

WORLD STANDARDS Review

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Lessons Learned: The AS9100 Rev. C Upgrade Client

With revisions come new questions in relation to the interpretation of a standard, it is no wonder that clients suffer from some common pitfalls of an upgrade audit. PJR wants to make sure that your organization is prepared for the transition to the 2009 version of the aerospace standards. The following are answers to some of the questions most often asked in regards to the transition to the AS9100/9110/9120:2009 standards in an effort to offer guidance to our clients.

What document governs the transition to the 2009 version of the aerospace standards?

- International Aerospace Quality Group (IAQG) Other Party Management Team (OPMT) Supplemental Rule 001 – Rules for 9100/9110/9120:2009 Transition (last revised May 3, 2011). There is also a Frequently Asked Questions document for SR 001. Both are available on the main page of the OASIS database http://www.sae.org/?PORTAL_CODE=IAQG.

What is audited during a transition audit?

- From SR 001, clause 7: e: Transition audits conducted during surveillance shall include an audit of all processes (and process interfaces) affected by the changed requirements within the AS9100/9110/9120:2009 AQMS Standard, and f: Transition audits conducted during recertification shall include an audit of all clauses of the 9100/9110/9120:2009 AQMS Standard.

(LESSONS CONTINUED ON PG 3)

Food Safety – It Affects Everyone!

How do I know what program is right for my organization?

BRC vs. SQF vs. FSSC 22000

All of us as consumers are affected by food safety, or the lack thereof. When shopping or dining out, we need to feel confident in the products purchased and consumed. Contamination, infection and other incidents in the food chain have led the organizations involved, in any stage of the food chain, to re-evaluate the effectiveness of their existing food safety programs. As the Food Safety Modernization Act (FSMA) requirements are implemented, companies worldwide are adopting food safety management systems that are recognized globally by consumers and grocery retailers alike. Organizations have many options such as: ISO 22000, FSSC 22000, SQF (Safe Quality Foods), and BRC (British Retailers Consortium).

(FOOD CONTINUED ON PG 2)



**What's HOT
in the Registry?**

Responsible Recycling (R2)

**Recycling Industry
Operating Standard (RIOS)**

AS9100 Rev. C

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(FOOD CONTINUED FROM PG 1)

Both BRC and SQF are Global Food Safety Initiative (GFSI) benchmarked standards. These are certification audits and only certification bodies accredited to EN45011/ISO Guide 65 can conduct the audits. GFSI has embraced their third party audit certification bodies and have become heavily reliant on the lessons learned from the certification bodies already accredited for feedback and involvement in these programs.



A BRC audit is conducted against the BRC Global Standard for Food Safety. The latest version of the BRC Global Standard for Food Safety is #6 and the standard is available from BRC for purchase if your organization is looking to become BRC certified. SQF audits are currently conducted against the SQF 1000 Code (primary producers) and SQF 2000 Code (manufacturers, retailers, agents and exporters) and require the appointment of an in-house facilitator. As there are differences in audit time requirements for BRC and SQF, and BRC does not require an in-house facilitator, the GFSI requires that any of the audits benchmarked to its standards be accepted. As a result BRC can be conducted as a “substitute” for an SQF audit.

FSSC 22000 is a complete food safety management system certification scheme based on existing standards for certification: ISO 22000, and PAS 220:2008. It is accredited under the standard ISO 17021, and is not a GFSI benchmarked standard. Manufacturers that are already certified against ISO 22000 will only need an additional review against technical specifications to meet this certification scheme. Because FSSC 22000 is ISO 17021 based, it allows a provision for some site sampling should specific criteria be met, creating the possibility that not all sites are required to be visited with each audit. This can allow for cost savings to the large multi-site company.

PJR is an international player in the field of ISO 9000 and environmental based standards but looks to food safety as our future. Aligning PJR with the top people in the food safety industry allows us to service small-to-medium-to large customers. PJR began this food safety initiative with SQF in the United States, progressing to FSSC 22000 in Japan and most currently pursued BRC. PJR is also pleased to announce that general Food Safety Audits and HACCP Compliance Audits have been recently added to our food safety initiative.



