9110:2016 Standard
Frequently Asked Questions (FAQs)

To assist in the deployment and sustainment of 9110:2016, the International Aerospace Quality Group (IAQG) 9110 Writing Team has developed a collection of questions and responses for users of the standard.

IAQG Procedure 103 defines the process for providing "clarifications" to published standards. It is intended that these FAQs be updated, as appropriate, as new questions are received and responded by the Sector Document Representatives (SDRs) and IAQG Document Representative (IDR).

NOTE: Due to the dependence/interrelationship between 9100 and 9110, applicable 9100 FAQs have been integrated into this document. This 9110 FAQ is complementary to 9110:2016 Key changes presentation.

TABLE OF CONTENT

QUESTIONS ABOUT THE CHANGE

1. **Which organizations could potentially have need of adopting the 9110 quality management standard?**

The concept of the standard has changed; it is mainly applicable to MRO but also to other organizations like Airlines/CAMO and for both civil and military sectors.

2. **What are the benefits of implementing 9110 quality standard?**

- Comply with contractual requirements from the growing number of Customers requiring 9110 certification (increased ability to bid for new contracts).
- Higher quality services at reduced cost.
- Shared supplier approval and audit results database (certificated organizations are listed in OASIS).
- Increased recognition by Regulatory Authorities and stakeholders.
- For non-certificated organizations to demonstrate QMS compliance against a recognized MRO Quality Management System leading to potential NAA certification.

3. **Does the 9110 certification replace approvals, certificates, ratings, licenses, and permits required by the responsible authority?**

No, and furthermore non-certificated external providers and military MRO can also seek 9110 certification.

4. **How has the structure of the standard changed?**

The structure has been changed to align with the common 10 clause high level structure developed by ISO to ensure greater harmonization among its many different management system standards.

5. **What are the main differences in content between the old and new 9110 versions?**

The new 9110:2016 is no longer based on the 9100:2016. Based on ISO9001:2015 the 9110:2016 focuses on specific MRO requirements not OEM needs.
A better alignment with safety management requirements from the ICAO Annex 19 is ensured.
The scope was extended to include Continuing Airworthiness Management services.

6. **How have documentation requirements changed?**

Specific documented procedures are no longer mentioned; it is the responsibility of the organization to maintain documented information to support the operation of its processes and retain the documented information necessary to have confidence that the processes are being carried out as planned. The extent of the documentation that is needed will depend on the business context.

7. **The standard does not mention a quality manual, is it still required?**

No, documented information supporting the QMS can be described in existing exposition/manual or any other system. If a quality manual already exists, it will be an acceptable means as documented information.

8. The standard mentions a Quality Manager. Why?

A Quality Manager (or similar title such as compliance monitoring manager, chief inspector, etc.) shall establish an independent audit program and a quality feedback reporting system to the Accountable Manager ensuring alignment with civil and military MRO regulations.

9. What is risk-based thinking and why has it been introduced into the standard?

See specific Guidance Material in 9110 Key changes presentation

10. Are organizations still allowed to exclude requirements of ISO 9001?

9110:2016 no longer refers to "exclusions" in relation to the applicability of its requirements to the organization's quality management system. However, an organization can determine the applicability of requirements. All requirements in the new standard are intended to apply. The organization can only decide that a requirement is not applicable if its decision will not affect its ability or responsibility to ensure the delivery of services for the scope of certification and the enhancement of customer satisfaction.

11. What is the process approach and is it still applicable to 9110:2016?

The process approach is a way of obtaining a desired result, by managing activities and related resources as a process. Although the clause structure of 9110:2016 follows the Plan-Do-Check-Act sequence, the process approach is still the underlying concept for the QMS. For further guidance, please refer to specific Guidance Material in 9110 Key changes presentation.

12. Is it a pre-requisite to comply with all 9100 requirements?

No, 9110 requirements are standalone and not intended to be linked to 9100.

13. Is AS9110 equivalent to the EN9110?

Yes, both are technically equivalent. The AS9110 is the American standard while the EN9110 is the European standard.

QUESTIONS RELATING TO SPECIFIC CLAUSES IN THE STANDARD

1. Where do I find definitions of some of the terms used in 9110

For 9110 specific definitions, Clause 3 of the standard is intended to provide this guidance. For any other aerospace definition, guidance can be found in the IAQG dictionary (http://www.sae.org/iaqg/dictionary/). For all other definitions, please refer to ISO9000.

2. Regarding the definition of airworthy, how do you deal with articles not having type design? (3.1)

Any article intended for installation on an aircraft, engine or propeller needs to be in a condition for a safe operation as defined by an approved design (e.g. type design, TSO, PMA, approval letters, etc.)

3. Which appointed manager does nominated post holder refer to in the NOTE to clause 5.3.3

Depending on the regulatory jurisdiction, a 'nominated post holder' as described in clause 5.3.3 may include positions like 'Part M or CAMO Post Holder'.

4. Documents and records have been replaced by documented information. What does this mean? (7.5)

Documentation, documents and records are now collectively referred to as documented information. Where that documented information might be subject to change (as in the case of procedures, work instructions, etc.), organizations are required to MAINTAIN the information up-to-date; where the information is not normally subject to change (for example records) the organization is required to RETAIN that information.

5. Is it a requirement to have implemented a Safety Management System to comply with the new 9110 requirements?

9110 does not impose the requirement of implementing Safety Management System (intended by ICAO Annex 19) on all organizations. It is only a requirement when imposed by the applicable regulatory jurisdiction.

6. How does 9110 support product safety management?

By integrating the concepts of product safety and risk based thinking on several clauses of the standard such as QMS and its processes, leadership, planning, etc… For further guidance, please refer to 9110 Key changes presentation. Examples of ICAO elements not required by the 9110 standard include Emergency Response Planning.

7. What are the new requirements related to product safety management included in the new 9110 standard?

Clauses 8.1.1 and 8.1.3 describe new requirements for operational risk management, hazard identification and assessment, product safety and measurement of safety performance. Clause 5.2.3 introduces the requirement for establishing a safety policy and associated objectives and finally clause 10.1 introduces the requirement for improving safety performance.

8. What does personal safety mean? Is it occupational health and safety related? (8.1.a NOTE)

Personal safety includes health and safety. 9110 encourages the consideration of personal safety during operational planning and control but this is not a requirement of the standard.

9. What is meant by Ethical behaviour? (7.3.h and 8.4.3.i)

The standard requires employees and providers to be aware of ethics compliance and behaviour requirements to prevent issues such as conflicts of interest, bribery, misrepresentation of products and services, fraud, etc.

10. What is meant by post-delivery activities for a MRO or a CAMO? (8.5.5)

For a MRO, post-delivery activities are limited to offering corrective actions and investigation results following quality escape or warranty event for the work performed.
CAMO post-delivery responsibilities are limited to address issues regarding continuing airworthiness management deliverables as per contract.

11. What is the difference in the standard between improvement and continual improvement? (10)

9110:2016 used the term continual improvement to emphasize the fact that this is an ongoing activity. However, it is important to recognize that there are a number of ways in which an organization may improve. Small step continual improvement is only one of these. 9110:2016 therefore uses the more general term improvement, of which continual improvement is one but not the only component.
This International Standard is based on the quality management principles described in ISO 9000.