

# Aerospace AS91XX Lessons Learned: Be Prepared for Your Next Audit.

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# Topics of Discussion

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- Process Approach
- Management of Risks and Opportunities
- Leadership Involvement
- Nonconformity Responses

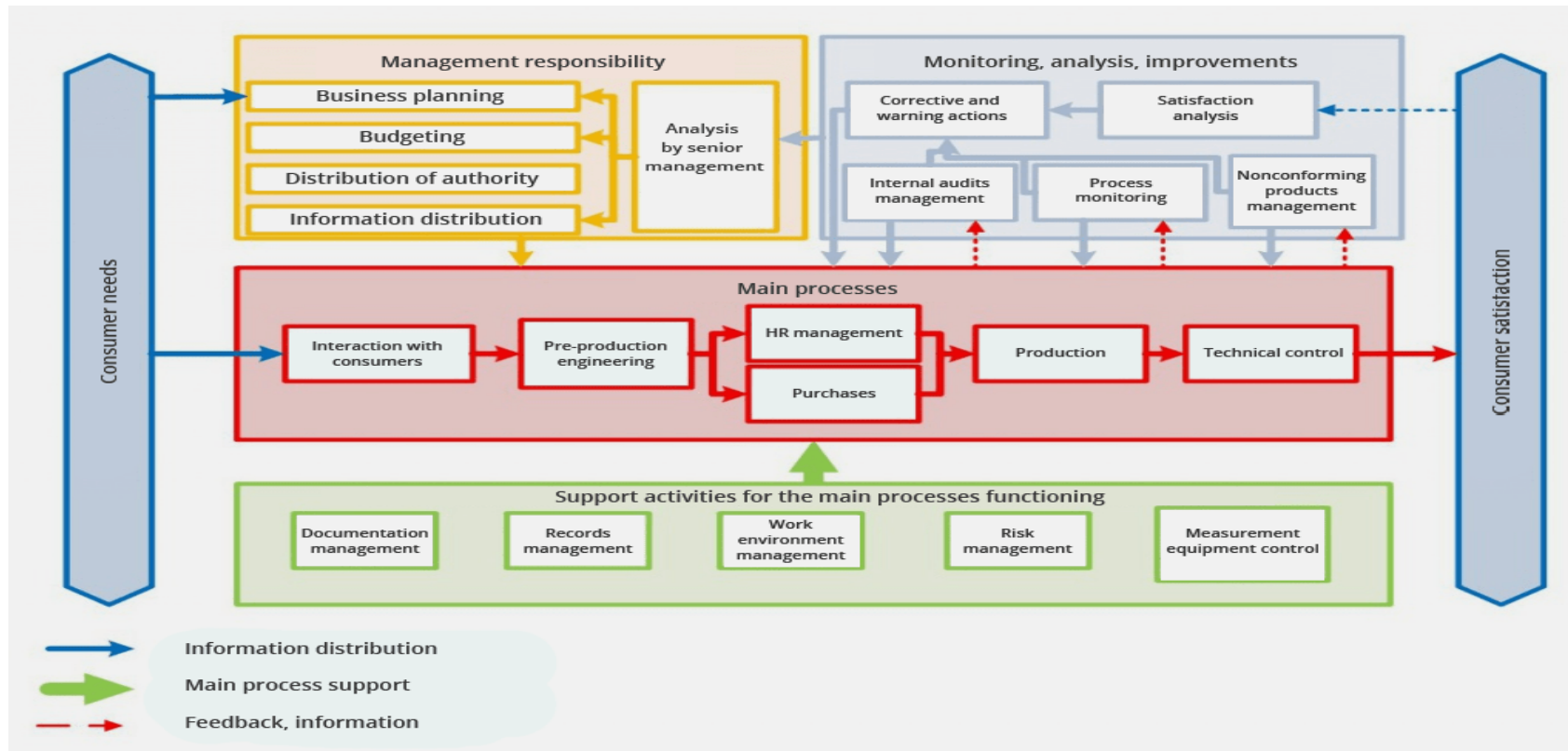
# What is “Process Approach”?

