OASIS NG Feedback Process
Empowering Communication – Driving Improvement

July 03, 2017
V6
The OASIS NG Feedback Process

Introduction

• This material is designed to provide users of the Aviation, Space and Defense industry’s OASIS database with a comprehensive overview of the online Feedback Process. Questions addressed in this overview include:
  - What is a general description of OASIS “feedback?”
  - Who generates and who receives feedback?
  - What feedback methods are available and how do they differ?
  - How is feedback initiated and then managed?
  - What guidelines are associated with submitting feedback?
  - What can users expect from the OASIS feedback process?
  - What overall benefits does the process provide?
Background

OASIS facilitates feedback in support of the Industry Controlled Other Party (ICOP) scheme.

* Feedback Loop A refers to corrective action processes maintained by individual organizations and is not specifically facilitated by the OASIS feedback process.

**NOTE:** Reference 9104/1 for additional information regarding this process.
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What is OASIS Feedback?

Feedback can be an alert or a question regarding any of a variety of topics:

- Clarification of Requirements Needed
- Considerations for Future Audits
- Considerations for Future CB Assessments
- Considerations for Oversight Assessments
- Considerations for Future Revisions
- Considerations for Future Strategy Development
- Data Questions or Corrections
- Feedback About a Supplier
- Feedback About a CB
- Feedback About an AB
- General Awareness Notifications
- General Feedback
- General Performance Alerts
- IAQG Policy Issues
- A Need for Assistance
- On-Time Delivery Issues
- Product Conformity Issues
- Questions About the Certificate
- Questions About a CB Accreditation
- Oversight Assessment Issues
- Potential Conflicts With Other Requirements
- IAQG Policy Issues
- Questions About IAQG
- Questions About Strategic Focus
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Who initiates and who receives feedback?

Feedback requests may be initiated by any registered OASIS user.

Recipients* and methods differ depending on the Feedback Method chosen.

* The appropriate recipient must be selected in order for feedback to be addressed in a timely and effective manner...
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What methods are available?

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<thead>
<tr>
<th>Method 1</th>
<th>Method 2</th>
</tr>
</thead>
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<tr>
<td><strong>What is the scope?</strong></td>
<td><strong>What is the scope?:</strong></td>
</tr>
<tr>
<td>2. IAQG Document clarification</td>
<td>2. Published data clarification</td>
</tr>
<tr>
<td>3. IAQG Strategy performance</td>
<td>3. Supplier performance</td>
</tr>
<tr>
<td><strong>Who can initiate?</strong></td>
<td><strong>Who can initiate?</strong></td>
</tr>
<tr>
<td>1. Any registered OASIS user</td>
<td>1. Any registered OASIS user</td>
</tr>
<tr>
<td><strong>Who receives?</strong></td>
<td><strong>Who receives?</strong></td>
</tr>
<tr>
<td>1. Any AB, CB, IAQG Executive Leaders, Strategy Stream Leaders, or Document Representative having “Manage Feedback” privileges</td>
<td>1. CB personnel having “Manage Feedback” privileges</td>
</tr>
<tr>
<td></td>
<td>2. Supplier personnel having OASIS Organization Email access (receive copy of feedback notification)</td>
</tr>
<tr>
<td><strong>What Options are available?</strong></td>
<td><strong>What Options are available?</strong></td>
</tr>
<tr>
<td>1. Create and send Feedback requests</td>
<td>1. Create and send Feedback requests</td>
</tr>
<tr>
<td>2. View existing Feedback requests</td>
<td>2. Send copy to Supplier</td>
</tr>
<tr>
<td><strong>What is the path?</strong></td>
<td><strong>What is the path?</strong></td>
</tr>
<tr>
<td>1. OASIS Data Search section</td>
<td>1. OASIS Data Search section</td>
</tr>
<tr>
<td>3. Create new Feedback ticket</td>
<td>3. Search/Locate Supplier</td>
</tr>
<tr>
<td></td>
<td>4. “Contact Issuing CB”</td>
</tr>
</tbody>
</table>
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Getting started

If not registered click on “Register to Get Access”

Registered users enter User ID and Password then click on “Login”

www.iaqg.org/oasis
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Initiating Feedback

Method 1 - Click to begin
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Initiating Feedback

Method 2 - Click to begin
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Initiating Feedback: Method 1

Click on “Create Feedback Ticket” then select the recipient “Create Feedback Ticket” category
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Initiating Feedback: Method 1 – CB Recipient

