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

1. Purpose of this Order. This order covers the maintenance and improvement of the AVS QMS. This order and its references serve as the Quality Manual, as required by International Organization for Standardization (ISO) 9001:2008, Quality Management System Requirements.

2. Audience. All AVS employees.

3. Summary of Changes. This revision:
   a. Adds Service Level Agreements (SLAs) as a method of controlling outsourced processes. (See Paragraph 11.a.6.)
   b. Removes “Internal Audit” and “Analysis of Data” as outsourced processes. (Paragraph 11.)
   c. Clarifies that AVS’ customer is the flying public. (See Paragraph 12.c.)


5. Cancellation. Order VS 1300.2B, dated 06/18/10, is cancelled effective the date of this order.

6. Background.
   a. 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; 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 plan and the FAA’s strategic objectives.

   b. The pace of change in the aviation industry, driven by technology and the economy, presents a challenging environment. The AVS Management Team (AVSMT) and the AVS organization have responded with a proactive approach in meeting the FAA’s safety and service goals. The AVSMT introduced the AVS QMS in January 2004 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 9001 quality
management system requirements, the AVSMT implemented a QMS, formally certified under the requirements of ISO 9001:2000. AVS 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.

7. **AVS Quality Policy.** AVS is committed to continuously improving the world's safest aerospace system. AVS fulfills this commitment by responding to our stakeholders, supporting the interests of the flying public, valuing the contributions of each employee, and meeting the requirements of the AVS quality management system.


9. **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 (S/Os) at their respective work locations.

10. **Exclusion (ISO 9001:2008 Paragraph 4.2.2.a).** AVS excludes Validation of Processes for Production and Service Provision (ISO 9001:2008 Paragraph 7.5.2) from its QMS. AVS does not perform any “special” processes where the resulting output cannot be verified by subsequent monitoring and measuring and special processes are not needed to meet our stakeholder requirements.

11. **Outsourced Processes.**

   **a. Control of Outsourced Processes (ISO 9001:2008 Paragraph 4.1).** Control of every AVS-outsourced process is 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.

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

   (6) Developing Service Level Agreements (SLAs), which document roles and responsibilities between the organizations involved in a process.
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 requirements are met. In addition, outside organizations, orders, and regulations often provide guidance to AVS on how to perform their part of the process.

b. The following processes, or significant parts of them, are outsourced to organizations outside Aviation Safety:

(1) 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.

(2) Purchasing (ISO 9001:2008 Paragraph 7.4). AVS procures products and services within federally mandated rules through the FAA Acquisition System. Organizations outside AVS, such as AFN, 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 making a purchase (7.4.2) and the control of suppliers (7.4.1). AVS S/Os may have internal processes for certain commodities that describe the various steps for which AVS has responsibility when initially making a purchase, evaluating a supplier, and confirming delivery of products and services for payment.

(3) Competency, Awareness and 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 S/Os. Training records for AVS employees are maintained in the eLearning Management System (eLMS) database. AVS determines the necessary competencies for support contract personnel / resources and documents these competencies in contracting documents.


a. Design and Development (ISO 9001:2008 Paragraph 7.3). In AVS, design and development apply to software and training. Local technical processes address those design and development activities, as applicable. AVS S/Os may use design and development for 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 S/Os 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’ customer is the flying public. 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 S/Os technical/business processes and directives.

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

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

15. Related Publications. (ISO 9001:2008 Paragraph 4.2.2.b). In accordance with ISO 9001 requirements, AVS drafts, approves, and implements a number of processes that support the maintenance and improvement of the AVS QMS. AVS S/Os also draft, approve, and implement their own processes that support the maintenance and improvement 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. AVS-001-007, AVS Document Control Process, describes these QMS documents.

16. 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.

17. 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. Form 1320-19 is attached to the back of this order. If you work in AVS, please submit feedback using the Directives Feedback System.

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

Margaret Gilligan
Associate Administrator for Aviation Safety, AVS-1
Appendix A. Directive Feedback Information

Directive Feedback Information

Please submit any written comments or recommendation for improving this directive, or suggest new items or subjects to be added to it. Also, if you find an error, please tell us about it.

Subject: Order

To: Directive Management Officer, ______________________________________________

(Please check all appropriate line items)

☐ An error (procedural or typographical) has been noted in paragraph _____ on page _____.

☐ Recommend paragraph _____ on page _____ be changed as follows:

(attached separate sheet if necessary)

☐ In a future change to this order, please include coverage on the following subject

(briefly describe what you want added):

☐ Other comments:

☐ I would like to discuss the above. Please contact me.

Submitted by: _______________________________ Date: ______________

Telephone Number: __________________________ Routing Symbol: _______________

FAA Form 1320-19 (10-98)