VOLUME 4 — ISSUE 1

This Nadcap newsletter is special. More than being the first issue of 2019, it is the first Nadcap newsletter published under my leadership as PRI’s new Executive Vice President & Chief Operating Officer. I would like to take this opportunity to thank all the people who have made this newsletter the success it is today, and specifically the Nadcap Subscribers and Suppliers who help develop relevant content for the entire community.

PRI’s intent with this newsletter remains to develop valuable content for companies that are new to Nadcap, or that are not able to send representatives to Nadcap meetings. This issue starts by sharing the audit experience of a Nadcap accredited Supplier from Asia, who is actively involved in the program. The newsletter then continues with our usual commodity-specific article, this time focusing on Aerospace Quality System (AQS).

There is an educational article on eAuditNet, providing guidance on where to start when using the software, as well as an article on the Supplier Support Committee (SSC) Handbook, which will be distributed in the near future and covers all major aspects of the Nadcap program.

In addition, two Nadcap Operating Procedures (OP) are also discussed, explaining how Nadcap Audit Criteria (AC) are developed, and how agreements are made amongst Task Groups which share some of these Audit Criteria.

We continue to do our best to provide you with valuable content.

Michael Hayward
Executive Vice President & Chief Operating Officer
Performance Review Institute

IN BRIEF...

Nadcap is an approach to conformity assessment that brings together technical experts from Industry to manage the program by establishing requirements for accreditation, accrediting Suppliers and defining operational program requirements. This results in a standardized approach to quality assurance and a reduction in redundant auditing throughout the aerospace industry.

Nadcap is administered by the Performance Review Institute (PRI), a not-for-profit organization headquartered in the USA with satellite offices in Europe and Asia.

www.p-r-i.org/Nadcap/

MY NADCAP AUDIT EXPERIENCE

Following on the success of last year’s “real audit case study” articles, which featured companies in Europe and the USA, we are continuing the series. This time, Lei Bao, Vice President of NCS Testing Technology Co., Ltd, and Supplier Support Committee (SSC) Representative for Asia, shares his perspective and experience of Nadcap audits.

Can you briefly describe your company to set the scene?

NCS Testing Technology Co., Ltd. is one of the biggest materials testing companies in China.

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With 66 years’ of experience, the company has accumulated significant expertise in the field. NCS is headquartered in Beijing with three branches in Shanghai, Tsingtao, and Chengdu. The Beijing and Shanghai sites are Nadcap Material Testing Laboratories (MTL) accredited, and both branches are on the 24-month Merit scheme. Besides operating as a testing laboratory, the company is also a calibration services provider, analysis devices manufacturer, reference materials provider, and proficiency testing provider.

How did you first hear about Nadcap and why did your company decide to pursue Nadcap accreditation in the first place?

In short, it was a customer, Rolls-Royce, who brought Nadcap to our attention. NCS became Rolls-Royce’s Supplier in 2002, providing test services for its joint-venture company in China. In 2004, Rolls-Royce asked NCS to get Nadcap accreditation. Considering the request coming from an important customer as well as the foreseeable potential of the aerospace industry in China at the time, NCS decided to get Nadcap accredited. NCS also made this decision to be part of a high standard industry program.

NCS obtained its first Nadcap accreditation in 2005, becoming the second Nadcap approved third-party metallic testing laboratory in China. NCS undertook a thorough Nadcap audit preparation and as a result, the whole certification process went well. The efforts paid off and NCS has built successful relationships with numerous customers in the aerospace industry since then.

How easy is it to find the information you need to help you prepare for a Nadcap audit?

When NCS first applied for Nadcap, the Nadcap program was at its early stage in China. As it was the first Nadcap audit conducted at a NCS laboratory, the company faced the challenge to create everything from scratch. The program’s development in Asia, along with eAuditNet’s constant improvement make the audit preparation much easier nowadays. All supportive materials can be found in eAuditNet and the platform is constantly improving, becoming more and more accessible and friendlier.

The quality department of NCS now feels comfortable preparing for Nadcap audits, especially with the help eAuditNet provides. In recent years, NCS representatives have been attending Nadcap meetings regularly and taking part in Nadcap activities. This enhances our knowledge and understanding of Nadcap operations and changes, including eAuditNet updates. In my opinion, it makes eAuditNet more helpful.

How long before the actual audit do you start preparing and what do you do to prepare for a Nadcap Audit?

Always listed as an item for top management to review, Nadcap audits are taken seriously at NCS. For every audit, NCS top management takes into consideration the resources needed for the latest Nadcap audit and then allocates the supportive resources for the upcoming audit as appropriate. Then, NCS Quality department kicks off the Nadcap audit preparation, generally six months prior to the actual audit.

