# Aerospace series - Quality Management Systems - Nonconformance Data Definition and Documentation

EESTI STANDARDIKESKUS
ESTONIAN CENTRE FOR STANDARDISATION

## EESTI STANDARDI EESSÕNA

## NATIONAL FOREWORD

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|---|---|
| See Eesti standard EVS-EN 9131:2020 sisaldab Euroopa standardi EN 9131:2020 ingliskeelset teksti. | This Estonian standard EVS-EN 9131:2020 consists of the English text of the European standard EN 9131:2020. |
| Standard on jõustunud sellekohase teate avaldamisega EVS Teatajas. | This standard has been endorsed with a notification published in the official bulletin of the Estonian Centre for Standardisation. |
| Euroopa standardimisorganisatsioonid on teinud Euroopa standardi rahvuslikele liikmetele kättesaadavaks 08.07.2020. | Date of Availability of the European standard is 08.07.2020. |
| Standard on kättesaadav Eesti Standardikeskusest. | The standard is available from the Estonian Centre for Standardisation. |



Tagasisidet standardi sisu kohta on võimalik edastada, kasutades EVS-i veebilehel asuvat tagasiside vormi või saates e-kirja meiliaadressile standardiosakond@evs.ee.

ICS 03.100.70, 03.120.10, 49.020

EUROPEAN STANDARD

NORME EUROPÉENNE

EUROPÄISCHE NORM

# EN 9131

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ICS 03.100.70; 03.120.10; 49.020

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English Version

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

Luft- und Raumfahrt - Qualitätsmanagementsysteme - Nichtkonformitäts-Dokumentation

This European Standard was approved by CEN on 22 December 2019.

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-CENELEC 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-CENELEC Management Centre has the same status as the official versions.

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

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

**CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels**



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## European foreword

This document (EN 9131:2020) 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-STAN, 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 January 2021, and conflicting national standards shall be withdrawn at the latest by January 2021.

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.

This document supersedes EN 9131:2016.

According to the CEN-CENELEC Internal Regulations, the national standards organisations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

## Rationale

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

# Foreword

To assure customer satisfaction, aviation, space, and defense organizations must provide, and continually improve, safe, reliable products and services that meet or exceed customer and applicable statutory and regulatory requirements. The globalization of the industry, and the resulting diversity of regional and national requirements and expectations, have complicated this objective. Organizations have the challenge of purchasing products and services from external providers throughout the world and at all levels of the supply chain. External providers have the challenge of delivering products and services to multiple customers having varying quality requirements and expectations.

The aviation, space, and defense 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 companies in the Americas, Asia/Pacific, and Europe.

This document standardizes requirements for nonconformity data definition and documentation for the 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 document defines the common nonconformity data definition and documentation that shall be exchanged between an internal/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), if specified by contract.

Reporting of nonconformity 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 nonconformity data via concession or product quality escape varies with the multiple relationships and agreements among all parties concerned. The information provided by this document forms architecture for submitting and managing data that allows for concise and accurate communication using various documented methods. The main objective of this document 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 documents are referred to in the text in such a way that some or all of their content constitutes requirements 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.

EN ISO 9000:2015, *Quality management systems — Fundamentals and vocabulary*

EN 9100, *Quality Management Systems — Requirements for Aviation, Space and Defence Organizations*[1]

EN 9110, *Quality Management Systems — Requirements for Aviation Maintenance Organizations*[1]

EN 9120, *Quality Management Systems — Requirements for Aviation, Space and Defence Distributors*[1]

IAQG Supply Chain Management Handbook (SCMH) — http://www.sae.org/iaqg/

1 As developed under the auspice of the IAQG and published by various standards bodies [e.g., AeroSpace and Defense Industries Association – Standardization (ASD-STAN), SAE International, European Committee for Standardization (CEN), Japanese Standards Association (JSA)/Society of Japanese Aerospace Companies (SJAC), Brazilian Association for Technical Norms (ABNT)].