, Quality Management Systems - ISO 9001, AS 9100, and others.

Conclusion

7. Find value in AS9100 and the outside audit.

Nonconformities from the recertification audit directly supported the Lean Improvement project and added momentum to those endeavors.

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All our best,

Doug & Carole Anton