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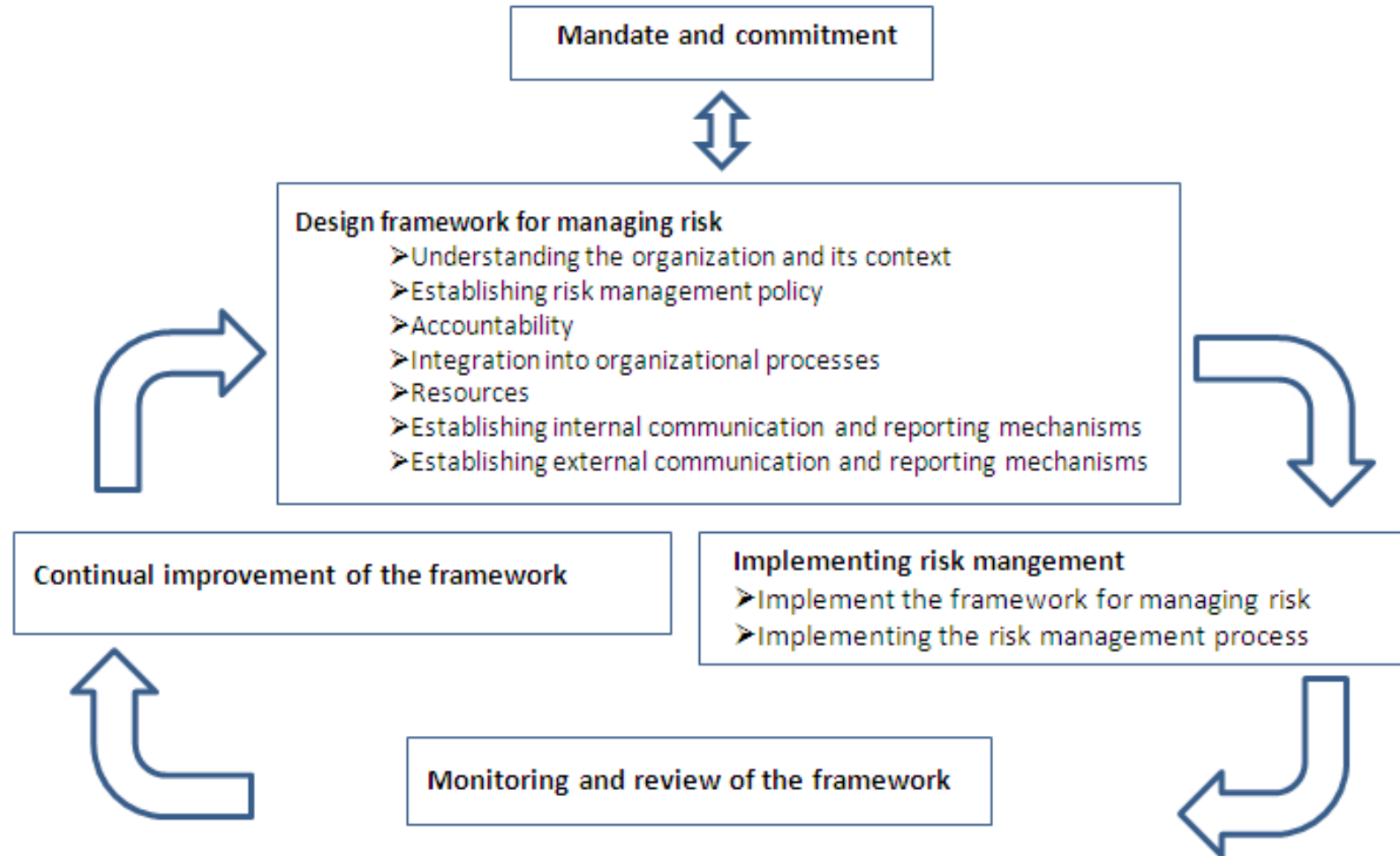
- The *process approach* is a management strategy.
- When managers use a *process approach*, it means that they manage and control the processes that make up their organizations, the interactions between these processes, and the inputs and outputs that tie these processes together.
- It also means that they manage these process interactions as a system.

# Process Approach

A *process* is a set of activities that are interrelated or that interact with one another. Processes use resources to transform inputs into outputs. They are interconnected because the output from one process often becomes the input for another process.



# Management of Risks and Opportunities



# Risk Management Process



# Leadership

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- **Leadership** is both a research area and a practical skill, regarding the ability of an individual or organization to "lead" or guide other individuals, teams, or entire organizations.