When looking at making a decision for which standard best suits your organization, our PJR Sales Team is ready to assist in assessing your needs to make the best recommendation. Additional information and downloads are available on all PJR's food safety programs at www.pjr.com or contact us directly at 1-800-800-7910 – ask for a project manager in your area. ♦

What is the deadline for completing the transition?

- Per SR 001, clause 8b: Organizations that have not been certified to the 9100/9110/9120:2009 standard by 1 July, 2012 (including their revised certificate uploaded into OASIS) shall have their certificate withdrawn in OASIS.
- In order to meet this deadline, PJR's Scheduling Department will work with you to schedule your transition audit on or before April 1, 2012 (some exceptions have been made).

What are the biggest changes/additions to the 2009 version of AS9100?

- New requirement (7.1.1) on project management: Need to plan and manage product realization in a structured and controlled way to meet requirements at acceptable risk, within resource and schedule constraints.
- New requirement (7.1.2) on risk management: Need to implement a risk management process applicable to the product and organization covering responsibility, criteria, mitigation and acceptance.
- Increased emphasis on customer focus/satisfaction (5.2/8.2.1): On-time, on-quality performance.

Is it necessary to complete a full system internal audit to the new requirements prior to my transition audit?

- No, it is not necessary to do this prior to your transition audit. However, if you do not conduct an internal audit then you must verify that your organization meets the requirements in another way. However, it is necessary to complete a full system internal audit if this is your initial certification audit.

What is a PEAR?

- A PEAR is the Process Effectiveness Assessment Report. A third-party auditor must complete this form for every product realization process. This form is scored/classified:
 - Level 1: process is not implemented/planned results are not achieved and appropriate actions not taken;
 - Level 2: process is implemented/planned results are not achieved and appropriate actions not taken;
 - Level 3: process is implemented/planned results are not achieved, but appropriate actions being taken;
 - Level 4: process is implemented/planned results are achieved.

What happens if I am not ready for my transition audit?

- Per SR 001, clause 8ai, "... the CB shall take actions that result in the suspension of the existing certification at the due date. The CB is to initiate the process to withdraw certification if the suspension cannot be resolved." What is critical in this clause is "at the due date".

What are the most common pitfalls for clients during the transition audit?

- Ironically, this issue isn't specific to the transition.
 - Poor root cause submissions;
 - Corrective actions that do not address the root cause.
- On initial and transition audits a new or revised certificate is being issued. Clients are required to submit objective evidence of corrective action implementation, prior to PJR being able to issue a certificate.

What can our organization expect to receive at the end of our transition audit?

- Nonconformity reports must be issued before or at the closing meeting. The rest of the audit report must be issued within two weeks of the closing meeting, if not sooner.



PJR has prepared and presented several webinars addressing frequently asked questions to highlight some of the areas of confusion and/or concern and the industry's and PJR's expectations regarding these areas. Assembled here is a sampling of these FAQ's, and in addition there are upcoming webinars that your organization can register for on our website as well as the slides from past webinars available for download. These webinars have been developed and presented by Shannon Craddock, PJR's Programs and Accreditations Manager. For more information go to [Webinars](#) on www.pjr.com. ♦

PJR has Record Year with Successful R2/RIOS Program!



The world of R2 certification is quickly expanding – with a total of five certification bodies worldwide and 167 certificates issued (according to www.r2solutions.org). Perry Johnson Registrars is at the forefront of this program worldwide, with a total of 73 certificates issued through the close of business for 2011 with more to come in 2012!

