U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
AVS Policy

ORDER VS 1300.2A

Effective Date:
8/07/09

SUBJ: Aviation Safety (AVS) Quality Management System (QMS)

1. Purpose. This order covers the maintenance of the AVS QMS, which is achieved through its documented processes. This order and its references serve as the Quality Manual, as required by the International Organization for Standardization (ISO) 9001:2008, Quality Management System Requirements.

2. Audience. All AVS employees.

3. Where Can I Find This Order? You can find this order on the Directives Management System (DMS) website: https://employees.faa.gov/tools_resources/orders_notices/.

4. Cancellation. Order VS 1300.2, dated 07/05/06, is cancelled.

5. Background. The Federal Aviation Administration (FAA) AVS organization has employees in geographically dispersed locations working in support of, or directly related to, aviation safety oversight. Such tasks include regulations, standards, and guidance development for operations; manufacturing; and aerospace medicine; research activities; certification activities; inspections and surveillance activities; investigations and enforcement activities; and civil aircraft and airman registration. The products and services delivered from this work support the fulfillment of tasks, initiatives, and goals. These tasks, initiatives and goals are directly and indirectly related to the AVS annual business plans and the FAA's strategic objectives.

The pace of change in the aviation industry, driven by technology and economy, presented a challenging environment. The AVS Management Team (AVSMT) and the AVS organization have responded with a proactive approach in meeting the FAA safety and service goals. The AVS QMS was introduced in January 2004, by the AVSMT, as one element in an organized approach to cultural change and change management. In recognition of the broad industry standards, credentials, and universal acceptance of the ISO's 9000 quality management system requirements, the AVSMT implemented a QMS, formally certified under the requirements of ISO 9001:2000 and achieved certification on September 20, 2006. Since the certification of the AVS QMS, AVS has moved from the development and implementation stages to the maintenance and improvement stages.

6. AVS Quality Policy. AVS is committed to providing the world's safest aerospace system. AVS achieves this goal by meeting the requirements of the AVS QMS, responding to our customers, valuing the contributions of each employee, and continuously improving our processes.

7. Interaction of Processes (ISO 9001:2008 Paragraph 4.2.2.c). Refer to G-3, AVS Interaction of Processes, which is located on the AVS QMS website.

8. Scope (ISO 9001:2008 Paragraph 4.2.2.a). Improving aviation safety through regulatory oversight and monitoring compliance with Title 14 Code of Federal Regulations as they apply to airmen, aircraft manufacturers, repair and maintenance facilities, aviation schools, air operators, aviation agencies, individuals and organizations. AVS fulfills these responsibilities through its services and offices at their respective work locations.

9. Exclusion (ISO 9001:2008 Paragraph 4.2.2.a). AVS excludes the following clause from its QMS. AVS does not perform the processes described in this clause, and these processes are not needed to meet our stakeholder requirements:

a. Validation of Processes for Production and Service Provision (ISO 9001:2008 Paragraph 7.5.2). AVS does not perform any *special* processes where the resulting output cannot be verified by subsequent monitoring and measuring.

10. Outsourced Processes

a. Control of Outsourced Processes (ISO 9001:2008 Paragraph 4.1). Every AVS-outsourced process is controlled through one or more of the following methods:

(1) Ensuring the acquisition process is used to select qualified service providers;

(2) Establishing a process to ensure the service provider follows any applicable orders, regulations, and guidance documents;

(3) Developing a local (i.e., AVS office) document that addresses how to control the outsourced process;

(4) Reviewing the output of the outsourced process to ensure it meets all requirements; and

(5) Reviewing the performance of outsourced processes at Analysis of Data and Management Review meetings.