# Non-conformance

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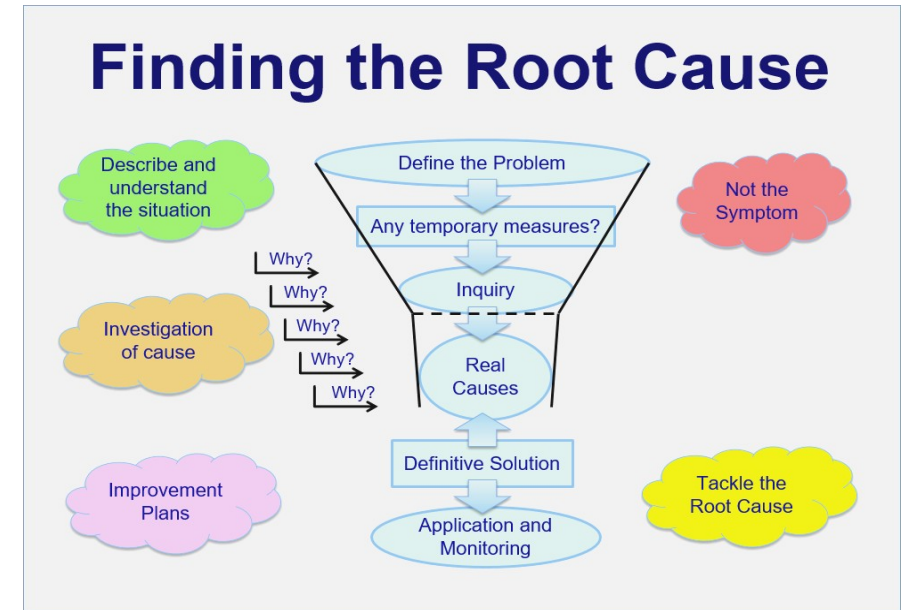
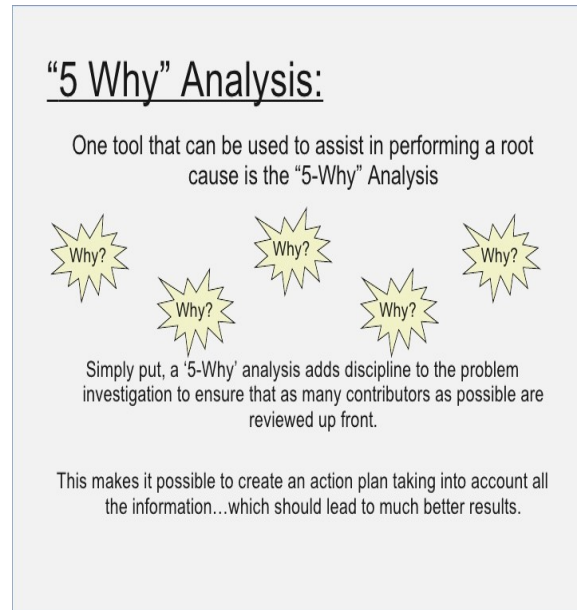
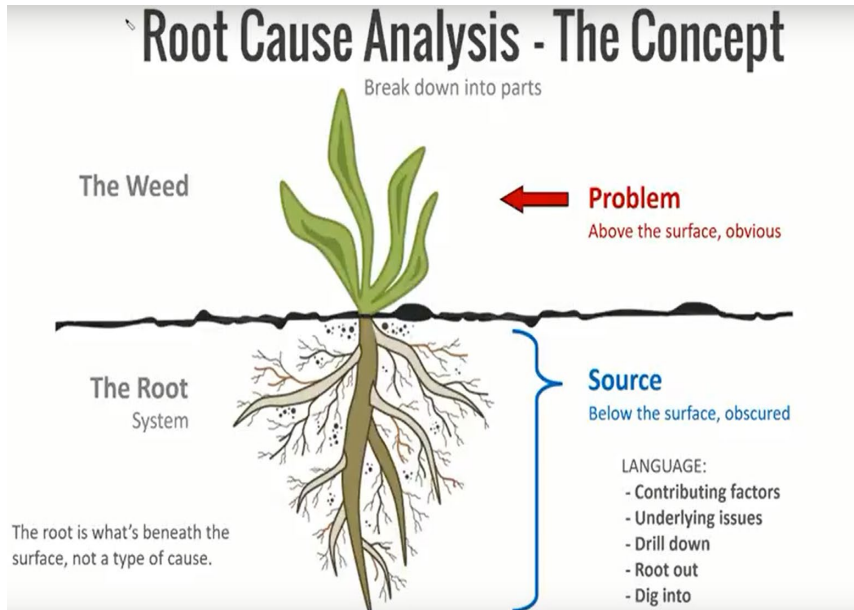
Non-conformance is a sign that something went wrong in a service, process, product or in the system itself by not meeting a certain set of specifications.

