

**Aerospace series - Quality management systems -
Nonconformance documentation**

This document is a preview generated by EVS

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

Käesolev Eesti standard EVS-EN 9131:2009 sisaldab Euroopa standardi EN 9131:2009 ingliskeelset teksti.

Standard on kinnitatud Eesti Standardikeskuse 29.05.2009 käskkirjaga ja jõustub sellekohase teate avaldamisel EVS Teatajas.

Euroopa standardimisorganisatsioonide poolt rahvuslikele liikmetele Euroopa standardi teksti kättesaadavaks tegemise kuupäev on 08.04.2009.

Standard on kättesaadav Eesti standardiorganisatsioonist.

This Estonian standard EVS-EN 9131:2009 consists of the English text of the European standard EN 9131:2009.

This standard is ratified with the order of Estonian Centre for Standardisation dated 29.05.2009 and is endorsed with the notification published in the official bulletin of the Estonian national standardisation organisation.

Date of Availability of the European standard text 08.04.2009.

The standard is available from Estonian standardisation organisation.

ICS 03.120.10, 49.020

Võtmesõnad:

Standardite reprodutseerimis- ja levitamiseõigus kuulub Eesti Standardikeskusele

Andmete paljundamine, taastekitamine, kopeerimine, salvestamine elektroonilisse süsteemi või edastamine ükskõik millises vormis või millisel teel on keelatud ilma Eesti Standardikeskuse poolt antud kirjaliku loata.

Kui Teil on küsimusi standardite autorikaitse kohta, palun võtke ühendust Eesti Standardikeskusega:
Aru 10 Tallinn 10317 Eesti; www.evs.ee; Telefon: 605 5050; E-post: info@evs.ee

Right to reproduce and distribute belongs to the Estonian Centre for Standardisation

No part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying, without permission in writing from Estonian Centre for Standardisation.

If you have any questions about standards copyright, please contact Estonian Centre for Standardisation:
Aru str 10 Tallinn 10317 Estonia; www.evs.ee; Phone: 605 5050; E-mail: info@evs.ee

ICS 03.120.10; 49.020

English Version

Aerospace series - Quality management systems - Nonconformance documentation

Série aérospatiale - Systèmes de management de la
qualité - Documentation des non-conformités

Luft- und Raumfahrt - Qualitätsmanagementsystems -
Nichtkonformitäts Dokumentation

This European Standard was approved by CEN on 18 October 2008.

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 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 Management Centre has the same status as the official versions.

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



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

Management Centre: Avenue Marnix 17, B-1000 Brussels

Contents

Page

Foreword.....	3
1 Scope	4
1.1 Application	4
1.2 Purpose.....	4
2 Normative references	4
3 Terms and definitions	4
4 Requirements	5
5 Code catalog	6
5.1 Process codes.....	6
5.2 Cause codes.....	6
5.3 Corrective action codes	6
6 NOTES.....	9
Annex A (normative) List of nonconformance documentation data (Mandatory fields bolded with *).	10
Annex B (normative) Form layout example	16
Bibliography	17
Table 1 — Nonconformance process codes	7
Table 2 — Nonconformance cause codes.....	8
Table 3 — Nonconformance corrective action codes.....	9

Foreword

This document (EN 9131:2009) 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 October 2009, and conflicting national standards shall be withdrawn at the latest by October 2009.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] 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, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

This standard was reviewed by the Domain Technical Coordinator of ASD-STAN's Quality Domain.

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 standard has been significantly revised further defining process requirements and data expectations; restructuring the nonconformity documentation data and providing further definition of data descriptions; and providing process defect, cause, and corrective action codes.

This standard was created to provide for the uniform submittal of nonconformance information for notification and/or approval when contractually invoked at any level or as guidance within the aviation, space, and defence industries. This standard can be invoked as a stand alone requirement or used in conjunction with AS/EN/JISQ series standards (i.e., 9100, 9110, 9120).

To assure customer satisfaction, aerospace industry organizations must produce, and continually improve, safe, reliable products that meet or exceed customer and regulatory authority requirements. The globalization of the aerospace industry, and the resulting diversity of regional/national requirements and expectations, has complicated this objective. End-product organizations face the challenge of assuring the quality of, and integrating, product purchased from suppliers throughout the world and at all levels within the supply chain. Aerospace suppliers and processors face the challenge of delivering product to multiple customers having varying quality expectations and requirements.

The aerospace industry established the International Aerospace Quality Group (IAQG) for the purpose of achieving significant improvements in quality and safety, and reductions in cost, throughout the value stream. This organization includes representation from aerospace companies in the Americas, Asia/Pacific, and Europe.

This document standardizes requirements for nonconformance data definition and documentation for the aerospace industry. The establishment of common requirements, for use at all levels of the supply-chain, by organizations, should result in improved quality and safety, and decreased costs, due to the elimination or reduction of organization-unique requirements and the resultant variation inherent in these multiple expectations.

1 Scope

1.1 Application

This standard defines the common nonconformance data definition and documentation that must be exchanged between an internal or external supplier or sub-tier supplier and the customer when informing about a nonconformity requiring formal decision. The requirements are applicable - partly or totally - when reporting a product nonconformity to the owner or operator as user of the end item (e.g. engine, aircraft, spacecraft, helicopter etc.), if specified by contract.

Reporting of nonconformance data, either electronically or conventionally on paper, is subject to the terms and conditions of the contract. This also includes, where applicable, data access under export control regulations.

1.2 Purpose

The process of exchanging coordinating and approving nonconformance data via waiver/concession or product quality escape varies with the multiple relationships and agreements among all parties concerned. The information provided by this standard forms an architecture for submitting and managing data that allows for concise and accurate communication using various methods. The main objective of this standard is to provide the definition of a data set that can be integrated into any form of communication (e.g., electronic data interchange, submission of conventional paper forms).

2 Normative references

The following referenced documents are indispensable for the application 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.

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