World Standards Review

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Preparing for Change – Transition to ISO 9001:2015

As everyone in the quality game is aware, there has been a lot of talk over the last two years about the changes to come with the ISO 9001 revision, to be issued in 2015. ISO standards touch almost everything we do and they help to make the world a safer and more efficient place. This drives the need to evaluate the effectiveness of the standard and make changes to drive continual improvement within our own organizations and industry wide.

The task of understanding the revised standard's effect on your organization can be overwhelming. We at PJR want to ease our clients and potential clients into this new standard and have composed this simplified FAQ to address some of the most pressing questions and address what steps can be taken now to prepare for the coming change. In addition to this FAQ, PJR also offers an overview of changes to ISO 9001:2015 webinar on a monthly basis, with easy registration available at http://www.pjr.com/upcoming-webinars.

ISO 9001:2015 FAQ:

1) Why is the ISO 9001 standard changing again?

There are a number of objectives associated with this revision, but there are three that are considered most critical. 1) The Internal Organization for Standardization (ISO) wants to see the ISO 9001 and all of its other standards continue to grow in terms of numbers of registrations. There is a lingering perception that ISO 9001 is somehow overbearing or obtrusive to service organizations. 2) There has been a targeted effort to simplify language used to aid in understanding and promote consistency between accreditation bodies, certification bodies, auditors, and

(ISO 9001:2015 Continued on pg 9)

Transition to ISO/TS 16949 Rules 4th Edition

In the quality management industry, maintaining consistent guidelines by which clients are audited is of the utmost importance. The automotive industry is no exception, and the International Automotive Task Force (IATF) has made quality and consistency part of their mission. To this end, the standard that they support, ISO/TS 16949, has underwent several changes and is now published as the fourth edition of Rules.

The third edition of rules was originally released on October 1, 2008. Although the timing necessitated an update, there are a number of other factors that made the upcoming revision necessary. There were a staggering number of differences in the interpretation of the standard between auditors, certification bodies, and Oversight Offices, making a unified interpretation nearly impossible. These disparities have led to certification decisions and client performance not lining up, soft grading of audited suppliers, and mismanagement of support offices by certification bodies. The standard revision aims to ensure that supplier performance and certification align as well as set the bar higher for the

(ISO/TS 16949 Continued on pg 4)

What's HOT in the Registry?

Responsible Recycling (R2)

ISO 13485

ISO/TS 16949

IN THIS ISSUE:

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OASIS: Why is it Important?

OASIS is probably one of the most important mysteries to an aerospace supplier and/or manufacturer. Many of us know the name and that certificate and audit information ends up there but what is it exactly? And why is it so important to PJR and clients alike?

What is OASIS?

OASIS, or Online Aerospace Supplier Information System, the web-based IAQG application containing information on certified suppliers, and their audits, accredited Certification Bodies, AQMS auditors, Accreditation Bodies, participating National Aerospace Industry Associations (NAIAs) etc. It catalogs aerospace suppliers who are certified/registered under the IAQG rules to be in compliance with the aerospace quality management system requirements. The database is run by the International Aerospace Quality Group, the IAQG and provides easy access to aerospace quality management systems data. "The IAQG is a cooperative global organization that brings aviation, space and defense companies together to deliver more value at all levels of the supply chain," explains their website. The IAQG, and subsequently OASIS, exist to ensure that aerospace companies are constantly measured to the highest standards.

The AS9104/1 document details requirements regarding OASIS, including deadlines, responsibilities of Organizations, Certification Bodies and other industry stakeholders. If your Organization becomes certified to an AS9XX standard, the certificate and audit information must be published in the database. It is in OASIS that anyone can view if a company is certified, and what their track record looks like by viewing the results of audits. (Note: while all data on the certificate is located in the public domain of OASIS, the details of audits are only available to those users granted access by the Organization). OASIS catalogs everything from the certification scope to a viewable PDF of all the audit components. The public truly has view of every nook and cranny within an aerospace company.

Why is this important though?

The IAQG purports in their mission that they are "establishing and maintaining dynamic cooperation, based on trust, between international aerospace companies." The OASIS database definitely fosters trust among aerospace companies, their clients, and audit companies like PJR. It provides the added service of bringing together aerospace certified companies with potential buyers who use the database to find suppliers. PJR is in charge of uploading certificate and audit information to OASIS, allowing for an unbiased and honest look into aerospace companies. Knowing this, these companies strive to be their best so they will have a clean OASIS record to show off to clients. Everything from nonconformities, corrective actions and suspensions are shown on OASIS.

(OASIS Continued on pg 14)

PJR's Annual Auditor Training

While last December closed 2014, it also kicked off the New Year with PJR's annual Auditor Training to update employees to 2015 standards. At the end of each year PJR hosts a training session for auditors and annual meeting for sales representatives to bring everyone up to date on the latest developments across our divisions and to allow interaction and growth across department lines. This year's Holiday Training was attended by auditors of all standards from across the country and all over the world, as well as our sales team and program managers.

Shannon Craddock, Programs and Accreditations Manager, led many sessions in the training. "The focus of the 2014 audit training was on the number of accreditation-related transitions happening in calendar year 2015. We provided initial training on ISO 9001:2015 and ISO 14001:2015. We anticipate our clients will have a lot of questions on these new standards, so we are attempting to empower our auditors with the latest knowledge, although there are always new developments. There were also sessions on lessons learned from office and witness audit nonconformities. PJR firmly believes that consistency on audits leads to client satisfaction. Thus, making sure all auditors are calibrated on PJR's and our accreditation bodies' expectations are paramount," summarizes Craddock.