Usually, the preparation phase starts by reviewing Nadcap Operating Procedures (OP), available in eAuditNet under Resources / Documents / Procedures and Forms / Nadcap Operating Procedures / Operating Procedures. We also download and review the latest Audit Criteria (AC) from eAuditNet – available under Resources / Documents / Audit Criteria, as shown on the next page – and all relevant (new) specifications are then taken into consideration.

Depending on whether they were relative changes made to Nadcap Operating Procedures and Audit Criteria, NCS internal procedures may need to be revised. Then a full self-audit, including on-site witness of operations, is conducted. All findings from the self-audit are promptly addressed within a dedicated period of time. At NCS, we find it easier to break down the different parts of the internal audit and conduct them separately. Retrospectively, the self-audit tends to last longer than the actual Nadcap actual audit.
In addition, we ensure all self-audit findings and results are concluded early enough as part of the internal audit process to ensure we can submit the self-audit results to eAuditNet within the 30-day deadline. In parallel, other minor “preparation jobs” as we call them, will be performed until the Auditor’s arrival.

**How do you find the audit scheduling process?**

In brief, we are comfortable with the audit scheduling process.

We have two Nadcap accredited sites, in Beijing and Shanghai, both on the 24-month Merit scheme. We usually go with the audit scheduling arrangement suggested by the PRI staff in the Beijing office. Besides receiving audit scheduling process notification emails, NCS staff periodically logs in to eAuditNet to make sure audits are scheduled as they should be.

This process allows us to make sure all the relevant Audit Criteria and slash sheets are included — or to add/remove any items as appropriate. Sometimes we have to discuss with PRI staff to reschedule an upcoming audit to avoid any conflict with national public holidays or other events.

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**Do you have much interaction with PRI staff before the Nadcap audit and how is it?**

We tend not to have much interaction with PRI staff before Nadcap audits. However, when we are in touch with them, mostly from the PRI Beijing office, they are always helpful, especially for scheduling matters.

**What did you find was the most challenging during the audit?**

The language barrier is always the biggest challenge for Chinese Suppliers during Nadcap audits. As a side effect, this has already led to miscommunication, impacting the audit efficiency, and occasionally resulting in unnecessary non-conformances (NCRs).

A Chinese Nadcap Auditor recently joined the program through the MTL Task Group, significantly improving the situation and the MTL Nadcap audit process in China.

The language barrier is not only frustrating during Nadcap audits, but also after the audits. I believe PRI Staff Engineers must often be confused by the description of the corrective actions coming from non-native English speaking Auditees in response to NCRs. Fortunately, PRI Staff Engineers are very experienced and most of the time they can guess the meaning with high accuracy.

**What could be done to improve the experience of going through a Nadcap Audit as well as having an Auditor on site?**

With almost 15 years’ experience with the Nadcap program, we think that a good and sufficient preparation is the most important thing that could improve an Auditee’s experience of going through a Nadcap audit. Doing so puts the Auditee at ease during the audit process. It also facilitates the audit process, which in turn generates a comfortable environment for both the Auditor and the Auditee.

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NADCAP NEWSLETTER

MY NADCAP AUDIT EXPERIENCE

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Thorough preparation includes identifying all the relevant Audit Criteria and related slash sheets your company will be audited against, conducting a thorough self-audit, briefing company personnel about the latest changes related to Nadcap audits, making sure all internal procedures are robust enough and functioning properly per the Nadcap requirements, and more.

A good preparation also covers the on-site operations the Auditor will witness. It sometimes happens that Operators are under increased pressure when the Auditor observes a job audit. This means Operators should be well-prepared for the audit.

Finally, it is best practice to ensure there is a fast and stable Wi-Fi connection within your facilities as the Auditor will need it to perform the audit.

How does the outcome of the audit and your company performance compare to your expectations?

Although we find the Nadcap audits and related post-audit actions challenging, especially the Root Cause Corrective Action (RCCA) process, we think that Nadcap audits are always beneficial to our company. They help us improve constantly.

Nadcap accreditation is not easy to acquire, and it requires thorough preparation and diligence to be maintained. However, from our experience, once a Supplier has gone through several Nadcap audits, it becomes a totally different Supplier. After several Nadcap audits, Operators understandingly work to the aerospace industry standards while the quality management system ensures the operations keep going this way.

Aware of the Nadcap accreditation benefits, NCS constantly dedicates a budget to maintaining Nadcap accreditation, acquiring accreditation for new facilities, and taking part in Nadcap activities. It pays off.

What tools do you find most useful in the RCCA process?

