



SLOVENSKI STANDARD

SIST EN 9162:2018

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Aeronavtika - Programi za samopreverjanje letalskih operaterjev

Aerospace series - Aerospace Operator Self-Verification Programs

Luft- und Raumfahrt - Selbstverifizierungsprogramme von Betreibern in der Luft- und Raumfahrtindustrie

Série aérospatiale - Programmes associés aux opérateurs d'autocontrôle aéronautique

STANDARD PREVIEW
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Ta slovenski standard je istoveten z: **EN 9162:2018**

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ICS:

49.020	Letala in vesoljska vozila na splošno	Aircraft and space vehicles in general
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en,fr,de

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EUROPEAN STANDARD
NORME EUROPÉENNE
EUROPÄISCHE NORM

EN 9162

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ICS 49.020

English Version

**Aerospace series - Aerospace Operator Self-Verification
Programs**

Série aérospatiale - Programmes d'autocontrôle des
opérateurs aéronautiques

Luft- und Raumfahrt - Selbstverifizierungsprogramme
von Betreibern in der Luft- und Raumfahrtindustrie

This European Standard was approved by CEN on 18 September 2017.

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-CENELEC 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-CENELEC Management Centre has the same status as the official versions.

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

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

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European foreword

This document (EN 9162:2018) 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 December 2018, and conflicting national standards shall be withdrawn at the latest by December 2018.

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

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, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

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EN 9162:2018 (E)**Rationale**

This document has been elevated from a recommended practice to a standard, and defines the actions required to implement and maintain an operator self-verification program.

Foreword

To continue to assure customer satisfaction, aviation, space, and defence industry organizations must produce and continually improve safe, reliable products that meet or exceed customer and regulatory requirements. The globalization of the industry and the resulting diversity of requirements and expectations have complicated this objective.

This document is focused on standardizing, to the extent possible, operator self-verification practices in the aviation, space, and defence industry. Establishing common requirements practices should result in improved quality and safety, decreased costs, and elimination or reduction of organization-unique requirements.

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1 Scope

1.1 General

This document identifies the basic elements and provides a standard for structuring operator self-verification programs within the aviation, space, and defence industry for producers of commercial and military aircraft and weapons platforms, space vehicles, and all related hardware, software, electronics, engines, and composite components.

The requirements specified in this standard are complementary (not alternative) to contractual and applicable statutory and regulatory requirements. Should there be a conflict between the requirements of this document and applicable statutory or regulatory requirements, the latter shall take precedence.

1.2 Application

Operator self-verification programs are applied to improve the overall efficiency and product quality of processes considered stable and capable of fulfilling all requirements, as determined by the implementing organization. Operator self-verification programs are not stand-alone processes, but augment an existing quality management system. Its application can be made where inspection activities are currently deployed.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 9100, *Quality Management Systems — Requirements for Aviation, Space and Defence Organizations*

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EN 9110, *Quality Management Systems — Requirements for Aviation Maintenance Organizations*

NOTE Equivalent versions (e.g., AS, EN, JISQ, SJAC, NBR) of the IAQG standards listed above are published internationally in each IAQG sector.

EN ISO 9000:2005, *Quality management systems — Fundamentals and vocabulary*

3 Terms and definitions

For the purposes of this standard, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

3.1

acceptance

establishment of a record that signifies verification that the product is compliant with all the specified requirements; in self-verification programs, the organization clearly specifies the detail and extent of the approved operator's acceptance authority

EN 9162:2018 (E)**3.2****critical processes**

those processes that if not performed properly or improper parts/material are used could result in a failure, malfunction, or defect endangering the safe operation of the product involved

3.3**independent surveillance**

observation/review or audit of operator self-verification by an entity that is not dependent on or affiliated with the entity controlling the operator

3.4**inspection**

process of measuring, examining, testing, gauging, or otherwise comparing product or material with defined requirements

3.5**operator**

term used to identify the individuals who perform the process

Note 1 to entry: Self-verification qualified individuals should be referred to through terminology considered suitable by the organization's program focus, cultural, and customer environment (e.g., approved operators, approved technicians).

3.6**operator competency**

means of objectively determining that identified operators have the necessary skills and knowledge to undertake the role of self-verification

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3.7**operator self-verification**

verification that a product conforms to all applicable requirements by the individual who produced the product

3.8**surveillance**

act of careful observation, monitoring, measuring, or verifying:

- Operators – monitoring operator competence and performance to detect or prevent a noncompliance to established requirements;
- Products – validation of products to detect or prevent a noncompliance to established engineering requirements;
- Processes – verification that processes are implemented and performed, as planned.

3.9**verification**

confirmation through the provision of objective evidence that specified requirements have been fulfilled

4 General

4.1 Operator self-verification places formal verification of applicable product quality requirements in the hands of a qualified, competent operator and augments existing, robust quality management systems to provide continued system and product quality improvement. Formal verification does not imply final verification of product.

4.2 Development and implementation of an effective operator self-verification program improves the overall awareness and quality culture of the organization's manufacturing department, and promotes greater first pass quality.

4.3 Integration of operator self-verification into the work process results in process and operator performance measures through regular surveillance reviews. These reviews allow the operators to control and improve the quality of the products.

4.4 Operator self-verification programs can be implemented on a selective or organization-wide basis.

4.5 Operator self-verification programs highlight operator responsibility and accountability for product quality, promote employee pride of ownership, and recognize superior performance.

5 Foundational elements

In addition to a quality management system, the following elements shall be implemented and maintained to support an organization's operator self-verification program:

- a) Identification of processes eligible for using operator self-verification;
- b) Development of plans supporting operator self-verification implementation, maintenance, and continuous improvement;
- c) Training and competence of identified operators;
- d) Development of measures for oversight of operator and process performance;
- e) Structured maintenance of operator self-verification.

NOTE The elements of operator self-verification noted in this section are foundational in establishing a robust program in compliance with this standard.

6 Process application

A program implementation plan shall include the communication of program objectives and intent, development and deployment of associated training, establishment of process performance measures, and the methods for sustaining such operations. Subordinate documentation can be developed and deployed, as deemed necessary, to provide specific or detailed direction/instructions for the work force, management, administrative personnel, program/process records and record retention, etc.