Shannon Craddock
presenting automotive training

This year's training session was held on December 12th and 13th, 2014. Training was held for the auditors in specific standards on the 12th and there was a general training session for everyone the next day. Friday's training focused on Sustainability, Aerospace and Automotive, each section led by a different program manager. Shannon Craddock led a presentation for Automotive, Scott Jones, our EHS Programs Manager, for Sustainability, and Jerry Antonucci spoke on Aerospace, among others who contributed to each presentation.

Automotive Training was held at 9:00am and started with the overview of the new revision of ISO 14001:2015 led by Scott Jones and Austin Matthews. The two presenters brought the automotive auditors as well as the environmental, health and safety auditors up to date on one of our most current standards and how the transition has progressed since its introduction at last year's 2013 training. For the rest of the morning Shannon Craddock led the ISO/TS 16949 automotive session on Program Statistics as well as a Summary of Office and Witness Audit Findings. The automotive day ended with a presentation on Veto Power Concerns by Craddock and Technical Director, Joe Krolikowski.

Scott Jones
presenting environmental training

Sustainability Training was also held on the 12th and coincided with the automotive training. The two shared the 9:00am training on ISO 14001:2015 for the automotive auditors. After the automotive staff's departure, Jones and Matthews continued the sustainability training throughout the morning for the environmental auditors. Sharada Rao, Director of Quality at SERI joined Jones and Matthews for an afternoon session in responsible recycling that closed the sustainability training.

Aerospace training was held on the second floor and began with a presentation on AS9101E that included a Q&A as well as detailing PJR's expectations for the AS9101E forms. The morning session was held by Brian Geer, AS9101 SDR and Jerry Antonucci. Antonucci is part of the Aerospace Technical Committee which also includes Larry Beck and

(PJR Training Continued on pg 15)

(ISO/TS 16949 Continued from pg 1)

certification process in itself to eliminate the perception that every client who receives an audit also receives a certificate.

There are a number of changes to the standard, including but not limited to:

- **1.0**: There are a number of language changes, including the change from "organization" to "client." The term "client" refers to the entire entity achieving certification, including related manufacturing and remote supporting locations. Additionally, "automotive customer" replaces "subscribing customer" because the scope of ISO/TS 16949 audits includes all manufacturing and standard requirements, and even if a customer of the client doesn't require control plans or FMEAs these requirements must be met. The definitions of a supporting function and a site remain unchanged, although fabless sites are ineligible for certification. In terms of eligibility, the standard is applicable to locations where customer-specified production or service parts are manufactured and supplied to automotive customers, including parts that are integral to a vehicle (fire extinguishers, car jacks, and floor mats included). Automobiles for the purposes of this standard include passenger cars, light commercial vehicles, heavy trucks, busses, and motorcycles, but not industrial, agricultural, off-highway, or aftermarket products.
- **3.0**: Several changes to certification body contract requirements, notably that clients *cannot refuse* the presence of an IATF representative or their delegates, nor can clients refuse the request of their certification body to provide the final report to the IATF (rather than the original language of "shall authorize" in 3.1d and 3.1e). In 3.1g, consultants for the client cannot be physically present, nor can they actively participate in the audit (even through videoconferencing and email) in any way.
- **3.2**: Failure of the client to inform their certification body of changes is now possible grounds for certificate withdrawal.
- **5.1**: The audit cycle (5.1.1) for the first recertification audit begins 3 years minus three months from the last day of the initial Stage II audit. The last day of subsequent recertification audits must take place within the same timeframe from the last day of the prior recertification audit. Failure to initiate this process in either case results in the client beginning the process again with a new Stage I and Stage II audit. Recertification decisions (5.1.2) shall be made before the expiration date of the existing certificate.
- **5.2**: In 5.2d, it is now mandatory that additional onsite time be added for review of corrective actions from the prior audit. In 5.2e, the total number of relevant employees needs to be considered, including those in supporting activities. 5.2 also contains numerous new provisions related to a recalculation of audit time as a result of scope expansion, employee count change, etc.
- **5.3**: Every site in a corporate audit scheme must have a separate audit planning activity, audit plan, audit report, certification decision, and certificate. A certificate listing all the sites in a corporate scheme is not allowed.
- **5.4**: Reductions are possible for new ISO/TS 16949 clients that have an existing ISO 9001 certificate. The scope and certification body must remain the same, and the reduction can only be applied one time. In the event of a transfer, an ISO 9001 audit must be performed by the new certification body before the upgrade can be applied.
- **5.5**: Remote support functions can be shared by more than one site and audited by more than one certification body. This is possible because each certification body can audit the site, or in the event that one certification body accepts the reports of another.
- **5.6**: Audit teams for the initial audit must be composed of individuals that have not audited the client for ISO/TS 16949 within the last three-year cycle. For a recertification audit, a certification body can appoint an auditor that has previously audited the client, but they cannot be the team lead or participate in subsequent audits.

