**CONFIRMED MINUTES**

**JUNE 23, 2015**

**MONTREAL, QUEBEC, CANADA**

**These minutes are not final until confirmed by the Committee in writing or by vote at a subsequent meeting. Information herein does not constitute a communication or recommendation from the Committee and shall not be considered as such by any agency.**

**TUESDAY, JUNE 23, 2015**

# OPENING COMMENTS

## Call to Order / Quorum Check

The Nadcap Management Council (NMC) Metrics Committee was called to order at 10:30 a.m., 23-Jun-2015.

The meeting was restricted to Committee members as well as NMC members and invited guests.

A quorum was established with the following representatives in attendance:

***Subscriber Members/Participants Present (\* Indicates Voting Member)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | NAME |  | COMPANY NAME |  |
|  |  |  |  |  |
|  | Tony | Allen | Pratt & Whitney Canada |  |
| \* | David | Bale | Pratt & Whitney Canada |  |
| \* | Nicolas | Barthelemy | Airbus Helicopters |  |
| \* | Pascal | Blondet | Airbus |  |
| \* | Richard | Blyth | Rolls-Royce | Chairperson |
| \* | Craig | Bowden | BAE Systems - MAI |  |
| \* | Russell | Cole | Northrop Grumman |  |
| \* | Hidekazu | Furugori | Mitsubishi Aircraft Corp. |  |
| \* | Martha | Hogan-Battisti | The Boeing Company |  |
| \* | Scott | Iby | UTC Aerospace (Hamilton Sundstrand) |  |
|  | Wendy | Jiang | COMAC |  |
| \* | Jason | Jolly | Cessna Aircraft | Vice Chairperson |
| \* | Masahiro | Kawamoto | MHI |  |
| \* | Karen | Kim | Sikorsky Aircraft |  |
| \* | Kevin | Knox | Rockwell Collins |  |
| \* | Bob | Koukol | Honeywell Aerospace |  |
| \* | Jeff | Lott | The Boeing Company |  |
| \* | Frank | Mariot | Triumph Group |  |
| \* | Jean-Philippe | Mathevet | SAFRAN |  |
| \* | Steve | McGinn | Honeywell Aerospace |  |
| \* | Robin | McGuckin | Bombardier Aero |  |
| \* | Frank | McManus | Lockheed Martin |  |
| \* | Michael | Murray | Beechcraft |  |
|  |  |  |  |  |
| \* | Scott | Porterfield | Triumph Group |  |
| \* | Mark | Rechtsteiner | GE Aviation |  |
| \* | Per | Rehndell | GKN Aerospace Sweden AB |  |
| \* | Scott | Severson | Rockwell Collins |  |
| \* | David | Soong | Pratt & Whitney |  |
|  |  |  |  |  |

***Other Members/Participants Present (\* Indicates Voting Member)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | NAME |  | COMPANY NAME |  |
|  |  |  |  |  |
| \* | Tom | Newton | Aircraft X-Ray Laboratories |  |
| \* | Gary | White | Orbit Industries, Inc. |  |

***PRI Staff Present***

|  |  |
| --- | --- |
| Mark | Aubele |
| Scott | Klavon |
| Jim | Lewis |
| Glenn | Shultz |
| Jon | Steffey |
|  |  |

## Tony Allen and Wendy Jiang were recognized as invited guests of the Chairperson.

## Approval of Previous Meeting Minutes

Motion made by David Soong and seconded by Jason Jolly to approve the minutes from 03-Mar-2015 as written. Motion passed unanimously.

# Review Metrics Committee Charter, Current membership status

The attached NMC Metrics Committee Charter was reviewed. Bob Koukol will replace Steve McGinn and Wendy Jiang was added to the NMC Metrics Committee membership.



# RAIL

The attached Rolling Action Item List (RAIL) was reviewed. There was one open action item (MCA-67) which was closed at this meeting (see item #6 below).



# **Review NMC/Board Of Director’s (BOD) Metrics**

The attached BoD Metrics were reviewed. All metrics are “green”.

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# Task Group Metrics Summary Review

Richard Blyth reported that he and Glenn Shultz have been reviewing the monthly task group metrics for the months of November, December, January, February, March, April, and May. Each task group that had a “red” metric during this period was asked to provide an explanation. Primarily the “red” metrics were the result of:

* + Low audit numbers (smaller task groups having only one or two audits certified for the month that were open longer than normal and no short duration audit reviews to counter them)
  + Completion of audits over the weekend
  + Poor supplier responses
  + Poor Subscriber responses (for information to the supplier)
  + Holidays

Richard and Glenn will continue to review the task group metrics monthly and request explanations for any red metrics that are not obvious such as low audit numbers. We will also consider if an annual summary of these reviews will be of value. Richard reminded members that task group metrics and summaries are located in eAuditNet under the Metrics application and in the NMC Work Area.



# Task Group Cycle time red goal increase update [mca-67]

Richard Blyth provided an update on the project to increase the task group cycle time yellow/red goal from 9 to 11 days. The change has be completed in eAuditNet and seems to be reducing the number of “red” metrics. This action was taken to provide some latitude for audits that spent more than 8 days in task group review due to weekends (the presentation is appended to the presentation attached in item #5).

# NADCAP UPDATE

The team reviewed Scott Klavon’s Nadcap Update presentation.



# Nadcap EFFECTIVENESS & CUSTOMER SATISFACTION UPDATE

Joanna Leigh provided the attached presentation which was presented by Glenn as an update on the Nadcap Effectiveness and Customer Satisfaction Surveys. Overall the surveys are very positive but there may be opportunities for improvement. A team was formed to review the data and determine if any actions need to be completed in an effort to improve customer satisfaction and to consider if the Auditor Consistency criteria should be changed to Audit Effectiveness. The team will include: Richard Blyth, Pascal Blondet, Jeff Lott, Frank Mariot, Jean–Philippe Mathevet, Tom Newton, and lead by Russel Cole

Also, the team agreed that the ratings for each of the survey criteria (green labels) on the spider chart should be set to three except for the survey that is conducted by the Supplier Support Committee (SSC). This was completed in the attached presentation.



# NEW BUSINESS REVIEW

Richard Blyth presented a plea to subscribers to keep their supplier lists in eAuditNet updated. Providing these lists allows subscribers to quickly assess their suppliers’ accreditation status as well as provide access to reports that are tailored to their suppliers. Any subscriber that needs assistance should contact Glenn Shultz. Jon Steffey was asked to provide training related subscriber supplier list activities in eAuditNet during the October Nadcap meeting.



# NEW ACTION ITEMS

New action items were reviewed.

# MEETING FACILITATION FEEDBACK

There were no suggestions to improve the meeting.

# ADJOURNMENT – 23-JUN-2015

Meeting was adjourned at 12:05 pm.

Minutes Prepared by: Glenn Shultz (gshultz@p-r-i.org)

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| --- | --- | --- |
| \*\*\*\*\* For PRI Staff use only: \*\*\*\*\*\*  Are procedural/form changes required based on changes/actions approved during this meeting? (select one)  YES\*  NO  \*If yes, the following information is required: | | |
| Documents requiring revision: | Who is responsible: | Due date: |
|  |  |  |