Select recipient CB from the drop-down menu
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Initiating Feedback: Method 1 – CB Recipient

Choose the entity from drop down list

Choose the reason from the drop down list – see next slide -

Choose ‘Yes’ from the drop down list if a response is required

Choose if the entity can or cannot close the feedback
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Initiating Feedback: Method 1 – CB Recipient

Choose the reason from the drop down menu

Note: Reason Selectors: On-Time Delivery
Product Conformity Issue
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Initiating Feedback: Method 1 – CB Recipient

Specify the subject of the feedback

Enter the feedback details

Add up to two files as attachments

Check the box to confirm the sharing the sharing of the email address

Click on “Submit New Feedback Ticket” to create a new feedback to the entity
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- Organizations have the option to request CB to conduct an in-depth review of customer requirements.
Initiating Feedback: Method 1 – AB Recipient

Select recipient AB from the drop-down menu
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Initiating Feedback: Method 1 – AB Recipient

Choose the reason from the drop down list – see next slide -

Choose the entity from drop down list

Choose ‘Yes’ from the drop down list if a response is required

Choose if the entity can or cannot close the feedback
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Initiating Feedback: Method 1 – AB Recipient

Choose the reason from the drop down menu

Note: Reason Selectors: On-Time Delivery, Product Conformity Issue
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Initiating Feedback: Method 1 – AB Recipient

Specify the subject of the feedback

Enter the feedback details

Add up to two files as attachments

Check the box to confirm the sharing of the email address

Click on “Submit New Feedback Ticket” to create a new feedback to the entity

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Initiating Feedback: Method 1 – Document Representative Recipient

Select the appropriate document series from the drop-down menu.
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Initiating Feedback: Method 1 – Document Representative Recipient

Select the appropriate document version from the drop-down menu
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Initiating Feedback: Method 1 – Document Representative Recipient

Choose the reason from the drop down list – see next slide -

Choose the entity from drop down list

Choose ‘Yes’ from the drop down list if a response is required

Choose if the entity can or cannot close the feedback
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Initiating Feedback: Method 1 – Document Representative Recipient

Choose the reason from the drop down menu
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Initiating Feedback: Method 1 – Document Representative Recipient

- Specify the subject of the feedback
- Enter the feedback details
- Add up to two files as attachments
- Check the box to confirm the sharing of the email address
- Click on “Submit New Feedback Ticket” to create a new feedback to the entity

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Initiating Feedback: Method 1 – IAQG Executive Leadership Recipient

Select the IAQG Executive Leadership role from the drop-down menu. Select the recipient from your respective sector and based on the appropriate leadership level.
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Initiating Feedback: Method 1 – IAQG Executive Leadership Recipient

Choose the reason from the drop down menu.
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Initiating Feedback: Method 1 – IAQG Executive Leadership Recipient

Specify the subject of the feedback
Enter the feedback details
Add up to two files as attachments
Check the box to confirm the sharing of the email address
Click on “Submit New Feedback Ticket” to create a new feedback to the entity
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Initiating Feedback: Method 1 – IAQG Strategy Stream Leaders Recipient

Select the IAQG Strategy Stream Leaders from the drop-down menu. Note: Recipient selection should be based on Strategy Stream purpose (see next slide).
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### Initiating Feedback: Method 1 – IAQG Strategy Stream Leaders Recipient

<table>
<thead>
<tr>
<th>Subsidiary Body IAQG Strategy Stream</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>Ensure consistency of IAQG messaging and promote awareness of IAQG activities.</td>
</tr>
<tr>
<td>Finance</td>
<td>Manage the budget and finances of the IAQG.</td>
</tr>
<tr>
<td>Operating Management System (OMS)</td>
<td>Ensure that the IAQG operates efficiently and effectively.</td>
</tr>
<tr>
<td>Other Party Management (OPMT)</td>
<td>Manage the Industry Controlled Other Party (ICOP) scheme for certification of organizations to the 9100-series Aerospace Quality Management System (AQMS) standards.</td>
</tr>
<tr>
<td>Performance</td>
<td>Develop and implement a set of objective data in order to provide the supply chain with global, dynamic, and detailed where necessary, performances measurements.</td>
</tr>
<tr>
<td>Product and Supply Chain Improvement (PSCI)</td>
<td>Develop and deploy guidance materials to continuously improve On Time, On Quality Delivery (OTOQD) throughout the supply chain.</td>
</tr>
<tr>
<td>Requirements</td>
<td>Establish, develop, and maintain industry quality requirements to improve product and process integrity.</td>
</tr>
<tr>
<td>Strategy Working Group (SWG)</td>
<td>Develop, plan, and propose the strategy to implement the IAQG mission, vision, and strategic objectives for approval by the IAQG General Assembly.</td>
</tr>
</tbody>
</table>
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Initiating Feedback: Method 1 – IAQG Strategy Stream Leaders Recipient