The RCCA process is crucial in the Nadcap audit process. From our very first Nadcap accreditation, we considered the 5-Why approach to be the most useful tool in the RCCA process. The first time we used the 5-Why tool, PRI Staff Engineers had to guide us step-by-step to keep going further until we got to the actual root cause.

We are now more confident in using the 5-Why tool and in applying its concept to similar quality management activities. Even with our 15 years’ experience with the Nadcap program, we still find it challenging to use the 5-Why tool in the RCCA process. However, it is worth the effort every time.

Do you have much interaction with PRI staff after the Nadcap audit and how is it?

The post-audit period tends to be the one when we have the most interaction with PRI staff. We work actively with PRI Staff Engineers to get their guidance on how to best respond to the NCR(s) as part of the RCCA process. Their comments are helpful in avoiding errors and/or invalid responses. At NCS, we generally go through three rounds of responses until all NCRs are closed.

To conclude, I would like to share some thoughts with our peers within the Nadcap Supplier community:

• A good routine to keep your quality management system healthy and robust is to frequently review it and use the documents available on eAuditNet to prepare for your self-audit and actual Nadcap audit. ”Once you manage to get on board, remain on board”.

• A diligent audit preparation is key to a successful audit and sufficient preparation will facilitate the audit process, which will eventually provide a favorable audit environment.

• Do not hesitate to ask for help from the SSC and PRI staff in general. They are really helpful. Sometimes problems could be solved in a simple way.
The Nadcap Aerospace Quality System Task Group (AQS) was founded in 1994. When it was first launched, it was initially called the General Quality System Task Group (GQS). It was created to fill a need for the Suppliers that did not have an acceptable quality management system (QMS), as required while holding a Nadcap accreditation. Consequently, the GQS Task Group created a QMS that was acceptable to the Nadcap Management Council, in lieu of outside third-party accreditations/certification bodies.

As of 2019, the AQS Task Group is led by Chairperson Scott O’Connor from Honeywell Aerospace, supported by the Task Group Secretary Theresa Ingram of Spirit AeroSystems. The AQS Task Group is currently actively looking for its next Vice Chair position – anyone interested in the position should contact Susan Frailey, Nadcap AQS Lead Staff Engineer. Within the Task Group there are currently 16 industry representatives – 11 Nadcap Subscriber representatives from 10 companies and five Supplier representatives from five companies who actively participate in the technical discussions and decision making.

Program Document PD 1100 Nadcap Program Requirements section 10.4 outlines the acceptable quality systems for the Auditees seeking and maintaining Nadcap accreditation. Acceptable quality management systems are 9100 or 9110 or ISO/IEC 17025 for test laboratories. PD 1100 Nadcap Program Requirements is available in eAuditNet under Resources / Documents / Procedures and Forms / Nadcap Program Document – PD 1100 as shown here.

Auditees must maintain a valid quality system while holding Nadcap accreditation. Operating Procedure OP 1104 – Scheduling contains requirements for when a valid quality system shall be in place. This document is available in eAuditNet under Resources / Documents / Procedures and Forms / Nadcap Operating Procedures. Audit Criteria should also be reviewed as to which quality systems are acceptable. All Nadcap Audit Criteria can be found in eAuditNet under Resources / Documents / Audit Criteria.

AQS Task Group Mission

The AQS Task Group’s mission is divided into three main areas. First, the Task Group “provides direction to the Nadcap program and monitors the process for recognition of alternate sources of quality management system approvals in support of Nadcap Accreditations.” It means that:

- The AQS Task Group recommends acceptable QMS standards.
- The AQS Task Group recommends actions to be taken when an Auditee does not maintain certification, or the scope of that certification is determined to be insufficient to support Nadcap accreditation.

The second part of the AQS Task Group mission is to “establish the requirements and administer the audit program for verification of compliance to the Quality Management System – Continued on next page
Requirements for Nadcap Accreditation.”

In other words, the AQS Task Group is responsible for the creation and maintenance of Nadcap QMS Audit Criteria, AC7004. The Task Group keeps AC7004 up-to-date by reviewing and revising the information it contains. The most recent version of the AC7004 is “AC7004 Rev G.”, created to be used as of December 30, 2018.

The last aspect of the AQS Task Group mission is about “providing quality management system consultant services to other Nadcap Task Groups.” This translates into the activities below:

• Support the Nadcap Program Document – PD 1100 requirement that quality system questions are utilized to test for compliance and not for existence of quality system elements, except for Audit Criteria which are designed to assess quality system existence adequacy and compliance.
• Liaise with the different Nadcap commodity Task Groups to provide them with counsel related to quality system issues. The Liaison is a dedicated commodity Subscribing Task Group member who participates in the commodity Task Group activities. The Liaison interfaces with the AQS Task Group to ask for guidance to assure that decisions made by the commodity Task Group are consistent with the overall Nadcap quality system requirements.
• Review requests from commodity Task Groups to evaluate conditions that may indicate a lack of control, or what could be called a “breakdown” in a Auditee’s QMS. In other words, it means the Auditee’s QMS is not working the way it should, most probably because the Auditee does not follow its procedures properly. This may lead to Certification Body (CB) notifications, an AC7004 audit, or a recommendation for suspension or withdrawal of an AQS accreditation.