The existence of a non-conformance implies that some aspects of a company's standard operating procedures are not being followed or they need to be modified or even updated.

## Failure to Conform



# Root Cause Analysis



Once the true root cause of the issue is identified, the organization can take action to prevent recurrence of the type of nonconformity/nonconformities that exist.

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<https://www.trainerbubble.com/wp-content/uploads/edd/2016/06/finding-root-cause.png>



<b>AEROSPACE RECOMMENDED PRACTICE</b>	<b>ARP9136™</b>	
	Issued	2016-11
Technically equivalent writings published in all IAQG sectors		
Aerospace Series - Root Cause Analysis and Problem Solving (9S Methodology)		

## RATIONALE

The objective of root cause analysis and problem solving is to not only reduce the number of issues (i.e., undesirable conditions, defects, failures), but to minimize their impact on quality, delivery performance, costs, and ultimately on the customer. Often big issues originate with small problems that were discovered too late or were discovered, but were never resolved due to a lack of understanding the actual issue(s), incorrect analysis of the root cause, and/or ineffective actions being taken.

This guidance document was created to provide a methodology for performing root cause analysis to resolve a significant or recurrent issue [e.g., quality, On-time Delivery (OTD), process, documentation), as guidance within the aviation, space, and defense industry and/or when contractually invoked at any level of the supply chain.

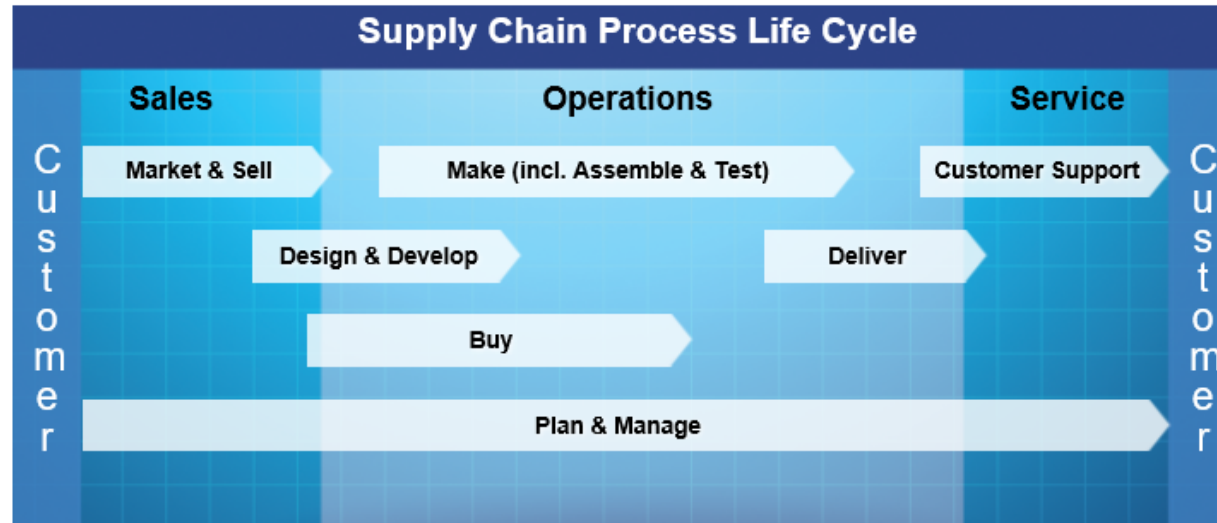


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# Polling Question

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- What type of guidance do you feel you need?
  - A. Preassessment
  - B. Training
  - C. Certification

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# Questions



# Take Aways

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Be Leaders

Develop & Implement  
Dynamic Risk  
Management &  
Lessons Learned  
Systems

Understand the  
Applicable AS91XX  
Standard and all  
Intentions

Use Data-based Tools  
for Risk, Problem  
Solving, and  
Continuous  
Improvement Efforts

# Contact Us

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## Resources:



# Thank You For Attending!

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