PJR's journey into the world of electronic recycling commenced when Larry Belusz, retired Executive Committee Chair, met Karen Pollard at an accreditation forum meeting in 2009. At Larry's invitation Karen Pollard came and trained the PJR staff at our Southfield Office. By 2010 PJR's R2 program was up and running and in the first year 10 certificates were issued. Running with the program, PJR then issued 63 certificates in 2011 – for the total of 73 certificates issued since the program began making PJR the leader in the world for R2 certificate issuance! The success of PJR's program, and subsequently PJR's client's success, can be leant to a close working relationship with R2 Solutions

Acting Executive Director, John Lingelbach, a talented and competent worldwide staff of auditors and dedicated Program Management.

In 2011 PJR began certifying clients to the RIOS standard (Recycling Industry Operating Standard), which many organizations are choosing to certify along with R2, such as the Fortune Group, a 25 year established EH & S, transportation, operations and logistics management organization. Some of their customers include telecommunications companies, utilities and other scrap handlers. They pursued dual R2/RIOS certification to establish a consistent program for EH & S processes across their many divisions. Customers feel more comfortable dealing with vendors that have met stringent certification requirements and certification is a valuable tool for customers looking for competent recyclers. David Fredericks of the Fortune Group states that "Overall the process (of certification) is very beneficial and will help grow our customer base". He also adds that "The first and most important requirement is to ensure that you have commitment and support from the highest levels of your company...The second step is to find the right consulting company who can help you understand the...requirements of the individual certifications." As a large multi-site client, Fortune has created a database that allows their internal R2/RIOS implementation team to be able to work with each site on a 1-on-1 basis and share information with the other locations. As a comment about their registration with PJR he had this to say, "The two PJR auditors that we have had so far have been professional, knowledgeable, informative, understanding, and most importantly a pleasure to work with."

The combination of both certifications allows a company to become a certified electronics recycler. A total of 200 sites are currently under contract with PJR for R2 & RIOS and we look to these standards as an area for growth in 2012. ◆

Client Spotlight:

Congratulations are in order for Jerry Brown, Quality Control Manager at Intervice, Inc., and his daughter Catherine Brown on achieving the title of Miss Wyoming 2011. Miss Brown grew up in Richardson, Texas and currently resides in Gillette, Wyoming. She was crowned on June 25, 2011 and went on to compete for the Miss America title on January 14, 2012.



In addition to receiving the Miss Wyoming title, Miss Brown was also awarded the Duke of Edinburgh Award for her dedication to Community Service, Physical Fitness, Special Skills, and Adventurous Journey. Miss Brown has a Bachelor's of Science degree in Speech and Hearing Science and a Master's of Science in Speech Language Pathology from the University of Wyoming.

Intervice, Inc., a Convergys company, joined the PJR registry in 2010 when they transferred three of their site certificates prior to recertifying with their previous registrar. Jerry Brown is the Quality Control Manager at the Dallas, Texas location.

Congratulations, Jerry and Catherine! ◆

PJR Meets the Deadline for AS9100 Rev. C Transition Scheduling

In October 2010 PJR communicated to all aerospace clients that AS9100/9110/9120:2009 standards had been released and that the deadline for meeting the transition to these new revisions would be July 1, 2012. In order to allow enough time for PJR clients to not only have their audit conducted, but have time to respond to findings and implement corrective actions in order to receive certification all clients needed to be scheduled by April 2012, with few exceptions. The end date for transition completion is fast approaching as organizations fervently work toward this certification goal. PJR successfully met the goal of scheduling all clients who will be transitioned to the revised aerospace standards through hard work and perseverance.

Auditing to the revised standard began April 30, 2010 and PJR began to feel the crunch of the industry-wide qualified auditor shortage. Terry Boboige, PJR President, felt this shortage needed to be addressed and presented this information at an AAQG regional meeting in 2011. In sharing this information with the aerospace community the awareness of this problem was heightened industry-wide. This presentation led to future actions to aide in the qualifying of competent aerospace auditors, thereby aiding in scheduling audits in a timelier manner. In response to these shortages changes have been made in the timeline for achieving Rev. C transition certification. Any clients who have not had their transition audit take place by July 1, 2012 will be suspended in OASIS database. Once the audits have been performed all clients must receive certification (all findings are closed out, package is EC approved and certificate issued) by January 1, 2013. Any clients not completed by that date will have their certificates revoked in OASIS. This is an extension of the original deadlines.