The content of AC7004, the Audit Criteria for Aerospace Quality System, is derived from the current revision of 9100. The AQS Task Group reviews the 9100 standard to determine which are the essential requirements needed to ensure a robust QMS at a processor’s facility. Although AC7004 is geared towards smaller companies (50 employees or less), it is also suitable for bigger organizations.

The commodity audits also contribute to the oversight of AC7004. Commodity audits assure the effectiveness of the QMS; ensuring procedures, processes, and training for example are in place and being followed. Where a topic is covered in the commodity Audit Criteria, the AQS Task Group may decide not to include it in AC7004. Per the scope of AC7004, the Audit Criteria do not include quality system requirements for design and development. If the facility is responsible for design, 9100 or 9110 accreditation is required.

The AQS Task Group has created complementary documentation for Auditees seeking or already accredited to AC7004. There is an AQS Handbook, available in eAuditNet under Resources / Documents / Audit Criteria / Aerospace Quality System / Handbook & Guides as shown, that provides guidance and examples for the checklist requirements.
A comparison guide is available as well, following the same path as the one given for the AQS Handbook. This document outlines the differences between 9100 Rev D to AC7004 Rev F & Rev G as well as differences between 9100 Rev D to AC7004 Rev E. To access this document, an Auditee must have a current AC7004 accreditation or an initial audit scheduled or initiated.

Top Non-Conformances in Aerospace Quality System Audits

As with most of the Nadcap Task Groups, the AQS Task Group analyzes common non-conformances (NCRs) identified during Nadcap AQS audits. Below are the top 10 NCRs for AC7004 Rev E., used between 2011 and 2017, as well as for AC7004 Rev F., used in 2018. AC7004 Rev G. has been used since December 30, 2018. The intent is to help Auditees avoid some common pitfalls and strengthen their internal process control.

AC7004 Rev E. Top 10 NCRs

The top 10 NCRs the Task Group identified for AC7004 Revision E, used between 2011 and 2017, were for non-compliance to the following Audit Criteria paragraphs:

4.2.3.2 Lack of Document Control, meaning that the documents reviewed during the audit were found at the wrong revision level, or sometimes they were not even identified.

7.3.2.1 Lack of Purchase Order (PO) information, which means that not all the information needed about purchasing goods and/or services was included on Purchase Orders.

8.5.1 and 8.5.2 The lack of follow-up on corrective actions appeared within the top three of AC7004 Rev E. NCRs because Auditees did not diligently follow up on these corrective actions, highlighting the effectiveness of the actions taken. Some of the most common reasons leading to NCRs are the lack of documentation about follow-up actions and/or internal procedures not stating that a follow-up is required.

7.3.1.4 Lack of complete approved vendors list. AC7004 requires Auditees to have a complete list of approved vendors with specific information to appear on the list. Some of the most common reasons NCRs were raised against this question were that vendors missing from the list and/or the list itself did not contain all the required information.

5.4.1 Management review meeting records, which are a requirement, are missing information or sometimes do not even exist.

4.2.1.1 AC7004 requires Auditees to have Quality objectives. Here, NCRs were raised mostly because Quality objectives were non-existent, and/or were not documented, and/or were not measurable.

7.2.2.1 This question looks at contract review requirements. NCRs were raised against this question mostly because contract review issues found during the audit could have been grouped into one unique question and/or because customer requirements were not reviewed in enough depth, leading to requirements being missed and not flowed down to processing paperwork and/or shop orders.

8.2.1 Internal audit is the subject of this question. Here, internal audit requirements not being adhered to, and/or internal audits not scheduled appropriately, and/or internal audits not being performed by objective individuals (it is not acceptable for an Internal Auditor to audit his/her own work), and/or internal audits not being performed in accordance with the schedule were the most common reasons leading to NCRs.

7.3.3.1 Relating to inspection performed on incoming purchased products, NCRs were written against this question mostly because of the lack of inspection performed on purchased products, and/or lack of laboratory reports, and/or because certifications of conformance or of analysis were not signed off to show a review had been performed.