(ISO/TS 16949 Cont. on pg 11)

PJR Employee/Auditor Awards for 2014

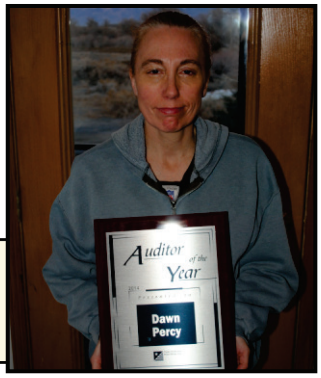
CARLA BERCH

The employee of the Year for 2014 was Audit Program Coordinator, Carla Berch. Carla was recognized for her hard work and dedication to providing outstanding service to our clients and auditors alike, as well as her diligence in finding workable solutions for audit scheduling hurdles.

> ***"PJR is a challenging and rewarding workplace. There is never a dull moment and I am always learning more about this business."***

The Auditor of the Year for 2014 was ISO 13485, ISO 14001, OHSAS 18001, ISO 9001, R2 and Rios auditor Dawn Percy. She is recognized not only for all the schemes that she has become qualified and skilled at auditing, but for her dedication to Perry Johnson Registrars and undying work ethic. Ironically, Dawn was unable to be present at the PJR annual holiday party in December to receive her award as she audited 25 out of 31 days in December! We appreciate all that she does for PJR and our clients!

> ***"PJR provides a supportive environment for auditors and that makes the difference!***



DAWN PERCY

The Global Salesperson of the Year for 2014 was Rich Shelhamer. He was the recipient of the 2013 award as well and has not slowed down since. He achieved the top overall sales volume worldwide! This is his seventh award for Salesperson of the Year and we don't expect it to be his last!

RICH SHELHAMER

> ***"I have always treated this opportunity as it was my own business which I firmly believe it is." I want to pay myself as much as possible each and every day. I have immediate and long term goals which I operated the same way being self employed a couple of times in my past career. WORK ETHIC is the key as I play Hard and work even harder. I am here 20 years this summer and I can't believe where the time has gone. Been fortunate to have surrounded myself by outstanding people that have helped keep me motivated.***

PJR is proud of all of its hard-working employees and pleased to honor those that adhere so strongly to the company's passion for quality and the standards to which it adheres. ◆

Client Spotlight

HighCom Security First Company in the World to Achieve BA 9000 Certification

LEFT TO RIGHT: PAT LOWRY (PJR) PRESENTS PLAQUE TO MIKE BUNDY (HIGHCOM)

HighCom Security, Inc., a leader in the design, development, and manufacturing of USA made hard body armor and related personal protective solutions, has become the first company in the world to achieve BA 9000 certification, a new National Institute of Justice (NIJ) body armor quality management standard, which was issued by Perry Johnson Registrars, Inc., the first accredited certification body for this new standard.

"Recognition and acceptance of NIJ standards has grown worldwide, making NIJ standard certification the performance benchmark for ballistic-resistant body armor," said Mike Bundy, President of HighCom Security. "Each piece of equipment that is manufactured and distributed by HighCom receives thorough quality inspections through our ISO 9001:2008 certified QMS (Quality Management System). BA 9000 which is an extension of ISO 9001, is specific to ballistics-resistant body armor manufacturing and testing. While this standard is voluntary, HighCom believes this additional certification is critical. It ensures that manufacturers provide procedures for communicating with CTP, including unique identification for each piece of the body armor to ensure accountability; that work areas are managed in order to reduce negative effects on body armor; and that product testing must be completed at CTP approved labs, which need to be ISO 17025 compliant. Quality is extremely important to us and that is why we are continuously improving our processes and procedures along with resources to ensure higher performing and cost effective solutions for the marketplace. This is also the main reason why we have sought to become BA 9000 certified."

Patrick Lowry of Perry Johnson Registrars, Inc., stated that "the purpose of a Body Armor Quality Management System (BA-QMS) is to provide additional confidence that manufacturers are managing body armor processes appropriately to better meet the needs of law enforcement officers and the requirements of the NIJ CTP. "

HighCom Security, Inc.'s ballistic solutions have been deployed to hundreds of thousands of operators worldwide, including the U.S. Armed Forces, Allied forces, Federal Government Agencies, in addition to law enforcement and corrections, and other security personnel, both domestically and abroad. We at PJR are pleased to congratulate HighCom on their certification and look forward to future success in BA 9000 certifications! ◆

ISO 27001 – A New Paradigm in Securing Cyber Assets

In a business environment where most, if not all of a corporation's information is kept digitally, the protection of data is of paramount importance. While there are definite merits in keeping information digitally, it is more important to ensure, maintain and protect Confidentiality, Integrity and Availability (CIA) of this information from any kind of Cyber threats such as computer Virus, Trojan or Malware attack, Data breach and loss of information due to natural disasters like flood, earthquake, fire etc .

One of the ways to mitigate the risk of loss of such vital information and data and provide requisite protection is by implementing Information Security Management System (ISMS) based on Information Security Standard called "ISO 27001". It provides a holistic approach and framework to protect such important information and key Cyber Assets of an organization. It is a Management System framework, developed on the lines of ISO 9001 or ISO 14001 standards and has a global recognition and acceptance.

While ISMS has all the key and core elements of ISO 9001 or ISO 14001 such as Internal Audit, Management Review, Control of Documents/Records (Documented Information) and Corrective and Preventive Action (CAPA) and so on, it provides a set of 100+ Security Controls that an organization regardless of its size and industry that it belongs to, can implement to protect Confidentiality, Integrity and Availability of its Information and Cyber Assets. While ISO 9001 focuses on Customer and Quality, ISO 27001 provides a Risk based approach or Risk Management framework to implement Information Security Management System (ISMS).