Choose the reason from the drop down list - see next slide -

Choose the entity from drop down list

Choose ‘Yes’ from the drop down list if a response is required

Choose if the entity can or cannot close the feedback
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Initiating Feedback: Method 1 – IAQG Strategy Stream Leaders Recipient

Choose the reason from the drop down menu
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Initiating Feedback: Method 1 – IAQG Strategy Stream Leaders Recipient

- Specify the subject of the feedback
- Enter the feedback details
- Add up to two files as attachments
- Check the box to confirm the sharing the sharing of the email address
- Click on “Submit New Feedback Ticket” to create a new feedback to the entity
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Initiating Feedback: Method 2

Click on “Certified Suppliers Directory” to begin
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Initiating Feedback: Method 2

Enter Supplier Search information

Click on “Search Certified Suppliers”
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Initiating Feedback: Method 2, continued

Click on supplier name to select the applicable Supplier
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Initiating Feedback: Method 2, continued

Click on “Contact Issuing CB”
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Initiating Feedback: Method 2, continued

Click on “OK” to confirm
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Initiating Feedback: Method 2, continued

- Select details from the drop-down menus
- Enter the subject and the message text
- Add file attachments as necessary

Note: Supplier and CB will receive an email notification informing them that a feedback request has been created with the link to access the feedback details.

’CC’ Carbon Copy of feedback text is pre-selected. De-select if feedback notification is not to be copied to the Supplier.

Click on “Submit New Feedback Ticket” to create a new feedback.
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Managing Feedback: Method 1 & 2, continued

- Set filters to view “Feedback Results”
- Click on the Ticket number link to Manage Feedback
- Each OASIS user’s “Feedback Results” section lists Feedback with which they have been associated
- View the current status and the latest response
- Click to download list to Excel
Managing Feedback: Method 1 & 2, continued

Click to invite additional contributors to the feedback dialog

Click to add responses here

or here
Guidelines for submitting Feedback

- Feedback can take the form of an alert, an idea for consideration, or a question.
- Well written, clear, and concise descriptions will facilitate timely and accurate responses.
- Requestors should ensure that feedback requests provide sufficient detail to clarify issues or questions.
- Client performance issues (Method 2) do not need to contain specific details; however reference to reports, metrics, and related activities will assist with follow up by the Certification Body (CB).
- The feedback process should not be used as an arbitration mechanism. Document Representative questions should relate to intent of the standard only - not specific scenarios.
- The feedback function should not be used for solicitation purposes.
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What stakeholder expectations are being addressed?

• Timely response (within 30 days) to feedback requests is monitored and metrics have been established by the IAQG Other Party Management Team (OPMT).
• When requested, Certification Bodies (CB) are required to investigate the feedback received and to respond within one month (Ref. 9104/1, Clause 14.3.c).
• Unsatisfactory responses shall be resolved using the escalation process (Ref. 9104/1, Clause 14.3.d). (e.g. Unresolved CB issues should be escalated to the CB’s respective Accreditation Body).
• Lessons learned will be used by all stakeholders to improve the Industry Controlled Other Party (ICOP) certification process.
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What benefits does the process offer?

• Voice of the Customer – Provides a mechanism for customer input
• Enhanced Visibility – Allows issues to be highlighted that may otherwise go unresolved
• Timely Communication – Supports the establishment of response-based metrics
• Focused Audit Planning – Provides input for CB’s to adjust audit plans to assess substantiated poor process performance.
• Clarification of Intent – Facilitates consistent interpretation of Aviation, Space & Defense industry standards
• Stakeholder Satisfaction – Allows requestors to manage feedback closure
• Continual Improvement – Empowers communication and drives improvement
Summary

• OASIS facilitates feedback in support of stakeholder needs.
• Feedback requests may be initiated by any registered OASIS user.
• Two user-friendly methods are available to create feedback requests, depending on the options desired.
• Originators have the ability to manage feedback requests they initiate.
• Your valued feedback is welcomed and needed to improve the Aviation, Space and Defense Industry Controlled Other Party (ICOP) scheme.