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The top 10 NCRs the Task Group identified for AC7004 Revision F, used in 2018, were for non-compliance to the following Audit Criteria paragraphs:

3.3.1 Nadcap requires Auditees to submit their self-audit results in eAuditNet no later than 30 days prior to the actual audit date. The main reason NCRs were written against this question was because Auditees did not post their self-audit to eAuditNet within the permitted timeframe.

3.3.2 The self-audit contains the same requirements as the actual Nadcap audit, the difference being that it is performed by the Auditee. The main reason NCRs were written against this question was the lack of identification of means of compliance or evidence of compliance in the self-audits submitted to eAuditNet.

7.6.3 AC7004 requires Auditees to log the monitoring and/or measuring of their equipment in a register which must contain specific information, such as equipment type, unique identification, calibration or verification methods, frequency, acceptance criteria, and more. NCRs were raised here mostly because Auditees did not include the required information in their registers.

7.9.3.2.3 Lack of Document Control, meaning that the documents reviewed during the audit were found at the wrong revision level, or sometimes they were not even identified.

6.2.2.5 Quality objectives, per AC7004, must be monitored. The lack of monitoring is the main reason NCRs were written against this question.

6.2.2.2 AQS audits require Auditees to have measurable Quality objectives. If they do not, this will lead to an NCR.
This question requires the Auditees to have their production under controlled conditions, which includes provision for the prevention, detection, and removal of foreign objects (FOD). The most common reason NCRs were raised here was the lack of FOD training, or because FOD training was not followed.

Connected with the question 6.2.2.2, AC7004 requires the Quality objectives to be documented. The lack of documentation for these Quality objectives was the main reason for NCRs here.

Auditees’ Quality objectives should derive from their Quality policy. The lack of consistency between the two was the main reason for NCRs raised here.

This question requires Auditees to plan, implement and control the special processes and/or products appropriate to their organization, aiming to prevent the use of counterfeit parts, or suspected counterfeit parts, and their inclusion in product(s) delivered to the customer(s). The lack of appropriate procedure(s) or the lack of personnel training, including training documents on this topic, are the reasons for NCRs being written against this question.

Overall Best Practice Recommendations

Most of the top 10 NCRs can be eliminated if an Auditee diligently performs in-depth internal audits and self-audits prior to a Nadcap audit.

However, many quality systems have been around for years, and often the same person within an organization has performed these internal audits. This leads to the Internal Auditor(s) getting accustomed to performing these internal audits and even sometimes to an approach where the Internal Auditor(s) assume where to find the evidence rather than documenting it. This means that the Internal Auditor does not look for the evidence.

Evidence of conformance needs to be seen and documented for the internal audit and self-audit in preparation for the actual audit as the Nadcap Auditor will need to see this evidence. Whatever it takes – this could even mean creating a procedure, a documentation, work instructions, or more – Internal Auditors must ensure they have, and document, evidence for every answer to the Audit Criteria questions, proving that requirements are met.

The AQS Task Group recommends that everyone in a facility be trained to perform internal audits. These audits should be conducted by an objective individual, meaning that an Internal Auditor cannot audit his/her own work. Individuals who know the least about a subject are the ones who will question practically everything. They are also the people who are going to find the inconsistencies, the errors, the non-conformances.

Ideally, an Auditee wants to find the issues/non-conformances before their customers or the Nadcap Auditor do. There is an excellent article in the March 2018 edition (starting on page 7) of the Nadcap newsletter that outlines some keys to an effective self-audit.

For more information, please contact Susan Frailey, AQS Lead Staff Engineer.
NADCAP NEWSLETTER

OPERATING PROCEDURE (OP) 1119 - AUDIT CRITERIA DEVELOPMENT & OP 1120 - AUDIT CRITERIA AGREEMENTS

Nadcap is an industry-managed approach to conformity assessment that brings together technical experts from both Industry and Government to establish requirements for accreditation, accredit Suppliers and Subscribers and define operational program requirements.

While this is a high-level definition of Nadcap, it also implies most of the Nadcap Auditees are only familiar with the Nadcap Audit Criteria (AC) – formerly called Audit Checklists – within the Nadcap program. In addition, most of the Auditees are not able to send a representative to Nadcap meetings, where most Nadcap program related decisions are made by both Subscribers and Suppliers.

The above are the reasons for this article, which has been written to help the entire Nadcap community to better understand how Audit Criteria – what really matters at the end of the day for most of the Auditees – are developed, per Operating Procedure (OP) 1119 – Audit Criteria Development, and shared among Task Groups, per OP 1120 – Audit Criteria Agreements.