Since ISO 27001 is the only Information Security Standard that is accepted globally, many Organizations have adopted and implemented the same to meet its Compliance (such as HIPAA-Hitech, PCI-DSS, SOX 404 and so on) and Contractual requirements. Since it prescribes a series of Security Controls and Countermeasures that an organization can implement based on the evaluation of risk and threats that its Cyber Assets may be exposed to, it provides a lot of flexibility in implementation and integration with other ISO standards like ISO 9001, AS 9100, ISO 14001 etc.

The Standard is agonistic to the Industry, type and size of the organization and technology platform (such as SAP, Oracle, IBM or Microsoft, Unix, Linux, AS 400 etc.) that an organization has adopted. It can be implemented with the same level of effectiveness for a small organization with less than 10 people and a highly complex and regulated Banking organization (like Citibank) with global footprint.

ISO 27001 also provides an effective and excellent framework to address data security and compliance requirements that are prescribed under other standards such as e-Steward V2.0, R2 2013, Responsible Care (Security Code under 2013 version), Aerospace (ITR compliance).

As Cybersecurity is now widely perceived as key business issue and concern and has become a Board Room agenda item for most organizations, it cannot be a more opportune time to think and adopt a holistic approach to cybersecurity that may give you an affordable and comprehensive approach to security and protect your most invaluable customer, business and personnel information and help you keep "bad-guys" from damaging your reputation, your brand and your business as a whole. An adoption of ISO 27001 as your Cyber Defense mechanism is one such answer.

If your organization has interest in finding out more about ISO 27001 and how it applies to your business, contact us at 1-800-800-7910 for a project manager in your area! ◆

ASHIT V. DALAL, CISA, CISM, CGEIT, CRISC, CPEA, CPSA & Lead Auditor - ISO 27001, ISO 20000-1 & ISO 22301.

Meet Your New PJR Team Members!

Perry Johnson Registrars Keeps Growing! With the addition of new standards and scopes of registration, our world headquarters team continues to grow! Our goal is to continue to provide value-added auditing and outstanding customer service to all our clients!

NORA KADOO
Marketing Specialist

AMANDA ADAMS
Project Manager

LETISHIA LEE
Project Manager

JOE JURADO
Project Manager

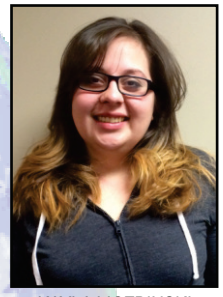
CAROL KELLY
Project Manager

KIM WAGNER
Accreditation Assistant

MARTA ISTOK
Sales Assistant

LISA SPENCE
Sales Assistant

DEBBIE CAMPBELL
Receptionist



KAYLA LICZBINSKI
Receptionist

MELANEE RIEGEL
Audit Training Coordinator

LEAH CAREY
Certificate Coordinator

JULIE FISHER
Certificate Coordinator

LACEY MASON
Administrative Assistant

STEPHANIE ORTEGA
Administrative Assistant - Latin America

JOE KROLIKOWSKI
QMS Technical Manager

TAYLOR NICKEL
Audit Program Assistant

CHRISTY DION
Audit Program Coordinator

JULIE SIKORSKI
Executive Committee/
ISO 9001 Lead Auditor

KAT WARDLYA
Food Safety Assistant

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(ISO 9001:2015 Continued from pg 1)

clients. 3) There has been a long standing desire to simplify and streamline the process for companies that wish to achieve multiple certifications (such as ISO 9001 and ISO 14001.) For example, many of these companies currently feel compelled to maintain multiple sets of quality and procedures manuals. This new re-write is attempting to address these and other concerns.

2) What is the expected timeline?

We are currently in the Draft International Standard (DIS) phase. The DIS standard is available for purchase, but PJR's contention is that there is actually very little value in purchasing the DIS as it will not be an auditable document. The projected publication dates for the FDIS (Final Draft International Standard) and the actual ISO 9001:2015 document are July 2015 and September 2015, respectively. It is PJR's contention that most organizations should wait until the final approved ISO 9001:2015 standard is published to make a purchase. Once the ISO 9001:2015 standard is published, a 36 month transition timeline will begin. This means that if the ISO 9001:2015 standard is published on September 15, 2015, the ISO 9001:2008 standard will be viable until September 15, 2018. All ISO 9001:2008 certifications issued in late 2015 and beyond will have to bear an expiry date that matches the cut-off for ISO 9001:2008. However, it has been emphasized that companies will be allowed to transition at their own pace, and that certification bodies will have to establish their own individual cut-off dates for ISO 9001:2008 audits. At the present time, PJR has not decided what our cut-off will be for ISO 9001:2008 audits.

3) What if we have a Recertification audit in early 2016, should we just plan on performing that audit to ISO 9001:2015?

This will be a strategic decision that each company makes on its own, but there are a few key points to bear in mind. If you have had a chance to examine your quality system against the revised requirements and feel that you are ready, you can certainly request that a transition audit to ISO 9001:2015 be performed. Timing the transition to your regular recertification audit is ideal, but not in any way mandatory. You could certainly perform your 2016 Recertification Audit to ISO 9001:2008, and then complete a transition audit to ISO 9001:2015 in 2017.

