

SAMPLE PAGES

FOR

AS9110A

POCKET GUIDE

Management's Role - Documented action items related to quality management system improvements, appropriate resources, and audit results will be on the auditors checklist as they review the required management review records. Please do not confuse quality management system improvements with corrective actions. Taking credit for action items to reestablish adequacy, continuing suitability or effectiveness are merely corrective actions.

Each Employee's Role – See comments under 5.6.1



CLAUSE 5.7 SAFETY POLICY

The safety policy is a collection of position statements or guiding principles intended to influence and determine decisions and actions with regard to product or service safety. In the development and deployment of that safety policy, management must ensure that:

- the safety policy supports your company's needs.
- the safety policy clearly reflects the commitment to achieve all requirements – the AS9110A standard, customer, legal, self-imposed, other etc.
- the safety policy clearly reflects the commitment to always comply and continually improve safety.
- safety objectives can be readily derived from the safety policy.
- the safety policy supports the review of the safety

objectives.

- there is appropriate broadcasting of the safety policy to the organization.
- understanding of the safety policy is achieved within the organization.
- the safety policy ensures periodic self review and as needed. (5.7)

Management's Role - As you establish or adjust safety policy, take the necessary action to optimize your understanding of all of the relevant requirements. This can be accomplished studying the customer, authorities and your company requirements. Augmenting your understanding and assuring proper application for your company can be accomplished by attendance at relevant training. The utilization of expert internal advisors and/or competent outside consultants will also improve your understanding. Employees within your company will consider the knowledge that you display as they assess your commitment to AS9110A. The auditors from your selected registrar will conduct a thorough review of your safety policy document(s) initially.

Typically, auditors will conduct a survey randomly from the employee population to assess the understanding of safety policy statements. A poor response could lead to a nonconformity under this clause. The corrective action would be assigned to management.

Each Employee's Role - As stated earlier, policy is intended to influence and determine decisions. Each employee must become familiar with the policy statements

MANAGEMENT RESPONSIBILITY

that are related to the work they do. Communication of the safety policy to employees is a requirement under this clause. Management usually provides a short policy statement about the general ideas like safety performance and continuous improvement. As an employee, you will be required to understand the safety policy provided by management. This does not mean that you will be required to recite it if asked by an auditor. It does mean that you should be able to explain its contents and how the policy affects the job you do every day. Since, many or most of you will be affected by the more detailed safety policy statements, you might want to be prepared to demonstrate that you have easy access to the entirety of safety policy document(s).

MAIN CLAUSE

6

RESOURCE MANAGEMENT

CLAUSE 6.1

PROVISION OF RESOURCES



Like any other system, the quality management system requires suitable resources for the purpose of its creation, ongoing operation and improvement. The standard further requires that sufficient resources be available to assure customer satisfaction. Within the standard, it is clearly stated that those resources be identified and provided at the time they are needed. Discussions of the resources and associated requirements will follow in this section. (6.1)

While completing maintenance, repair and overhaul (MRO), resource short falls of any kind can seriously impact safety and customer satisfaction. AS9110A combats the resource shortfall occurrence possibilities by requiring your company to employ systematic methods for maintaining continual knowledge of the availability of sufficient:

- tools
- technical data
- qualified personnel. (6.1)

Management's Role – As managers committed to the successful creation and implementation of your company's AS9110A quality management system, you will