SLOVENSKI STANDARD
SIST EN 9121:2009

01-maj-2009

Nadomeġļa:
SIST EN 9121:2008

Aeronavtika - Sistemi vodenja kakovosti - Ocenjevanje, ki se uporablja za distributerje skladiġļnike (na podlagi ISO 9001:2000)

Aerospace series - Quality management systems - Assessment applicable to stockist distributors (based on ISO 9001:2000)

Luft- und Raumfahrt - Qualitätsmanagementsysteme - Audit für Händler und Lagerhalter (basiert auf ISO 9001:2000)

Série aérospatiale - Systèmes de management de la qualité - Évaluation applicable aux distributeurs stockistes (basé sur ISO 9001:2000)

Ta slovenski standard je istoveten z: **EN 9121:2009**

ICS:

03.120.10	Vodenje in zagotavljanje kakovosti	Quality management and quality assurance
49.020	Letala in vesoljska vozila na splošno	Aircraft and space vehicles in general

SIST EN 9121:2009 **en**

EUROPEAN STANDARD

NORME EUROPÉENNE

EUROPÄISCHE NORM

EN 9121

March 2009

ICS 03.120.10; 49.020

Supersedes EN 9121:2005

English Version

Aerospace series - Quality management systems - Assessment applicable to stockist distributors (based on ISO 9001:2000)

Série aérospatiale - Systèmes de management de la qualité - Évaluation applicable aux distributeurs stockistes (basé sur ISO 9001:2000)

Luft- und Raumfahrt - Qualitätsmanagementsysteme - Audit für Händler und Lagerhalter (basiert auf ISO 9001:2000)

This European Standard was approved by CEN on 11 July 2008.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Management Centre: Avenue Marnix 17, B-1000 Brussels

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Foreword

This document (EN 9121:2009) has been prepared by the Aerospace and Defence Industries Association of Europe - Standardization (ASD-STAN).

After enquiries and votes carried out in accordance with the rules of this Association, this Standard has received the approval of the National Associations and the Official Services of the member countries of ASD, prior to its presentation to CEN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by September 2009, and conflicting national standards shall be withdrawn at the latest by September 2009.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

This document supersedes EN 9121:2005.

This standard was reviewed by the Domain Technical Coordinator of ASD-STAN’s Quality Domain.

After inquiries and votes carried out in accordance with the rules of ASD-STAN defined in ASD-STAN's General Process Manual, this standard has received approval for Publication.

To assure customer satisfaction, aerospace industry organizations must produce, and continually improve, safe, reliable products that meet or exceed customer and regulatory authority requirements. The globalization of the aerospace industry, and the resulting diversity of regional/national requirements and expectations, has complicated this objective. End product organizations face the challenge of assuring the quality of, and integrating, product purchased from suppliers throughout the world and at all levels within the supply chain. Aerospace suppliers and processors face the challenge of delivering product to multiple customers having varying quality expectations and requirements.

The aerospace industry has established the International Aerospace Quality Group (IAQG) for the purpose of achieving significant improvements in quality and safety, and reductions in cost, throughout the value stream. This organization includes representatives from aerospace companies in the Americas, Asia/Pacific, and Europe. This international standard has been prepared by the IAQG.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

1 Scope

The scope of this document is to define the content and the presentation of the Assessment Report of the section 1 of EN 9100 standard (based on ISO 9001:2000).

2 QUALITY SYSTEM ASSESSMENT REPORT CONTENT

The Assessment Report is made up of:

- Page 5 *(required)*
  General Assessment Information
- Page 6 *(required)*
  Assessment Conclusions
- Page 7 *(optional)*
  Specific Organization Information
- Page 8 *(required)*
  QMS Assessment Result Summary
- Page 9 *(required)*
  QMS Assessment Scoring
- Page 10
  Corrective Action Request (when required)
- Page 11
  Observations / Comments
- Annex
  Quality Management System Questionnaire relative to EN 9120 (based on ISO 9001:2000)
- Annex
  Quality Management Systems Audit Scoring