The revised aerospace standards are very different for PJR's clients as there is a heightened awareness amongst aerospace primaries for the absolute highest industry quality. In many instances clients struggle with the interpretation and requirements of the new revision. Auditors walk a very fine line while still giving the best possible audit without assisting PJR client's who are going through this difficult transition time.

When interviewed regarding the transition audit packages submitted thus far Sham Hosadurg, PJR Executive Committee Member, had this advice for clients who have had their audits conducted and are working on nonconformities cited during their audits:

- Most common problem areas with transition audit packages:
 - Evidence listed to show conformity is not traceable evidence, and at times no evidence is captured and/or listed.
 - Auditor acceptance of non-systemic root cause and 'Correction' as 'Corrective Action'.
 - Some PEAR's do not evidence a measurable to classify the effectiveness level.
- Advice for clients working on closing out non-conformities from their transition audit:
 - A good training on root cause and corrective action will be an asset. Causal analysis should consider/bring out the facts and the corrective action will fit in automatically. The IAQG website has a good tool on root cause and corrective action.

JULY 2012						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Now that the goal of scheduling the transition audits has been met, PJR looks forward to conducting and closing out the transition audits so that certification of aerospace clients is achieved by the final deadline. Due to the fore-mentioned qualified auditor shortages there have been some delays in audit package processing which can cause client anxiety, PJR is working diligently to correct

this problem. If your organization is feeling the stress of this transition support is available through www.pjr.com with upcoming and past webinars as well as slides from prior webinars in Root Cause, Process Flow and Aerospace Transition FAQ's. PJR offers these free-of-charge programs as our commitment to your organizations success! ♦

PJR International Auditor Training – “Transition to ISO/IEC 17021:2011”

Conformity assessment - Requirements for bodies providing audit and certification of management

Annually PJR hosts auditors from around the globe for its annual training sessions. Auditors from all sectors are encouraged to attend this quality industry information fueled learning forum.



SHANNON CRADDOCK GIVING A PJR TRAINING SEMINAR

Moderated by Shannon Craddock, Programs and Accreditations Manager, the main focus of the 2011 All Auditor Training was the transition to ISO/IEC 17021:2011 Conformity assessment — Requirements for bodies providing audit and certification of management systems and new/revised requirements that affect auditors. Documents used by auditors (audit plan template, workbooks, etc.) were revised and presented.

Our esteemed guest speaker, Mr. Randy Dougherty (Vice President of ANAB and IAF Chair) spoke on common issues on certification body office audits and witness audits. Our warmest thanks are extended to Mr. Dougherty for his participation in the 2011 annual training.

There was an interactive case study exercise on auditing customer-specific requirements. This topic was chosen because customer-specific requirements should be integrated into a process-based third-party audit. This exercise reinforced auditor skills in audit planning and risk-based auditing as well.

On Saturday, there were two sessions in special sectors. Mr. Tim Lee of the Boeing Company (former RMC Chair and current Chair of the IAQG OPMT) presented on the AS9104-1, which was released on January 31, 2012. Ms.

Beth Pelland, PJR's Executive Committee Chair, led a 14001/R2/RIOS session. In this session, a legislation update was presented. The legislation update was prepared by Sarah Smart, Environmental Auditor for PJR. Beth also led a discussion to calibrate auditors on how they are interpreting/applying RIOS and R2 requirements in the field. This was compared to the draft R2 guidance available on the R2 Solutions website.

This year we combined our annual Sales Meeting to coincide with the training and the sales team participated in the special sector meetings, the team was appreciative and amazed at how much information is imparted during the training session. Moving forward to 2012 we are planning to have sales join the special sector training as well.