4) What are the critical changes?

PJR has prepared a separate report showing a clause by clause analysis on the changes within the ISO 9001

standard, but there are two important standouts. 1) ISO 9001:2015 has eliminated the terms "Documents," "Procedures," and "Records." All of these terms have been replaced with the ubiquitous "Documented Information." The rationale of this change is that it opens the door to a greater understanding and acceptance of alternative methods of controlling a quality management system. ISO is not interested in outdated, dogmatic views of how a process can be controlled or shown to be effective. Consequently, these outdated terms have been eliminated. 2) The introduction of Risk Management. Risk Management has been talked about a great deal over the past year. There are already two ISO standards (ISO 14971 and ISO 31000) and numerous other published materials on methods that can be used to achieve Risk Management. Our analysis has concluded that at least two existing processes within ISO 9001:2008 can be applied to an effective Risk Management program. These are 7.1 Planning of Product Realization and 8.5.3 Preventive Action. Risk Management is being viewed as a system wide component of the quality management system (in much the same way Continual Improvement was when ISO 9001:2000 was published), but it has been emphasized many times over that a formal Risk Management process will not be expected.

5) What is Annex SL, and what does it have to do with ISO 9001?

Annex SL is a portion of the "ISO/IEC Directives Part 1 – Consolidated ISO Supplement – Procedures Specific to ISO" document. This standard regulates and controls the process of developing, updating, and issuing ISO published standard. The full text of Directives Part 1, including the Annex SL text can be found here: http://www.iso.org/sites/directives/directives.html#toc_marker-76. Annex SL can be thought of as a ten section blueprint to be used for all ISO standards. It promotes (among other things)

(ISO 9001:2015 Continued on pg 12)

Career Opportunities

PJR is currently seeking qualified auditors in the following fields and locations. We believe in maintaining an exceptional quality of life by reducing the amount of travel for our auditing staff and by increasing our audit team. We strive to meet this goal.

Experienced AS9100/9110/9120 AIEA or AEA Auditors anywhere in the United States. Qualifications are as follows:

- AS9100 - 40 hour lead auditor certification.
- 4 years in the last 10 of relevant work experience: engineering, design, manufacturing, quality or process control for a major airframe manufacturer, prime supplier, auxiliary equipment supplier, and/or appropriate civil, military or space organization.
- Pertinent AAT certifications.
- AS9101E certification.
- Currently employed with another certification body or 20 audits with another certification body within the last year.
- Must be in OASIS Database.

Experienced ISO 13485 auditors anywhere in the United States. Qualifications are as follows:

- ISO 13485 - 40 hour lead auditor certification.
- Must have four years full-time work experience in a medical device related industry (e.g. manufacturing, device technology, clinical trials – not consulting).
- Must have post-secondary coursework in natural science, physics or engineering field.
- They must have 20 days in an accredited QMS program with another certification body, 50% of which shall be against ISO 13485 preferably in an accredited program and the rest in an accredited QMS program.

Also seeking ISO 9001:2008 auditors in Northern California. Qualifications are as follows:

- ISO 9001:2008 lead auditor certification.
- Must have 2 years quality based work (manufacturing plant, training/teaching/ lab/customer service).
- If they have a college degree they must have 4 years of full time work experience, with 2 being dedicated to quality; If they only have a high school degree, they must have 5 years of full time work experience with 2 years of it dedicated to quality.

For immediate consideration for any of these positions, please submit your cover letter and resume to employment@pjr.com with the position in the subject line of the email. Please specify standard type for auditor positions. ◆

(ISO/TS 16949 Continued from pg 4)

- **5.7**: Certification bodies are required to review information submitted by clients and look over that information before audits, using it to determine areas of priority based on customer risk, performance trends, and how critical the process is. More time may be added in the event that this information is not provided before the audit plan. Clause 5.7.2 establishes a mandatory one hour pre-review of various information by the auditor. This hour long review is in addition to the 8 hour minimum audit day.

- **5.8**: In 5.8l, audits of processes will occur where they take place, not "where practical." In 5.8n, for a Stage II or recertification audit, all processes must be audited on every shift. In surveillance audits, all processes must be audited, but not necessarily on every shift. Shift changeover must be taken into account.

- **5.9**: If a Stage II or transfer audit is cancelled, the client must begin the certification process over with new Stage I and Stage II audits. If a surveillance audit is terminated, the client's certificate is suspended and the client must have a full surveillance within 90 days of the closing meeting. If a recertification audit is terminated, the client must have a new recertification audit before the certificate expires, or else the client must start over with new Stage I and Stage II audits.

- **5.11**: 60 calendar days from the closing meeting, the client must submit evidence of the implemented corrective action responses, systemic corrective actions, root causes, and verification of the effectiveness of these efforts. The certification body is required to review this information within 90 calendar days of the closing meeting. If the responses are acceptable, they need to be verified at the next audit; if not, and attempts to resolve the responses are unsuccessful, the client must begin the audit process again. In case of exceptional circumstances where resolution within 90 days is impossible, certification bodies can consider the NCRs open, but 100% resolved. Verification of the responses is required, and if a response is not effectively implemented, the minor nonconformity shall be upgraded to a major nonconformity and lead to an automatic suspension of the certificate. The auditor is also instructed in this instance to issue a separate major nonconformity against the client's corrective action process. All major nonconformities require onsite verification within 90 calendar days of the closing meeting, and the client's certificate must be withdrawn if corrective actions verified at the follow-up are not effective.