Audit Report No.:	**ASSESSMENT REPORT**	*Assessing company logo*

GENERAL ASSESSMENT INFORMATION

1 Distributor Organization & Work Address

Company Name: Subsidiary of: Organization Identification: Assessed Site(s) Addresse(s): Headquarter: Warehouse(s): Main activities: Product Types or Codes:	Tel Number: Fax Number: e-mail: CAGE code: Assessment Representative & Title: Quality Manager Representative & Title:

2 QMS Registration

[ ] ISO Standard / Revision: Expiration Date (if applicable): Registrar Name:	[ ] Aerospace Standard / Revision: Expiration Date (if applicable): Registrar Name:

3 Assessment Team

Lead Assessor Name: [ ] Certified Auditor – Type & No. [ ] Qualified Auditor	Other Assessment Team Members:

4 Assessment Dates:

5 Assessment Scope

[ ] Total facility assessed	[ ] Initial assessment	[ ] All EN 9120 clauses assessed
[ ] Partial facility assessed	[ ] Re-assessment	[ ] Partial EN 9120 clauses assessed
[ ] Other:		Clauses not assessed:
[ ] Activity assessed:		

6 Assessment Disposition	7 Scoring
[ ] Conforming [ ] Conforming with minor (mi) corrective action [ ] Nonconforming with Major (Ma) corrective action	Scoring result:

8 Assessment Approval

Assessing Company	Date	Lead Assessor Name	Signature

Distribution Agreement

This Assessment Report is the property of the assessed Organization and the assessing Company. Distribution to other companies or individuals is authorized only after written agreement of the assessed Organization and of the assessing Company.

To that end, a signature below by an Authorized Representative of the assessing company indicates that this report may be copied by the organization for other customers.
If copied, the report must be disclosed in full including findings and any corrective actions.

Authorized Representative
Assessing Company Name _____ Signature _____ Date _____

Audit Report No.:	**ASSESSMENT REPORT**	*Assessing company logo*

ASSESSMENT CONCLUSIONS

General comments about the organization, distributed products and sources, traceability and the quality system of the assessed organization:

Strong points:

Weak points- Improvement Opportunities:

Audit Report No.:	ASSESSMENT REPORT	*Assessing company logo*

SPECIFIC ORGANIZATION INFORMATION

1 Legal and Financial Aspects

- ❒ Date of Formation:
- ❒ Legal Status:
- ❒ Capital:
- ❒ Other Data:

	Third Prior Financial Year ( )	Second Prior Financial Year ( )	First Prior Financial Year ( )	**Current Financial Year ( )**
Sales				
Earnings				
Earnings used for Re-Investment				
Workforce				

2 Turnover breakdown and main Customers

Activities	Main Customers	Sales Percentage
Aircraft, Space and Defence Industry		
Other Activity (be specific)		

3 Clearances or Approvals granted by Authorities

Name of the Authority	Types and References	End of Validity (date)

Audit Report No.:	**ASSESSMENT REPORT**	*Assessing company logo*

QMS ASSESSMENT RESULT SUMMARY

Organization:

Clauses*	**Result**					**Observation / Corrective Action Request Number (Ma/mi)**
	S	Ma	mi	N/A	N/E	
4 - Quality Management System						
4.1 General requirements						
4.2 Documentation requirements						
5 - Management responsibility						
5.1 Management commitment						
5.2 Customer focus						
5.3 Quality policy						
5.4 Planning						
5.5 Responsibility, authority and communication						
5.6 Management review						
6 - Resource management						
6.1 Provision of resources						
6.2 Human resources						
6.3 Infrastructure						
6.4 Work environment						
7 - Product realization						
7.1 Planning of product realization						*Non applicable*
7.2 Customer-related processes						
7.3 Design and development						*Non applicable*
7.4 Purchasing						
7.5 Production and service provision						*7.5.2 Non applicable*
7.6 Control of monitoring and measuring devices						
8 - Measurement, analysis and improvement						
8.1 General						
8.2 Monitoring and measurement						
8.3 Control of nonconforming product						
8.4 Analysis of data						
8.5 Improvement						
Assessed Organization:						Assessing Company:
Rep's name:	**Results**					Lead Assessor Name:
Signature:	**Date:**					Signature:

