Specific Regulations for System Certification according to AQMS UNE-EN 9100, UNE-EN 9110 and UNE-EN 9120 standards

RP-CSG-035.02

Regulations approved on 2016-05-03

AENOR Asociación Española de Normalización y Certificación

1. PURPOSE

These regulations give specific details of the *General Regulations for the Certification of Management Systems and their Conformity Marks* for the certification of advanced management systems in accordance with AQMS standards*:*

- UNE-EN 9100 *Requirements for Aviation, Space and Defense Organizations;*

- UNE-EN 9110 *Requirements for Aviation Maintenance Organizations;*

- UNE-EN 9120 *Requirements for Aviation, Space and Defence Distributors;*

in their current editions.

Certification will be carried out according to the conditions established in the General Regulations with the specific conditions and exceptions established in these regulations.

The organisation certified is issued with the EN 9100, EN 9110 and EN 9120 certificates, entitling it to use the AENOR Mark for "Quality Management System for the Aerospace and Defence Industry" described in Chapter 5.

2. DEFINITIONS

For the interpretation of these Regulations the definitions referred to, those included in the General Regulations and the following standards will be applicable:

- UNE-EN 9100 *Requirements for Aviation, Space and Defense Organizations.*

- UNE-EN 9110 *Requirements for Aviation Maintenance Organizations.*

- UNE-EN 9120 *Requirements for Aviation, Space and Defence Distributors.*

And UNE-EN-ISO 9000 *Quality management systems. Fundamentals and vocabulary.*

3. AWARD, MAINTENANCE AND RENEWAL OF THE CERTIFICATE

The process of awarding, maintaining and renewing the certificate will comply with that described in the General Regulations, with the following proviso:

3.1. Corrective action plan

Unless all major and minor non-conformities have been contained and corrected satisfactorily, an analysis of the root cause having been carried out, and corrective action implemented, checked, accepted and verified, no certificate regarding an AQMS standard or any combination of AQMS standards that require a decision on certification will be issued.

The organisation also agrees to do the following:

If non-conformities should be detected, it will propose a plan of action to the lead auditor within 30 calendar days from the completion of the on-site audit.

When the nature of the non-conformity requires immediate action to contain the problem, the organisation must respond within 7 calendar days after the audit, specifying the measures for containment, including corrective action, and reach an agreement on these measures with the lead auditor within the following 14 calendar days.

If non-conformities should be detected, the organisation will demonstrate to the lead auditor that within 60 calendar days from the completion of the on-site audit it has taken the necessary action for conformity to be reestablished.

4. COMMITMENTS

In addition to the information specified in Section 9 e) of the General Regulations, the certified organisation is obliged to report to AENOR in writing any change regarding:

- Ownership (e.g. mergers or acquisitions).
- Organisation and management (e.g. main address, decision making and technical management).
- Contact address or location.

The organisation also agrees to do the following:

- To have introduced a quality management system, in accordance with UNE-EN 9100, 9110 and 9120, at least three months before the date of the application.

- To undertake ISO 9001 certification at the same time.

- To send updated records or descriptions of its processes so that subsequent audits can be planned.

- To provide data related to its main clients (for example, five) in the aviation, space and defence fields and sales for each sector, indicating what percentage of total income it accounts for;

- To provide the information requested by the lead auditor for the preparation of the audit.

- To have a documented system (handbook, procedures, etc.).

- Before the AENOR certification audit internal audits will have been carried out for all the activities specified in the application, as well as a review of the system by management.

- To have a claims procedure and a record of complaints from customers which is available to AENOR, within the scope of the activity applied for.

- The records that demonstrate conformity with the technical requirements for the certification requested shall be kept for a minimum period of three years after certification, unless a justified application is submitted to AENOR, who will decide in this respect.

- If the activity to be audited involves classified material or export control requirements that affect access to information by auditors, this must be reported during the planning stage of the audit.

- For UNE-EN 9100, 9110 and 9120 certification AENOR is authorised to communicate the audit report and results to the NAIA (National Aeroespace Industry Association) as "other party".

- To allow the representatives of ENAC, OP assessors, representatives of clients or national aeronautical authorities to attend on-site inspections and review documentation, if necessary, to confirm the effectiveness of the audit process.

- To respond to non-conformities detected in the audit report. Within the time limits specified it shall send to AENOR a plan for corrective measures and evidence of closure of the same in applicable cases, according to the final provisions of the audit report. Failure to respect these time limits may be a reason for AENOR to initiate suspension of the certificate, as established in section 8.4 of the 9104.01 standard.

- If the client loses certification for some AQMS standards, they must immediately notify their aviation, space and defence customers of this fact.

  Failure by a certified organisation to comply with any of the clauses contained in this document may lead to the company's withdrawal from the ICOP scheme and consequently to its removal from the lists in the OASIS database.

