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Welcome to AS 9120 Rev B

Our Company is working on becoming AS 9120 B registered. This international standard provides for a (QMS), Quality Management System that outlines some basic good business practices that we need to have in place for our distribution business.

By implementing a Quality Management System (QMS) that complies with AS 9120 B we will be able to make our company run more efficiently, increase customer satisfaction, and communicate to potential customers that we have good quality processes in place.

Surveyed AS 9120 Registered Companies state that they have:

- Higher customer satisfaction
- Increased profitability because of efficiencies
- Market advantages
- Improved communications
- Higher job satisfaction

What will employees need to do for the AS 9120 B Quality Management System?

First Management will be determining both the internal and external issues that are relevant to the QMS and will identify our “Key Processes”.

Those are the processes that affect the quality of our product and our services. Then they will determine how we will control these processes to make sure that we are all doing them the same way, and the best way our organization has identified.

Controlling the process means having documented information for the quality management system, and training employees or finding other or best ways

to make sure that the process is done consistently no matter who is doing it. This means that employees may be required to have certain training, or to follow specific work instructions.

Employees will also need to be aware of how their job affects the quality of our products and customer satisfaction.

AS 9120 Highlights: Things that you will be hearing about as we proceed with this project....

Our Quality Policy

We will identify our Quality Policy, and will be communicating it to all employees. It is important that all of us are aware of what this statement says about our company’s vision is for quality and for meeting customers’ expectations.

Registration Audit

To become AS 9120 B registered, an independent Registrar will audit our quality system. This Registration Audit will be done after we have set up processes to meet all the requirements of AS 9120 B.

The Registrar will send an auditor or audit team to come in to our facilities and evaluate the processes we have in place.

They will check to see if the processes meet the requirements of the standard, and to see if we are following the processes. If everything looks good, we will be recommended for registration and be recognized globally!



Watch for our next newsletter for more introduction to AS 9120 B, what it will mean to you and your coworkers.

AS 9120 Rev B: Introduction to the Requirements

Requirements of AS 9120 B

Section 4: Context of the Organization

Section 5: Leadership

Section 6: Planning

Section 7: Support

Section 8: Operation

Section 9: Performance Evaluation

Section 10: Improvement

Section 6: Planning

The Quality Management System will not work without proper planning.

This clause talks about the planning for the QMS, where our company considers the issues regarding the understanding the organization and its context, the needs, and expectations of interested parties and determines the risks and opportunities that need to be addressed.

In addition, this section covers the quality objectives that will need to be established for the relevant functions and the plans to achieve them determined. We will also need to carry out changes to our QMS in an organized and controlled manner.

We talked about the internal and external issues and the needs and expectations of the interested parties that are relevant to the QMS in newsletter #4 and now we are concerned with planning the actions to address risks and opportunities.

Risk is the effect of uncertainty on objectives; and risks and opportunities are defined as potential adverse effects (threats) and potential beneficial effects (opportunities).

Risk-Based Thinking –

A proactive approach aimed at preventing undesirable outcomes.



We will use this approach so that our QMS can achieve its intended results, prevent, or reduce, undesired effects, and continually improve. Actions to address the risks and opportunities are planned in order to integrate and implement them into our QMS and business processes. At the operations level, we will have plans and controls to address the risks associated with the operational processes you are involved in.

Once implemented, we will evaluate the effectiveness of the actions taken and look for ways to further improve our operations.

Quality objectives at relevant functions, levels and processes are established based on the objectives of management. The quality objectives are consistent with the quality policy, are measurable and consider customer satisfaction. When changes to the QMS are needed, we will ensure that they are carried out in a planned and systematic manner with consideration given to the purpose of the change, the availability of resources, and the assignment of responsibilities.

For the details on how we will address clause 6, refer to the QMS procedures: **P-600, Planning for the QMS.**

P-612, Risk management process.

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Section 9: Performance Evaluation

This clause requires that our company plan, implement and control the monitoring, measurement, analysis, and evaluation processes. Performance evaluation includes systems for the evaluation of customer satisfaction, analysis and evaluation of data, internal audits, and management review, all aimed at improved quality performance and an effective QMS.

Monitoring, measurement, analysis, and evaluation.

For our products and services, we determine what needs to be monitored and measured, identify, and implement the methods for valid results, specify when the monitoring and measuring is to be performed, and when the results are analyzed and evaluated. Methods will include the use of statistical techniques and root cause analysis.



Customer satisfaction.

To determine how satisfied or dissatisfied our customers are, management monitors information relative to the customer perceptions of how well their needs and expectations are met.

Internal audit.

Our company conducts internal audits on a regular basis to ensure that the QMS conforms to requirements, is effectively implemented, and maintained, and continues to be suitable and adequate.

This means that a team of our employees will be trained to evaluate processes in the different areas of the company. They will look at the planned, documented processes and see if the work is being done accordingly. They will see if the documented process is consistently leading to quality product, and meeting customer requirements.

Management review.

Our top management will also be holding regular meetings to evaluate how the QMS is working. When the QMS is complete, processes will be monitored, progress towards quality goals will be measured, and management will hold review meetings to see how the QMS is working and how it can be improved. During the meetings, top management will look at items such as:

- Data on how processes are working
- Action items for improvement
- Follow-up on action items from previous management reviews
- Changes that could affect the QMS
- The Quality Policy

Performance Evaluation Procedures listed below provide Clause 9 details.

P-910, Monitoring, measurement, analysis, and evaluation,

P-912, Customer satisfaction,

P-913, Statistical techniques,

P-914, Root cause analysis,

P-920, Internal audit,

P-930, Management review.

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