Creating Audit Criteria

The Nadcap Task Groups are responsible for creating, developing and maintaining their respective Audit Criteria. Program Document (PD) 1100 defines the high-level Nadcap program requirements and sets an expectation for how Audit Criteria shall be created:

- Based upon industry standards, where not ambiguous, and including requirements common among Subscribers where the specifics of meeting that requirement may vary.
- Include provisions for auditing of Subscriber unique/specific requirements.
- Utilize quality system questions to test for compliance and not for existence of quality system elements.
- Use job audits to demonstrate compliance to Audit Criteria, customer requirements, and internal Auditee procedures.

OP 1119 – Audit Criteria Development

The interest in creating and developing new Audit Criteria generally comes from Subscribers; but certainly can come from Suppliers too. When interest in expanding the scope of an existing Task Group is shown, the first step is notifying the relevant PRI Staff Engineer.

Then, the Task Group gauges the general interest from all Subscribers and how many of them are interested in the new Audit Criteria, as well as the expected number of Auditees to be mandated. If it appears that there is enough Subscriber interest and prospective Auditees, the Task Group votes to approve the initiation of these new Audit Criteria.

Discussion on new Audit Criteria, including new questions, sometimes takes months to reach agreement, leading to a ballot sent to the Task Group members only, following OP 1101 – Document Control. This results in the creation of a draft Audit Criteria to perform pilot audits, which may be revised and improved where necessary to get to workable Audit Criteria, again balloted per OP 1101 Document Control once all parties involved are satisfied.

Involved in the Audit Criteria development process, Subscribers are encouraged to recommend Auditees for the opportunity to participate in the pilot audit(s). They are suggested depending on their ability to provide a valid test of the proposed documents and how well their activity fits the newly developed Audit Criteria.

Pilot audits function slightly differently from typical Nadcap commodity audits.

1. Pilot audits are conducted and documented as paper audits. The results of these audits are only entered into eAuditNet when the associated Audit Criteria have been publicly released.

2. Although pilot audits must adhere to OP 1106 – Audit Report Processing as with any other Nadcap audit, the aim here is to validate the new Audit
Criteria. As a result, and if necessary to resolve issues, extensions for NCR responses may be granted by the Task Group Chair.

3. Pilot audits may be failed, just like any other Nadcap audit, but Mode B is not applicable as there are no criteria established for number of findings for the new Audit Criteria.

4. Ultimately, pilot audits may result in Nadcap accreditation and related audit results will be made available to Subscriber Members – as with any other Nadcap commodity audits.

Creating and developing Audit Criteria is one of the most important activities of the Nadcap Task Groups, other than granting – or not – accreditation to Auditees. It drives industry improvement as a whole, making sure Nadcap remains at the forefront of aerospace special processes and products manufacturing best practice.

There have been cases where it was in the best interest of the Auditees and the Task Groups to share Audit Criteria. This triggered the creation of OP 1120 – Audit Criteria Agreements, resulting in what are called “Memoranda of Understanding” (MoU’s). These MoU’s are available on eAuditNet under Resources / Documents / Public Documents / General Nadcap User Information / Audit Information / AC Agreement Matrix, and detailed in the March 2017 Nadcap newsletter, available on the Nadcap homepage on the PRI website.

OP 1120 – Audit Criteria Agreements

OP 1120 – Audit Criteria Agreements documents the sharing of Audit Criteria between Task Groups and establishes responsibilities for implementation, training, audit review, and more.

As discussed earlier, each Task Group is responsible for the processes and technologies related to their commodity. They define processes or scopes that may be accredited via the Audit Criteria. It is important to understand that only one Task Group, called the Owner, shall be solely responsible for the Audit Criteria. The other Task Group that is part of the agreement to share Audit Criteria is called the “Sharing Task Group” and is included in the Audit Criteria ballot process as comment only recipients – only the Owner Task Group ballots the Audit Criteria, according to OP 1101 – Document Control.

A Task Group agreement, per OP 1120, shall contain details pertaining to:
- Shared Audit Criteria
- Owner Task Group
- Sharing Task Group(s)
- Background
- Implementation Plan
- Auditor Training Responsibilities
- Audit Review Responsibilities
- Qualified Manufacturers List (QML)
- Other requirements as required
- Task Groups’ Chair signatures and date

If you have any questions or for more information, please contact Keith Purnell about OP 1119 or Mark Burval about OP 1120.

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WHERE TO START IN EAUDITNET

eAuditNet, a web-based software system which supports and improves efficiency in the Nadcap auditing and accreditation process, is crucial to the entire Nadcap community. All Nadcap Auditees, whether Suppliers or Subscribers, must use eAuditNet to schedule their audits and to respond to any non-conformances.

PRI is aware that, for companies unfamiliar with the system or for individuals for whom English is not their native language, navigating eAuditNet efficiently can sometimes be challenging. This article is intended to provide some guidance.