  According to EN 9104-001 your organisation is required to supply, if so requested, copies of audit reports and documents and records associated with your current and potential clients.

- The organisation must have an OASIS manager and certification may be suspended if it does not have one.

- To accept the structure of certification in accordance with EN 9104-001:2013 as identified in the proposal.

- In the event of an audit transfer the client should not cancel the contract with the current certification body until the AENOR certificate has been obtained. The audit cycles of the current certification company shall be respected for transfer audits.

- To authorise AENOR to publish the audit and the audit report in the OASIS database.

- Not to use the IAQG logo except in the certificate issued by AENOR.

5. AENOR "AEROSPACE QUALITY MANAGEMENT SYSTEM" MARK

5.1. Use of the Mark in "Other party" aerospace certificates

IN COLOUR

Colour:

    a) In white:

        1. AENOR

        2. "Aerospace Quality"

        3. The rectangle at the base of the label

    b) In black (Pantone Black C):

        1. Logo ER

        2. The outlines of the rectangles

    c) In silver (Pantone Silver 877 C):

        1. The background of the whole label except the rectangle at the base

        If silver cannot be used, it may be replaced by grey: Cool Gray 6 or 40% black

Typography: the text "Aerospace Quality" appears in "TradeGothic Regular".

Note: before using the AENOR "Aerospace Quality" Mark in your documentation or on other supports, they should be submitted to AENOR for approval.

5.2. Use of the Mark for UNE-EN 9100 certified organisations

IN COLOUR	IN BLACK AND WHITE

Colour:

a) In white:
  1. AENOR
  2. "Aerospace Quality"
  3. The rectangle at the base of the label

b) In black (Pantone Black C):
  1. Logo ER
  2. The outlines of the rectangles
  3. "UNE-EN 9100" which appears within the rectangle at the bottom

c) In silver (Pantone Silver 877 C):
  1. The background of the whole label except the rectangle at the base

  If silver cannot be used, it may be replaced by grey: Cool Gray 6 or 40% black

Black and white:

a) In black (Pantone Black C):
  1. AENOR
  2. Logo ER
  3. "Aerospace Quality"
  4. "UNE-EN 9100" which appears within the rectangle at the bottom
  5. The lines of the two rectangles

b) In white:
  1. The background of the whole label and the rectangle at the bottom

Typography: the texts "Aerospace Quality" and "UNE-EN 9100" appear in "TradeGothic Regular".

Note: before using the AENOR "Aerospace Quality" Mark in your documentation or on other supports, they should be submitted to AENOR for approval.

5.3. Use of the Mark by UNE-EN 9110 certified organisations

IN COLOUR	IN BLACK AND WHITE

Colour:

a) In white:
1. AENOR
2. "Aerospace Quality"
3. The rectangle at the base of the label

b) In black (Pantone Black C):
1. Logo ER
2. The outlines of the rectangles
3. "UNE-EN 9110" which appears within the rectangle at the bottom

c) In silver (Pantone Silver 877 C):
1. The background of the whole label except the rectangle at the base

If silver cannot be used, it may be replaced by grey: Cool Gray 6 or 40% black

Black and white:

a) In black (Pantone Black C):
1. AENOR
2. Logo ER
3. "Aerospace Quality"
4. "UNE-EN 9110" which appears within the rectangle at the bottom
5. The lines of the two rectangles

b) In white:
1. The background of the whole label and the rectangle at the bottom

Typography: the texts "Aerospace Quality" and "UNE-EN 9110" appear in "TradeGothic Regular".

Note: before using the AENOR "Aerospace Quality" Mark in your documentation or on other supports, they should be submitted to AENOR for approval.

5.3. Use of the Mark by UNE-EN 9120 certified organisations

IN COLOUR	IN BLACK AND WHITE

Colour*:*

a*)* In white*:*
1. AENOR
2. "Aerospace Quality"
3. The rectangle at the base of the label

b*)* In black *(*Pantone Black C*):*
1. Logo ER
2. The outlines of the rectangles
3. "UNE-EN 9120" which appears within the rectangle at the bottom

c*)* In silver *(*Pantone Silver 877 C*):*
1. The background of the whole label except the rectangle at the base

If silver cannot be used, it may be replaced by grey*:* Cool Gray 6 or 40% black

Black and white*:*

a*)* In black *(*Pantone Black C*):*
1. AENOR
2. Logo ER
3. "Aerospace Quality"
4. "UNE-EN 9120" which appears within the rectangle at the bottom
5. The lines of the two rectangles

b*)* In white*:*
1. The background of the whole label and the rectangle at the bottom

Typography*:* the texts "Aerospace Quality" and "UNE-EN 9120" appear in "TradeGothic Regular".

Note*:* before using the AENOR "Aerospace Quality" Mark in your documentation or on other supports, they should be submitted to AENOR for approval.