- **5.14**: Letters of conformance can be issued to organizations whose processes satisfy the requirements of ISO/TS 16949 except where there's a site without twelve months of internal or external performance data or where a site can demonstrate that they are on a bid list for customers requiring certification or conformance. Letters of conformance are valid for 12 months and must not look like certificates. Once conditions are met, and before the letter of conformance expires, an organization can go through an initial audit with the same certification body for a maximum of a 50% reduction.

(ISO/TS 16949 Continued on pg 14)

TRADESHOWS and EVENTS

RSA Conference
April 20-24, 2015
Moscone Center
San Francisco, CA

ISRI Convention & Exposition
April 21-25, 2015
Vancouver Convention Center
Vancouver, BC, Canada
Come visit us at Booth #908

NACW
April 28-30, 2015
Los Angeles, CA

ASQ World Conference on Quality and Improvement
May 4-6, 2015
Gaylord Opryland Resort and Convention Center
Nashville, TN
Come visit us at Booth #827

E-SCRAP Conference
September 1-3, 2015
Omni ChampionsGate
Orlando, FL

Pack Expo
(Combined with Pharma Expo)
September 28-30, 2015
Las Vegas Convention Center
Las Vegas, NV

Come visit us!
www.pjr.com

(ISO 9001:2015 Continued from pg 9)

common terms and core definitions for many of the terms used in the ISO family of standards. It is through the mandatory structure of Annex SL that organizations will be better enabled to achieve multiple certifications such as ISO 9001, ISO 14001, and OHSAS 18001, because each of these standards will have the same 10 sections and the same core terms and definitions.

6) We've already been certified for a long time and our procedures are well implemented, do we have to change them?

PJR's analysis has concluded that for the average ISO 9001:2008 certified company, the impact of the revised standard will be minimal and quite manageable. It is important to bear in mind that the ISO is seeking greater inclusion for the ISO 9001 standard. They want to see it continue to grow into new sectors and be even more user friendly than it is now. Requiring a company to aggressively overhaul their current ISO 9001:2008 system is not consistent with this objective.

7) What are some examples of things we're already doing that would be viewed favorably under the Risk Management requirement?

There are a number of activities that are required under ISO 9001:2008 standard that are likely going to help you demonstrate compliance to Risk Management. These include 5.6 Management Review (an assessment of your overall quality system leading to targeted improvement efforts), 7.2.2 Review of Requirements related to the Product (an assessment of customer expectations against your current capabilities with steps taken to resolve discrepancies), 8.5.3 Preventive Action (an assessment of potential problems with actions taken to avoid those issues in the first place), and 6.2.2 Training (an assessment of competency needs with steps taken to ensure that personnel are fully qualified and competent.)

8) Will our staff have to complete transition training?

It will depend on the extent of revisions that you make to your quality management system, but generally – yes you will be expected to provide some form of transition training to your staff. At a minimum, PJR would expect that awareness training of the new standard would be provided, as well as an assessment of the new standard's impact on the various processes and personnel. However, it is entirely conceivable that the majority of your staff will feel no effect from your company's transition to ISO 9001:2015.

9) What about our internal auditors, will they have to complete transitional training?

Internal auditing is viewed in the same light as any other required competency within a quality management system. Namely, the organization is responsible for determining what competencies are required for its internal auditors, as well as the methods to be used to achieve those competencies. To put it more plainly, each organization will have to decide on its own the extent to which transition training will be needed. It is conceivable that a seasoned team of internal auditors could complete a period of self-study and successfully transition to auditing ISO 9001:2015. As has always been the case, the competency of your internal auditors will be judged by the overall effectiveness of your internal audit process.

10) Will the other standards (AS9100, ISO/TS 16949, etc.) be updated also?

All of the major sector specific standards, including ISO/TS 16949, AS9100, and TL9000 have indicated their intentions to transition and continue their alignment with ISO 9001. The timelines for these other standard updates are not fully known at this time, but a 2016 publication date seems likely for all three. At present the only major standard that is not planning to continue its alignment to ISO 9001 is ISO 13485, which is in the midst of its own update with a targeted publication of early 2016.

11) What steps can we take right now?

Your preparation process can include a review of the currently available DIS, or the soon to be available FDIS. As mentioned earlier PJR does not recommend purchase of either of these documents, but they can provide early planning assistance if needed. Additional resources for planning at this phase will be coming online over the course

of 2015. Expect to see an official transition guide from the ISO itself, and likely additional written materials from other bodies such as ANAB and RABQSA. PJR will also be providing additional materials, particularly after the FDIS is published. The International Accreditation Forum (IAF) has published an Informative Document (ID 9) which recommends the following steps be taken in the transition to ISO 9001:2015. 1) A full review of the ISO 9001:2015 standard should be performed by Top Management to identify the gaps that need to be addressed. 2) A plan of implementation should be developed with assigned responsibilities. 3) All quality management system documents (including the quality and procedures manual (if applicable)) should be updated to reflect any new or revised processes. 4) All necessary awareness and transition training should be completed. 5) A full system internal audit followed by a Management Review should be complete. 6) Corrective Actions for all internal audit findings should be in process or complete. 7) Coordinate with PJR for planning of transition arrangements.