The auditors and PJR staff closed the training out with the annual PJR Holiday Party during which Perry Johnson awarded top performing members of the PJR team for their dedication and hard work. Our congratulations to Greg Hart who was named Auditor of the Year for 2011! We hope to see everyone back for the 2012 training and look forward to a great year! ♦

– STAFF IN THE NEWS –

2011 Auditor of the Year



PERRY JOHNSON PRESENTING GREG HART HIS AWARD

*NOT PICTURED: THE 2011 EMPLOYEE OF THE YEAR AWARD GOES TO SUSAN CONSIDINE

Meet Your New Team Members!



BRANDON MILLER
Systems Administrator



RAFAL MODZELEWSKI
Technical Support Specialist



RYAN DUNGS
Technical Support Specialist



JENNIFER MURAWSKI
Sales Coordinator



DAWN R. GREGO
Aerospace Specialist - AIEA



JENNIFER HOGAN
Administrative Assistant



TRACI GAGARIN
Receptionist/Administrative Support



ANGELINA SPITERI
Certificate Coordinator



JULIE STEIN
Audit Program Coordinator



NIKKI LITTLE
Audit Program Coordinator



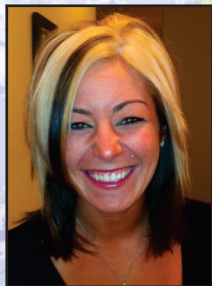
LIAM KELLEHER
Project Manager - Troy, MI



K.C. MUMMY
Project Manager - Troy, MI



ALEX PUDINFOFF
Project Manager - Chicago, IL



SHELLEY HARRISON
Project Manager - Chicago, IL



DANIELLE LEHNER
Client Services Supervisor



SCOTT T. JONES
Environmental Specialist/Auditor

EMPLOYMENT OPPORTUNITIES

Aerospace Auditors:

Seeking full-time or sub-contract lead auditors for 9100/9110/9120.
Opportunities also available to work from home!

R2 Auditors (U.S. & UK):

Seeking full-time or sub-contract R2 auditors.
Must be a lead auditor for ISO 14001 with OHSAS 18001
experience. Applications being accepted for R2
Certification by PJR - we can certify you!

For Aerospace or R2 consideration please email
resume to Samantha Sage: ssage@pjr.com

Food Safety Auditors:

Seeking full-time or sub-contract individual with knowledge of and/or
certification to HACCP, SQF or BRC, ISO/FSSC 22000.

Greenhouse Gas Verifier:

Seeking a part-time sub-contract individual with
knowledge of Climate Action Registry (CAR), The Climate
Registry (TCR), California Air Resources Board (CARB),
and/or the Voluntary Carbon Standard (VCS).

For consideration to Food Safety or Greenhouse Gas
please email resume to Caitlyn Weier: cweier@pjr.com



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FREE Training! Exclusively from PJR!

With the launch of the new and improved website on June 24, 2011, www.pjr.com, PJR began offering updates and education via webinar for our clients, potential clients and team members. In addition to being able to register for our upcoming webinars:



Visitors on our site can also view prior webinars and/or download slides from those prior webinars for review or reference. Due to the overwhelming response and

participation to the webinars in 2011 PJR will continue to update and run existing webinars as well as add new topics to the repertoire!

Past webinars and slides available for viewing and download include the following dates and titles:

- 8/17/11 – Root Cause and Systemic Corrective Action
- 9/7/11 – ISO 50001: Industry Update
- 10/12/11 – Process Mapping and Process Based Internal Audits
- 10/19/11 – PJR Aerospace FAQ's
- 11/16/11 – Process Mapping and Process Based Internal Audits
- 11/30/11 – Understanding Rev. C
- 1/11/12 – Root Cause and systemic Corrective Action
- 2/3/12 – ISO 50001: Industry Update
- 2/15/12 – Understanding 27001 Requirements

Take advantage of this terrific tool by signing up for a FREE webinar today and increase your education about changes and updates in the quality marketplace! ♦

