



## AS9110 – IMPROVING REPAIR STATION QUALITY

To better understand the requirements, knowledge of specific AS9110 definitions is important.

### ✓ AS9110 TERMINOLOGY

- **Authority** – The national aviation authority having jurisdiction over the manufacturer, aircraft owner and operator, as well as maintenance organizations; the Authority could be civil or military. Note: The Authorities in North America are the Federal Aviation Administration (FAA) and Transport Canada (TC).
- **Key Characteristic** – The features of a material, process, or part whose variation has significant influence on product fit, performance, service life or manufacturability.
- **Maintenance** – The overhaul, repair, inspection, replacement, modification or defect rectification of an aircraft or an aircraft component that is performed after completion of manufacturing and initial airworthiness certification by the applicable Authority.
- **Technical Data** – Data that is necessary to help ensure that the aircraft or aircraft component can be maintained in a condition such that serviceability and airworthiness of the aircraft and related operational and emergency equipment is assured. This data includes maintenance programs airworthiness directives, service bulletins, major repairs/modifications, operator maintenance manuals, drawings, engineering orders, component maintenance manuals, technical orders, and more.
- **Human Factors** – Recognition that personnel performing tasks are affected by physical fitness, physiological characteristics, personality, stress, fatigue, distraction, communication and attitude.
- **Release Certificate** – A document certifying that the activities performed and the results achieved conform to established organization, Authority, and contract requirements.

### ✓ Improving MRO

AS9110 is based on ISO 9001 and includes aerospace specific requirements unique to the MRO segment, including reference to civil aviation authority requirements.

*"AS9110 focuses on controlling repair schemes and maintenance plans, configuration management, as well as the skills and qualifications necessary to perform MR&O tasks within the aerospace community."*

One constant theme throughout the standard is the reference to Authority requirements. The primary reference is found up-front in the General Requirements (4.1) section and sets the foundation for the quality system. It states that, Maintenance Organizations shall obtain and maintain any required quality management system approvals and any other approvals, certificates, ratings, licenses, and permits required by the responsible Authority.



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## ✓ THE MAIN AREAS OF PRIMARY MRO

- **Configuration Management** – requires that a management discipline be applied over the life cycle of a product to help provide visibility and control of its functional and physical characteristics.
- **Management Responsibility** – requires that Top Management appoint an Accountable Executive Manager and a Maintenance Manager to all maintenance activities that are carried out in accordance with customer and Authority requirements.
- **Competence, Awareness and Training** – requires that the organization ensure that personnel performing maintenance release are qualified and certified in accordance with Authority requirements.
- **Review of Requirements Related to the Product** – requires maintenance contracts specify the scope of work, define data and delivery requirements, and define the requirements regarding subcontracting of work. Design and Development – applies only to organizations responsible for the design of modifications.
- **Purchasing** – addresses controls to help prevent the purchase of counterfeit or unapproved product. The section also addresses flow down requirements to include specific authority requirements, the format and content of the organization's release documentation package, as well as conditions under which defects and unairworthy conditions have to be reported.
- **Control of Production and Service Provision** – addresses the prevention, detection and removal of foreign objects, including tools. Foreign objects (tools, fasteners/ear rings, paper clips) left inside aircraft or aircraft components can have catastrophic results.
- **Monitoring and Measurement of Product** – Addresses the preparation and completion of Authority documentation upon completion of work. This is commonly known as the FAA 8130.

## Additional Benefits

- AS9110 drives an organization to include the Authority requirements in the Quality Management System. This provides the organization with one system to identify and maintain Authority requirements, while at the same time meeting or exceeding customer requirements through a system of continual improvement.
- An organization certified to AS9110 will be listed in the Online Aerospace Supplier Information System (OASIS), the international database which publishes all Aerospace quality certifications, which is required by many OEMs.
- Quality and cost management benefits that can flow from the common language and procedures of global quality management standards.
- Improved efficiency, communication, documentation, traceability and more.



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