When AVS personnel identify a problem with the output of an outsourced process, the appropriate AVS personnel work with the service provider to resolve the issue and ensure that all requirements are met. The following processes, or significant parts of them, are outsourced to organizations outside Aviation Safety, including other federal agencies. In addition, outside organizations, orders, and regulations often provide guidance to AVS on how to perform their part of the process.

b. Infrastructure (ISO 9001:2008 Paragraph 6.3). Organizations outside AVS perform processes that ensure the proper infrastructure. Examples include logistics, telecommunications, security, legal, IT, and other government services, as required. These organizations outside AVS provide guidance on how their infrastructure processes are to be completed.

c. Purchasing (ISO 9001:2008 Paragraph 7.4). The procurement of products and services must be accomplished within federally mandated rules. The FAA has established the FAA Acquisition System. Organizations outside AVS, such as the FAA Acquisition Policy & Contracting Office, provide guidance on how purchasing processes are to be completed. They also perform some service activities, such as issuing purchase orders and contracting actions. Guidance includes areas such as

how to go about carrying out a purchase (7.4.2) and the control of suppliers (7.4.1). AVS Services/Offices may have internal processes for certain commodities that describe the various steps for which we have responsibility when initially making a purchase, evaluating a supplier, and confirming delivery of products and services for payment.

d. Competency, Awareness & Training (ISO 9001:2008 Paragraph 6.2.2). Organizations outside AVS maintain evidence of personnel competency as reflected in personnel records including the records of appropriate education, skills, and experience. These processes are primarily outsourced to the FAA Human Resources organization. The maintenance of individual competencies and certain refresher training and associated records are the responsibility of the Services and Offices. AVS determines the necessary competencies for contract personnel and documents these competencies in contracting documents.

e. Internal Audit (ISO 9001:2008 Paragraph 8.2.2). AVS outsources portions of its internal audit process. The outsourced portions of the process and the methods AVS uses to control this process are described in AVS-001-006, AVS Internal Audit Process.

f. Analysis of Data (ISO 9001:2008 Paragraph 8.4). AVS outsources portions of its analysis of data process, including organizing raw data, conducting preliminary analysis and preparing data display tools (charts and graphs). AVS controls these outsourced portions through monitoring the output of the outsourced process.

11. Process Applicability

a. Design and Development (ISO 9001:2008 Paragraph 7.3). Design and development apply in areas related to the design and development of software and training. Local technical processes will address those design and development activities. AVS Services or Offices may use design and development processes in the design and development of processes or products, where deemed necessary.

b. Control of Monitoring and Measuring Devices (ISO 9001:2008 Paragraph 7.6). Control of monitoring and measuring devices is only applicable to the Office of Aerospace Medicine (AAM). All other divisions do not use calibrated equipment to provide evidence of conformity of product to determined requirements.

c. Customer-Related Processes (ISO 9001:2008 Paragraph 7.2). As a regulator of aviation safety, AVS does not have *customers* in the commercial or business contract sense. AVS uses the word *stakeholder* to describe the relationship with those affected by AVS' policy or its products and services. AVS applies the principles of customer-related processes to our QMS as described in Service or Office technical/business processes and directives.

12. Roles & Responsibilities. The roles and responsibilities for the QMS are further defined in G-5, AVS QMS Roles and Responsibilities, which is located on the AVS QMS website.

13. Definitions. Refer to G-6, Glossary of Terms, which is located on the AVS QMS website.

14. Related Publications. (ISO 9001:2008 Paragraph 4.2.2.b). In accordance with the ISO 9001 requirements, AVS drafts, approves, and implements a number of processes that support the maintenance of

the AVS QMS. AVS S/Os also drafted, approved, and implemented their own processes that support the maintenance of the AVS QMS. AVS employees can access the latest versions of these documents either on the AVS QMS website or on the S/O websites. These documents are described in AVS-001-007, AVS Document Control Process as well as in any supplementary S/O Document Control Process. These include documents referenced in internal or external matrices.

15. Authority to Change This Order. The Associate Administrator for Aviation Safety (AVS-1) has the approval authority to change this order. The Director for Quality, Integration and Executive Services (AQS-1) manages the change process to this order.

16. Requests to Change This Order. To recommend a change to this order, send a copy of FAA Form 1320-19, Directive Feedback Information (see Order 1320.1, FAA Directives Management) to the AQS Directives Management Officer.

17. Distribution. This order should be distributed within AVS down through the branch level.

Margaret Gilligan
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Federal Aviation Administration