

AS9100:2009 Rev C Case Study

Atlas Composites Limited



Atlas AS9100 Rev C Success

Customer Comments:

"TPT have provided a first class service to Atlas Composites implementing a programme of change for both AS 9100 REV C and more recently SC21.

Tom and the team at TPT were an absolute pleasure to work with and Atlas Composites would gladly recommend them to anyone.

TPT's blend of expertise and determination were first class throughout each process and a big factor in helping Atlas Composites achieve AS 9100 REV C, in doing so helping Atlas Composites to become one of the first composite engineering companies in the UK to achieve the prestigious award.

Lee Day

Marketing Manager

Atlas Composites has an unrivalled reputation for service into industry sectors such as aerospace engineering, commercial, defence, satellite communications, space and motor sport where an attention to detail and quality is and will always be of paramount importance.

Atlas are industry leaders in the development and manufacture carbon composites engineering field and pride themselves on continual investment in the latest technology and highly skilled, experienced team of developers, technical and production staff.



Benefits

- Business objectives are clearly defined, deployed and integrated into the company being supported by clearly defined KPI's.
- Business process interactions defined using the process approach and process owners identified.
- Process performance measured through effective deployment of KPI's to support continual improvement
- AS9100 accreditation was obtained with no non-conformities identified.
- Delivery performance 100%
- Quality Performance 99.4%

Contact Details

Shaun M Moloney
MANAGING DIRECTOR

Shaun.Moloney@atlascomposites.com

Atlas Composites Limited
Peregrine House
Merlin Way
Quarry Hill Industrial Estate
Ilkeston
DE7 4RA

Contact Details

Tom Townsend
PRINCIPAL CONSULTANT
tom@tptconsultancy.com
TPT Consultancy & Training
Litchfield House
Edwardsville
Treharris
CF46 5NR

AS9100:2009 Rev C Case Study

The Challenge for Atlas Composites

**Shaun Moloney –
Managing Director**

“Making the transition from Rev B to Rev C was a key objective for Atlas, without this there was potential that business could be lost. Delivery and Quality was excellent however the challenge was to measure how effective we were in achieving this”

Results

AS9100 was achieved with no non-conformances identified during the 3rd party audit.

The review process now reviews the effectiveness of the company meeting customer requirements and business objectives this in turn drives continual improvement at all levels within a company.

The challenge for Atlas Composites was to develop a management system that defined the business processes so that process effectiveness measures could be introduced.

Atlas had already embarked on the SC21 road so On-Time Delivery and Product Conformity were being measured and had been AS9100 Rev B accredited for over 6 years.

Gap Analysis

The project started with a gap analysis to:
Verify effectiveness of the current management system and practices.

- To establish areas of compliance/noncompliance with AS/EN9100:2009 (Rev C) requirements.
- Present report to the management team.
- Agree a plan for implementation, and agree the level of support required.

This was achieved using the gap analysis database that TPT have designed specifically for companies making the transition to AS/EN9100:2009 (Rev C).

The gap analysis identified that Atlas management system was based around a procedures approach and not based around a process approach which is fundamental to meeting AS/EN9100:2009 (Rev C) requirements.

Process Approach

For an organization to function effectively, it has to identify and manage numerous linked activities. An activity 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 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:

- Understanding and fulfilling requirements,
- The need to consider processes in terms of added value,
- Obtaining results of process performance and effectiveness, and
- Continual improvement of processes based on objective measurement.

How was this done?

Atlas already had objectives so the first stage was to determine the Key Performance Indicators for all processes associated with clause 7 so that the objectives of the business could be supported and the effectiveness of the processes could be measured.

The Key Performance Indicators needed to be:

- Measurable
- Have Measurement Time-scale defined (Monthly, Weekly etc.)
- Identify the Person Responsible
- Include a Target
- Identify Status

To aid this a Key Performance Indicator Matrix was developed that indicated the:

- Associated Process Number
- Process Description
- Process Owner
- KPI related to each process
- Method of Measurement

The next stage was to integrate a review process where performance was measured against planned targets and improvements made were targets were not being achieved.

Implementation of a process based management system begins with the Managing Director and the Senior Management Team, so the next stage was to support the senior management team in identifying and developing the business processes with each process owners.

The “Turtle Diagram” technique was used to determine the process inputs and outputs, this approach really encompasses the process approach and the benefits are really obvious:

- The process can be defined
 - The process inputs/outputs can be defined
 - Resources required can be defined
 - The controls can be defined
- Effectiveness can then be determined within the business.

For more information contact:

tom@tptconsultancy.com
Mob: 07767 883563
leigh@tptconsultancy.com
Mob: 07727 617505
sarah@tptconsultancy.com
Mob: 07825 769292