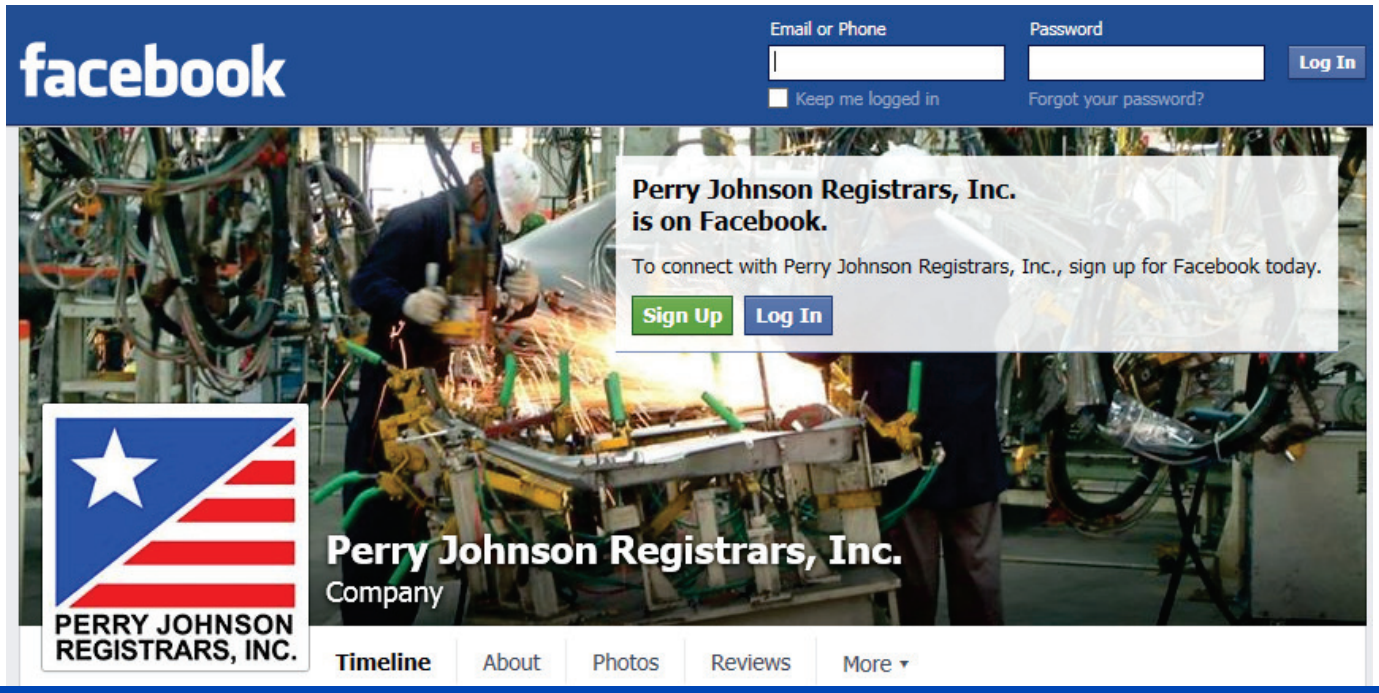
These helpful FAQ's will also be available via download on www.pjr.com. Should you have further questions or require assistance please contact our office for a Project Manager in your area. ◆

Did You Know?

PJR wants to feature your organization on social media! We are looking to recognize our clients and their achievements on our Facebook page and Linked In.

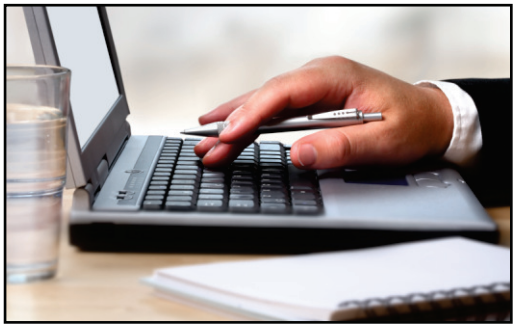
- Does your company want to brag about a recent certification achieved? Or your first certification achieved?
- Is your organization contributing to the betterment of your community?
- What sets your organization apart from the rest?
- Are there best practices you would like to share?
- And so many more reasons…

If your organization is interested in having a press release or brief write up and/or photo posted to our Facebook page and Linked In page please contact your Project Manager or Jeff King, Internet Marketing Specialist, at 1-800-800-7910, or you may submit your information via email to pjr@pjr.com. We want to hear and share your success stories! ◆



(ISO/TS 16949 Continued from pg 11)

- **6.1**: If a client can prove that their customers are responsible for design, product design can be excluded from the scope of certification.
- **6.5**: If the audit team determines that a client is "not ready to proceed" to a Stage II audit, the client must begin the audit process again.
- **6.8**: Major nonconformities require the client to identify the root case and implement corrective actions within 20 calendar days of the closing meeting. A major nonconformity on a surveillance or recertification audit automatically triggers certificate suspension.
- **7.1**: In transfer audits, existing certificates are valid except where suspended, withdrawn, open but 100% resolved, or under any IATF OEM special status conditions. There must be a minimum of three years (or two years, nine months) between any two transfer audits. Audit team members must never have audited the client during the past audit cycle. The new certification body must confirm with the Oversight Office to confirm the certificate status. All transfer activities and audits with the new certification body will be completed prior to the next scheduled surveillance or recertification audit with the previous certification body.