* **For each clause, cross results of assessment: "S" for Satisfactory, "Ma" for major corrective action, "mi" for minor or "N/A" for non applicable and "N/E" for not evaluated.**

Audit Report No.:	**QMS ASSESSMENT SCORING**	*Assessing company logo*

Organization:		**Result**					
	SCORING CHART	Major CAR or minor CAR on Key requirement		Minor CAR on **non** Key requirement		NO CAR	RESULT
		(Col. A)	**(Col. B)**	**(Col. C)**	**(Col. D)**		
		Multiple findings	Single finding	Multiple findings	Single finding		
4	**Quality management system**					**80**	
4.1	General requirements	0	5	20	30	40	
4.2	Documentation requirements	0	5	20	30	40	
5	**Management responsibility**					**80**	
5.1	Management commitment						
5.2	Customer focus	0	5	10	15	20	
5.3	Quality policy						
5.4	Planning	0	5	10	15	20	
5.5	Responsibility, authority and communication	0	5	15	15	20	
5.6	Management review	0	5	10	15	20	
6	**Resource management**					**80**	
6.1	Provision of resources						
6.2	Human resources	0	5	10	20	30	
6.3	Infrastructure						
6.4	Work environment	0	10	25	40	50	
7	**Product realization**					**480**	
7.1	Planning of product realization	**Not required**					
7.2	Customer-related processes	0	10	20	40	60	
7.3	Design and development	**Not required**					
7.4	Purchasing	0	5	30	40	100	
7.5	Production and service provision						
7.5.1	*Control of production and service provision*	0	5	30	60	80	
7.5.2	*Validation of processes for production and service provision*	**Not required**					
7.5.3	*Identification and traceability*	0	5	40	50	100	
7.5.4	*Customer property*	0	5	10	15	20	
7.5.5	*Preservation of product*	0	5	20	40	100	
7.6	Control of monitoring and measuring devices	0	5	10	15	20	
8	**Measurement, analysis and improvement**					**280**	
8.1	General	0	5	10	15	20	
8.2	Monitoring and measurement						
8.2.1	*Customer satisfaction*	0	5	10	15	20	
8.2.2	*Internal audit*	0	5	10	15	20	
8.2.3	*Monitoring and measurement of processes*	0	5	20	25	30	
8.2.4	*Monitoring and measurement of product*	0	5	15	15	20	
8.2.5	*Evidence of conformance – Certificate of conformity*	0	5	N/A	N/A/	100	
8.3	Control of nonconforming product	0	5	20	25	30	
8.4	Analysis of data	0	5	10	15	20	
8.5	Improvement	0	5	10	15	20	

The assessed Organization agrees on the Quality Management System scoring and Corrective Action requests		
Organization Representative:	Signature:	Date:

Total Points Possible	
Total Points Achieved	
Score (pts achieved/pts possible) × 100	

Audit Report No.:	**CORRECTIVE ACTION REQUEST (C.A.R.)**	*Assessing company logo*

Organization: Site:	Identification C.A.R. No.: Date issued:
Reference Standard:	Referenced Standard Element concerned:

Criticality Ma / mi	Non-conformance Description

Assessor Name:	Assessor Signature:

Assessed Organization to complete the Corrective Action Request with root cause analysis, corrective action, and planned completion date of corrective action, and return to the Assessing Company by due date.	Due date:

Action No.:	Root Cause:	
Action No.:	Corrective Action:	Planned completion date of Corrective Action:

Organization Representative Name:	Signature:	Current date:

Verification of the implementation of the completed Corrective Action by the Assessed Organization

Organization Representative Name:	Signature:	Current date:

Verification of the implementation of the completed Corrective Action to be filled out by the Assessing Company

Verification date:	Accepted: Yes ❒ No ❒	Assessor Name:	Assessor Signature:

Audit Report No.:	**OBSERVATIONS / COMMENTS**	*Assessing company logo*

Organization:	Audit Report number:
Site:	Issued date:

Item Number	Section	Description

Lead Assessor Name:	Signature: Date:

*S: Satisfactory – **CAR**: Corrective action request – **Ma**: Major corrective action – **mi**: Minor corrective action*
*N/A: Not applicable – **N/E**: Not evaluated – **P:** Product – **M**: Management*