Creating an eAuditNet account is free and straightforward from the eAuditNet homepage, requiring only a few details. Once logged in to eAuditNet everyone has access to the “Resources” section. Access to the “Supplier Applications” area is granted to Company Administrator profiles as well as to all other eAuditNet users once their profile has been approved and associated with a specific company.

Supplier Applications – Audit Quote and Audit Scheduling

The “Supplier Applications” tab is where Auditees can get an audit quotation and also where Auditees schedule a Nadcap audit, using the “Audit Scheduling” button. Getting a quotation or scheduling an audit is generally one of the first contacts a Nadcap Auditee has with eAuditNet. Requesting an audit quote or scheduling an audit require the Auditees to document the same information into eAuditNet. The difference is that requesting a quote does not commit the Auditee to anything. When/if the Auditee agrees with the quote, an audit can then be scheduled. The system will recognize a quote has already been created and will automatically populate the information from the quote to the audit scheduling webpage. The Auditee will only need to proceed screen by screen, making sure all the information is correct.

The December 2015 Nadcap newsletter, available on the Nadcap homepage on the PRI website, contains an article dedicated to scheduling an audit in eAuditNet. While eAuditNet has been improved since the article was written, the article remains relevant today. In addition, a guide on how to request a quote and how to schedule an audit can be found under Resources / Documents / Public Documents / General Nadcap User Information / Audit Information.

Supplier Applications – Other Sections

Some of the other sections under “Supplier Applications” have been covered in past newsletters:

- “Metrics” were covered in the July 2017 Nadcap newsletter
- “New User Queue” and “User Manager” were discussed in the November 2017 issue
- “Supplier Audits” and “Supplier Quality System” are sections specific to each Auditee and comprise information on past and current audit(s) and Quality Management System, respectively.

Resources – General information

The March 2017 Nadcap newsletter, also available on the PRI website, included an article – “Using The Resource Information in eAuditNet” – dedicated to the “Resources” section in eAuditNet. While the March 2017 article looked at all aspects of the “Resources” section in eAuditNet, this article focuses on the eAuditNet essentials when an Auditee encounters the software for the first time, typically with a Nadcap audit due to take place.
Resources – Audit Criteria

Downloading the relevant Audit Criteria (AC) is crucial. They are all located under Resources / Documents / Audit Criteria, as shown, and organized by commodity. In each commodity area, Microsoft Word versions of the Audit Criteria are available, which proved to be particularly useful for the self-audit, as Auditees can type their responses directly in the document. Most of the commodities also provide Handbooks and Guides, sharing auditing and response guidelines, audit preparation advice and guidance, specific Subscriber and industry requirements, and more.

Resources – Procedures

Auditees new to the Nadcap program are encouraged to review at least Operating Procedure (OP) 1103 – Definitions, OP 1104 – Audit Scheduling, and OP 1105 – Audit Process, in order to make sure they understand how scheduling an audit works as well as how an audit is conducted. These are found in eAuditNet, under Resources / Documents / Procedures and Forms / Nadcap Operating Procedures / Operating Procedures.

Resources – Public Documents

Finally, the “Public Documents” section, as shown here, contains several useful documents particularly useful for Auditees new to eAuditNet.

1. Under eAuditNet / User Guides / Tutorials / Auditee/Supplier Guides, there are many valuable documents such as: “eAuditNet Supplier Tutorial” and “Responding to NCRs”, amongst others.


3. Under Supplier / SSC Documents can be found the “Audit Time Line Chart”, the “Nadcap Business Development Tool”, or the “Supplier Support Committee Mentoring Request Form”.

4. The Task Groups section is another great source of information for Auditees. This is where most of the Task Group share the top NCRs, always useful when preparing for a Nadcap audit.

While this article was intended to provide an overview of the most useful documents for Auditees new or recent to Nadcap, it is no substitute for exploring eAuditNet and reviewing the information yourself, or for contacting PRI if you have any questions or need guidance or advice.

The eAuditNet Support team is always willing to help customers get the most out of eAuditNet. You can contact the eAuditNet Support team at eAuditNetSupport@p-r-i.org, or find PRI staff contact details in the "Contact Us” section on eAuditNet.
The Nadcap Supplier Support Committee (SSC) 2017 survey analysis was conducted by a dedicated team of volunteers and led by Steve Payne of Praxair Surface Technologies. It indicated that the Nadcap Supplier community would welcome a general handbook providing information about the Nadcap program as a whole.

In response, the SSC Communications Sub-Team Chairperson, Jeremy Needs of Ultra Electronics Limited – CCA, initiated the development of the SSC Handbook in Q3 2018, aiming to provide the Nadcap Supplier community with a “one-stop” document containing pertinent Nadcap information.

