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Standards

Irish Standard  
I.S. EN 9110:2015

# Quality Management Systems - Requirements for Aviation Maintenance Organizations

## I.S. EN 9110:2015

*Incorporating amendments/corrigenda/National Annexes issued since publication:*

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## Quality Management Systems - Requirements for Aviation Maintenance Organizations

Systèmes de management de la Qualité - Exigences pour  
les Organismes d'Entretien de l'Aéronautique

Qualitätsmanagementsysteme - Anforderungen für  
Luffahrt-Instandhaltungsbetriebe

This European Standard was approved by CEN on 29 November 2014.

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EN 9110:2015 (E)

## **RATIONALE**

*This standard has been revised to address stakeholder needs through the addition of definitions and clarification of existing requirements to resolve interpretation issues, and incorporate editorial corrections.*

## **FOREWORD**

*To assure customer satisfaction, aviation and defence organizations must produce, maintain, repair and continually improve, safe, reliable products 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 from suppliers throughout the world and at all levels of the supply chain. Suppliers have the challenge of delivering products to multiple customers having varying quality requirements and expectations.*

*Industry has established the International Aerospace Quality Group (IAQG), with representatives from companies in the Americas, Asia/Pacific and Europe, to implement initiatives that make significant improvements in quality and reductions in cost throughout the value stream. This standard has been prepared by the IAQG.*

*This document standardizes quality management system requirements to the greatest extent possible and can be used at all levels of the supply chain by organizations around the world. Its use should result in improved quality, schedule, and cost performance by the reduction or elimination of organization-unique requirements and wider application of good practice. While primarily developed for the aviation and defence industry organizations providing maintenance services, this standard can also be used in other industry sectors where a quality management system with additional requirements over an ISO 9001 system is needed.*

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## **Foreword**

This document (EN 9110:2015) 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 August 2015, and conflicting national standards shall be withdrawn at the latest by August 2015.

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 9110:2010.

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, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

## EN 9110:2015 (E)

# Introduction

## 0.1 General

The adoption of a quality management system should be a strategic decision of an organization. The design and implementation of an organization's quality management system is influenced by:

- a. its organizational environment, changes in that environment, and the risks associated with that environment,
- b. its varying needs,
- c. its particular objectives,
- d. the products it provides,
- e. the processes it employs,
- f. its size and organizational structure.

It is not the intent of this International Standard to imply uniformity in the structure of quality management systems or uniformity of documentation.

The quality management system requirements specified in this International Standard are complementary to requirements for products. Information marked "NOTE" is for guidance in understanding or clarifying the associated requirement.

This International Standard can be used by internal and external parties, including certification bodies, to assess the organization's ability to meet customer, statutory, and regulatory requirements applicable to the product, and the organization's own requirements.

The quality management principles stated in ISO 9000 and ISO 9004 have been taken into consideration during the development of this International Standard.

## 0.2 Process approach

This International Standard promotes the adoption of a process approach when developing, implementing, and improving the effectiveness of a quality management system, to enhance customer satisfaction by meeting customer requirements.

For an organization to function effectively, it has to determine and manage numerous linked activities. An activity or set of activities using resources, and managed in order to enable the transformation of inputs into outputs, can be considered as a process. Often the output from one process directly forms the input to the next.

The application of a system of processes within an organization, together with the identification and interactions of these processes, and their management to produce the desired outcome, can be referred to as the "process approach".

An advantage of the process approach is the on-going control that it provides over the linkage between the individual processes within the system of processes, as well as over their combination and interaction.

When used within a quality management system, such an approach emphasizes the importance of:

- a. understanding and meeting requirements,
- b. the need to consider processes in terms of added value,
- c. obtaining results of process performance and effectiveness, and
- d. continual improvement of processes based on objective measurement.



The model of a process-based quality management system shown in Figure 1 illustrates the process linkages presented in Clauses 4 to 8. This illustration shows that customers play a significant role in defining requirements as inputs. Monitoring of customer satisfaction requires the evaluation of information relating to customer perception as to whether the organization has met the customer requirements. The model shown in Figure 1 covers all the requirements of this International Standard, but does not show processes at a detailed level.