- **7.2**: Certification bodies may conduct audits of certified clients to investigate customer complaints, in response to changes in the client's quality management system, or as a response to a change in a client's site or suspension of a certificate.
- **8.0**: While a special status condition is likely to lead to certificate suspension, a major nonconformity on a surveillance or recertification audit will always lead to suspension. If a surveillance audit is either terminated or not conducted within the appropriate timeframe, the certificate is suspended and a surveillance audit must be conducted within the following 90-day period.

Rules 4th Edition was made effective on April 1st, 2014, and all auditors had to pass an examination on the standard by March 31st, 2014. Those clients that already have manufacturing site extensions that need to transition to a single location must do so between April 1st, 2014 and April 1st, 2015. Copies of the standard are available for purchase at www.aiag.org. There are no implementation waivers being granted for companies: for more information on the validity of any IATF recognized certificates, look at www.iatfglobaloversight.org.

All of PJR's procedures and documentation have already been updated in light of this change, and process changes were implemented. As always, call 1-800-800-7910 for more information on this transition or any of the other auditing services available. ◆

(OASIS Continued from pg 2)

What are the Organization's responsibilities?

While PJR and aerospace clients are tied up together in OASIS, the tasks within the web database are separate. The first step in getting started is becoming a registered user by creating a username and password. As a certified Organization, you must establish an OASIS administrator for the purpose of managing your company's contact information, name, addresses, users associated with your company and their email addresses, managing external access to audits results and OASIS database feedback. We at PJR cannot edit or change any of your company specific information. You are also responsible for creating a supplier site record after receiving a new supplier ticket issued in OASIS by PJR. Each ticket can be used to create only one supplier site and each site will have an OASIS administrator assigned.

A process that can cause some issues with those stumbling around OASIS! But PJR is dedicated to working closely with clients to perfect their public information to the highest standards for OASIS, IAQG, the aerospace companies, the public, and PJR itself.

What do we do with it here at PJR?

Entering, updating and maintaining Organization's certificate and audit data in OASIS is part of accreditation requirements PJR has to meet. We have deadlines for each type of audit: a surveillance audit must be entered within 90 days after the on-site audit date while an initial, recertification or any other type of audit involving a certificate issuance/reissuance must be published within 30 days from the certificate issue date. Failure to meet these deadlines would put PJR in violation of our accreditation requirements and potentially create an issue for the aerospace client we are serving.

Welcome to the inner workings of OASIS and its varied audiences! If you have any questions regarding the OASIS database, please feel free to contact Liliya Och, Kim Wagner or a Project Manager in your area. Contact us at 1-800-800-7910 for any OASIS questions you may have. ◆

(PJR Training Continued from PG 3)

Robbie Milligan, all qualified aerospace auditors. These three held the afternoon Breakout Session which reviewed AS9100C Requirements/Clarifications, PJR Advisory #47, Review auditing FOD, and EC Areas of Concern.

Paul Stennett - United Kingdom Accreditation Service (UKAS)

These three areas wrapped up Friday's Auditor Training on specific areas that addressed everyone's specific qualifications. Saturday's training was a general session for everyone that reported on more broad topics as well as allowed everyone to mingle in the same area. The day was opened by Shannon Craddock who introduced PJR's special guest for the training, Mr. Paul Stennett from the United Kingdom Accreditation Service (UKAS) who visited us from England. His presentation on Accreditation Body Expectations of the CB and CB Auditor/Expected Outcomes was very informative and useful for both auditors and PJR staff. The day continued with another overview of ISO 14001:2015, a look into SharePoint, a presentation by the Executive Committee and ISO/IEC 17021-3 Training Modules group work. The day and the 2014 Auditor Training ended with a Question and Answer session led by Craddock.

The training, informative and successful, ushered in the next year with competence. "Our auditors are among the most dedicated, professional and accomplished in their fields and we are pleased to offer their exceptional service to our clients. By providing annual training we encourage that we are always equipped with the most up-to-date information," says our Auditor Training Coordinator, Melanee M. Riegel.

The end of the year is also a time for PJR to recognize those individuals who have gone above and beyond for the company. PJR elects these people for Employee of the Year and Auditor of the Year. The year 2014 brought us Carla Berch as Employee of the Year, Dawn Percy as Auditor of the year and Rich Shellhamer as Salesperson of the Year. Congratulations!

It is always a pleasure to have all of PJR's valued auditors, salespeople, and staff in our World Headquarters together. This year's training brought all of PJR's best minds together for two days of informed presentations that fostered collaboration and new knowledge. The 2014 Auditor Training will lead PJR into a successful 2015 in which we will continue to grow and learn. ◆

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Call: 248-358-3388 or Visit our website: www.pjr.com

FREE Training! Exclusively from PJR!

PJR continues to expand their webinar topics to include: "ISO 9001:2015: Preparing for a Successful Transition" to "ISO 14001 Revision Update"! Check out PJR's current webinar schedule at **www.pjr.com**, registration is easy. ◆

Upcoming Webinars:

Wednesday, April 15th
ISO 9001:2015: Preparing For A Successful Transition

Wednesday, April 22nd
ISO 50001 Update

Wednesday, May 6th
ISO 14001 Revision Update

Wednesday, May 13th
ISO 9001:2015: Preparing For A Successful Transition