The SSC Handbook aims to provide an overview of the key activities of the Nadcap program as well as defining each stage of the Nadcap accreditation process and providing a clear explanation for all of them.

It includes key information such as:

1. How do I prepare for an audit? A Nadcap audit requires time, diligence and a thorough preparation as there are many aspects to be considered. This section covers them all from a high-level perspective and goes through: Subscriber requirements, a detailed audit timeline including suggested audit planning, Audit Criteria (AC), Suppliers’ documentation, Quality Management System (QMS) approval, internal activities such as internal training and the Nadcap self-audit.

2. How does a Nadcap audit work? Starting with an opening session, where key stakeholders and senior management are encouraged to be present, a Nadcap audit consists of three parts: QMS verification/audit, Special Processes and/or Product specific requirements following the Nadcap Audit Criteria (AC), and compliance/job audits where the Auditor will observe the Auditee staff member(s) performing a special process to which you are being audited. The audit ends with a Final Audit Review conducted by the Auditor, who provides clarification of all non-conformance(s), whether minor or major.

3. How do I respond to an audit? Once the Auditor has entered the audit results into eAuditNet, responding to the audit results is made of several steps/rounds and everything is done solely through eAuditNet. The SSC Handbook details all these steps – such as immediate correction action taken, root cause of non-conformances, or impact of all identified causes – and what the timeframe is for the Auditee to come back to the appropriate Staff Engineer. Also included are advice on how to respond to NCRs as well as required Auditor and Audit feedback.

4. What actions are taken after an audit is completed? Post-audit actions are crucial for a long-term successful audit experience. Looking back at lessons learned, considering internal actions conducted/to be conducted, communicating clearly all changes coming from post-audit actions with the business, or planning the next Nadcap audit are all actions to be considered after a Nadcap audit has been conducted.

5. What are the Supplier Symposia? Simply put, the Nadcap symposia are one-day events that, aside from Nadcap meetings, are the best opportunities for Auditees to learn about Nadcap special processes and product through technical presentations given for free by Nadcap Staff Engineers. There are nine Nadcap symposia organized around the world each year – more information available on the PRI website, under Nadcap / Nadcap Symposium.

The SSC Handbook is currently being finalised and the SSC Communications sub-team is evaluating options for its distribution. Please contact us if you have any questions about the SSC Handbook at NadcapSSC@p-r-i.org.
HAVE YOUR SAY

We are always looking for feedback to ensure that the Nadcap newsletter delivers value to you and your company. Please share your thoughts on the following questions by emailing Joanna Kennedy, Manager, Marketing and Communications (j.kennedy@p-r-i.org). An online survey will be circulated soon via email, so if you prefer, please respond to that instead.

- Do you find the Nadcap newsletter useful?
- What kind of content would you like to see in the Nadcap newsletter?
- Do you have a preference about how you receive the newsletter? (e.g. hard copy in the mail, email etc.)

EAUDITNET: CONTACT INFORMATION

All eAuditNet users should make sure their contact information, including email addresses, are current.

If you are a Company Administrator, it is also your responsibility to maintain the user access to your company’s information. Doing so ensures only employees currently working within your organization can access your company’s information in eAuditNet, and all the related sensitive data. It also makes sure the right individual(s) within your organization receives relevant information about upcoming audits, and/or program-related changes.

FEBRUARY 2020 NADCAP MEETING IN BEIJING

In February 2020, Nadcap will conduct a full program meeting in Beijing, China.

Over the last 10 years, the Nadcap program has been growing steadily and much of this growth is being driven by the rapid development of the aerospace industry in Asia. Asia has experienced an average of 9.8% annual growth over the last 10 years, more than twice the growth of the European market (3.8%) and almost four times higher than the US market (2.7%) over the same period.

Wendy Jiang, the Research Fellow of COMAC and member of the Nadcap Management Council (NMC) explains “To build on this growth and to support Suppliers and Subscribers in Asia, the Nadcap Management Council has decided the February 2020 Nadcap meeting will be held in Beijing, China on February 24-27, 2020. To facilitate participation and better understanding of the Nadcap program by Asian aerospace companies, the meeting will include free training opportunities delivered by eQuaLearn as well as opportunities to network with Subscriber representatives throughout the week. I strongly encourage Asian Nadcap companies to attend this meeting if they can as it will be beneficial in many ways.”

Registration for the February 2020 Nadcap meeting in Beijing will open on October 28, 2019. Please contact Kellie O’Connor at koconnor@p-r-i.org if you have any questions.
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This newsletter, and past issues, are available to download on the PRI website at http://p-r-i.org/nadcap/

Please contact PRI at privacy@p-r-i.org if you no longer wish to receive the Nadcap newsletter.