



Management Service

Add value.  
Inspire trust.

## Information on EN 9100:2016, EN 9110/20:2017

**In December 2016 and March 2017 respectively, the International Aerospace Quality Group (IAQG) completed the revisions of EN9100:2016 and EN9110/20:2017 and published the final versions.**

Since then, certification bodies have only carried out audits and issued certificates based on EN9100:2016 and EN9110/20:2017. These revisions are accompanied by high expectations regarding easier use, also for the service industry, together with improved user benefits, e.g. based on expanded process focus and risk focus.

### **OASIS, the IAQG information system**

All companies certified in accordance with the EN/AS 9100 family of standards and all accredited certification organizations are listed in the OASIS information system. Nowadays, this listing is increasingly viewed as a requirement for receiving approval as a supplier.

### **New structure**

The new standard of the EN9100 series comprises ten clauses:

New	Previous
1. Scope	1. Scope
2. Normative references	2. Normative references
3. Terms and definitions	3. Terms and definitions
4. <b>Context of the organization</b>	4. Quality management system
5. <b>Leadership</b>	5. Management responsibility
6. <b>Planning</b>	6. Resource management
7. <b>Support</b>	7. Product realization
8. <b>Operation</b>	8. Measurement, analysis and improvement
9. <b>Performance evaluation</b>	
10. <b>Improvement</b>	

## Summary of the key changes

The new structure is designed to make the standard more generic and more easily applicable by service industries. To this end, the term “product” which was used in the past has been replaced by “goods and services” when specifically referring to deliverables for the customer.

## Process approach

The EN 9100/9110/9120 standards have always promoted the adoption of a process approach to the development, implementation, and improvement of the effectiveness of a quality management system.

Now the proposed new revision does so even more explicitly, in clause **4.4 Quality management system and its processes**. The input and output of each process must be defined. In the future, the standard will require the measurement of performance indicators and the assignment of responsibilities.

## Risk and preventive actions

The established structure does not include any specific requirements for “preventive actions.” One of the main purposes of a management system is to act as a “prevention tool” (risk prevention). Various clauses and sub-clauses of the standard make a reference to “prevention”.

Emphasis on a risk-based approach is embedded in several clauses, from “Risk-based thinking” (clause 1.3.3) to “Leadership – General” (clause 5.1.1) and a dedicated sub-clause in 8.1.1. „Operation risk management” to risk-based approaches, such as “Operational planning and control” (clause 8.1) and “Management review” (clause 9.3).

## Documented information

The term „documented information” replaces the previous terms „documents” and „records”. The intention is to increase stakeholder flexibility. This also applies to process descriptions. Organizations are free to define the level of detail in which their processes are documented. Documented procedures which used to be required by the standard are no longer necessary.

## Management responsibility

The standard increases „management responsibility.” In the future the responsibilities of a Quality Management Representative (QMR) will rest with top management.

## Management review

The scope of the management review is extended by the addition of alignment with the “strategic orientation of the organization,” consideration of „relevant interested parties,” and „assessment of risks and opportunities” at strategic level.

## Audit and certification process