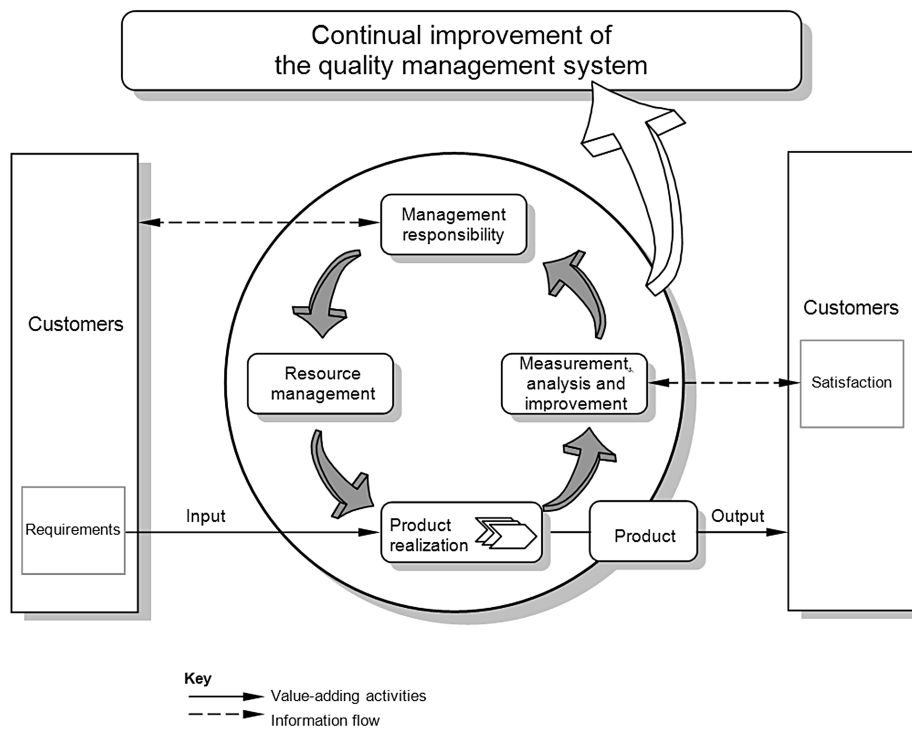
**NOTE** In addition, the methodology known as "Plan-Do-Check-Act" (PDCA) can be applied to all processes. PDCA can be briefly described as follows.

**Plan:** establish the objectives and processes necessary to deliver results in accordance with customer requirements and the organization's policies.

**Do:** implement the processes.

**Check:** monitor and measure processes and product against policies, objectives and requirements for the product and report the results.

**Act:** take actions to continually improve process performance.



**Figure 1 — Model of a process-based quality management system**

## EN 9110:2015 (E)

# Quality management systems — Requirements

## 1 Scope

### 1.1 General

*This standard includes ISO 9001:2008 <sup>1)</sup> quality management system requirements and specifies additional aviation maintenance industry requirements, definitions and notes as shown in bold, italic text.*

**NOTE 1** *Baseline aviation maintenance requirements originate from IAQG developed 9100:2009 standard; modifications were made, as required, to address maintenance industry specific requirements.*

*It is emphasized that the requirements specified in this standard are complementary (not alternative) to contractual and applicable statutory and regulatory requirements. Should there be a conflict between the requirements of this standard and applicable statutory or regulatory requirements, the latter shall take precedence.*

This International Standard specifies requirements for a quality management system where an organization:

- a. needs to demonstrate its ability to consistently provide product that meets customer and applicable statutory and regulatory requirements, and
- b. aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

**NOTE 2** In this International Standard, the term "product" only applies to:

- a. product intended for, or required by, a customer,
- b. any intended output resulting from the product realization processes.

**NOTE 3** Statutory and regulatory requirements can be expressed as legal requirements.

### 1.2 Application

All requirements of this International Standard are generic and are intended to be applicable to all organizations, regardless of type, size and product provided.

Where any requirement(s) of this International Standard cannot be applied due to the nature of an organization and its product, this can be considered for exclusion.

Where exclusions are made, claims of conformity to this International Standard are not acceptable unless these exclusions are limited to requirements within Clause 7, and such exclusions do not affect the organization's ability, or responsibility, to provide product that meets customer and applicable statutory and regulatory requirements.

***This standard has been developed to benefit maintenance organizations that choose to adopt it, whether or not holders of a National Aviation Authority (NAA) repair station certificate. This standard is intended for use by maintenance organizations whose primary business is providing maintenance services for aviation commercial and military products; and for Original Equipment Manufacturer (OEM) organizations with maintenance operated autonomously or that are substantially different from their manufacturing/production operations.***

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