AS9120B Quick Reference

AS9120:2016 Clauses	Summary of Requirements
4. Context of the Organization	
4.1 Understanding the Organization and its Context	Internal / external issues; strategic direction; intended results
4.2 Understanding the Needs and Expectations of Interested Parties	Relevant interested parties; their relevant requirements
4.3 Determining the Scope of the Quality Management System	Boundaries and applicability of quality management system; Types of products and services covered; documented scope
4.4 Quality Management System and its Processes	
4.4.1 (untitled)	Needed processes, their interactions, their application; customer and legal requirements for QMS
4.4.2 (untitled)	Support for process operation; evidence for confidence; list of required documented information; quality manual
5. Leadership	
5.1 Leadership and commitment	
5.1.1 General	Accountability; demonstrated leadership and commitment
5.1.2 Customer focus	Requirements; risks addressed; customer satisfaction; Measurement of conformity and on-time delivery performance
5.2 Policy	
5.2.1 Establishing the quality policy	Meet requirements; continual improvement; set objectives
5.2.2 Communicating the quality policy	Documented policy; communicated; understood; available
5.3 Organizational roles, responsibilities, and authorities	Assigned; communicated; understood; performance reporting; Management Representative with organizational freedom
6. Planning	
6.1 Actions to address risks and opportunities	
6.1.1 (untitled)	Issues (4.1); requirements (4.2); risks determined
6.1.2 (untitled)	Actions planned; integrated; implemented; evaluated
6.2 Quality objectives and planning to achieve them	
6.2.1 (untitled)	Match policy; measurable; monitored; communicated
6.2.2 (untitled)	What done; who does; when done; how evaluated
6.3 Planning of changes	Purpose; consequences, resources; responsibilities
7. Support	
7.1 Resources	
7.1.1 General	Resource capabilities; constraints; external needs
7.1.2 People	People for implementation; operation; control
7.1.3 Infrastructure	Facilities; equipment; transportation; information technology
7.1.4 Environment for the operation of processes	Social, psychological, and physical factors
7.1.5 Monitoring and measuring resources	
7.1.5.1 General	Resources for valid, reliable monitoring and measuring results
7.1.5.2 Measurement traceability	Calibration; verification; traceability to standards; recall; register of equipment; calibration in suitable environment
7.1.6 Organizational knowledge	Maintained; available; how to acquire, access, and update
7.2 Competence	Education; training; experience; evidence of competence
7.3 Awareness	Policy; objectives; contributions; nonconformity implications; contributions to conformity and safety; importance of ethics
7.4 Communication	On what; when; with whom; how; who communicates
7.5 Documented information	
7.5.1 General	Required by ISO 9001; determined by organization
7.5.2 Creating and updating	Identification; description; format; media; approvals
7.5.3 Control of documented information	
7.5.3.1 (untitled)	Available; suitable; protected from loss or improper use
7.5.3.2 (untitled)	Access; use; storage; version control; retention; disposition; obsolete documented information; data protection; evidence of product origin, conformity, and shipment

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AS9120:2016 Clauses	Summary of Requirements
8. Operation	
8.1 Operational planning and control	Requirements; criteria; resources; controls; outsourcing; critical items; scheduled events in planned sequence
8.1.1 (Not Used)	(Only in AS9100D)
8.1.2 Configuration Management	Identify and control physical and functional attributes
8.1.3 (Not Used)	(Only in AS9100D)
8.1.4 Prevention of Counterfeit Parts	Plan, implement, control processes to prevent counterfeit use
8.1.5 Prevention od Suspected Unapproved Parts	Prevent release of unapproved and suspected parts
8.2 Requirements for products and services	
8.2.1 Customer communication	Information; inquiries; changes; complaints; property
8.2.2 Determining requirements for products and services	Defined requirements; legal requirements; meet claims; determine special requirements; operational risks
8.2.3 Review of requirements for products and services	
8.2.3.1 (untitled)	Customer; organization; legal; differing from prior expressions; coordinated review; negotiation if requirements cannot be met
8.2.3.2 (untitled)	Records of review results; new requirements
8.2.4 Changes to requirements for products and services	Amended documents; awareness of changes
8.3 Design and development of products and services	
8.3.1 General	Process established; implemented; maintained
8.3.2 Design and development planning	Stages; controls; activities; reviews; roles; resources
8.3.3 Design and development inputs	Functions; performance; legal requirements; standards
8.3.4 Design and development controls	Results; reviews; verification; validation; actions; records
8.3.5 Design and development outputs	Inputs met; adequate; acceptance criteria; safe provision
8.3.6 Design and development changes	Identify, review; control; no adverse impacts; records; notify customer about changes affecting their requirements
8.4 Control of externally provided processes, products and services	
8.4.1 General	Controls; evaluation; selection; monitoring; re-evaluation; customer-designated sources; risks of external providers
8.4.1.1 (untitled)	Approval status; external provider register; periodic reviews
8.4.2 Type and extent of control	Potential impact; effectiveness of controls; verification; performance; verification and validation based on risk
8.4.3 Information for external providers	Approvals; interactions; controls; verification; validation; use of statistical techniques; flow down; right of access
8.5 Production and service provision	
8.5.1 Control of production and service provision	Characteristics; measurements; competencies; human error; acceptance and rejection criteria; sampling plan; workmanship
8.5.1.1 Control of Equipment, Tools and Software Programs	Validation; maintenance; storage; periodic condition checks
8.5.2 Identification and traceability	Outputs; identification; status; traceability; actual vs. required configuration; acceptance authority media; control of unserviceable product; split product
8.5.3 Property belonging to customers or external providers	Identify; verify; protect; safeguard; report if unsuitable
8.5.4 Preservation	Preserve outputs to ensure conformity to requirements; cleaning; foreign objects; labels; warnings; shelf-life; rotation
8.5.5 Post-delivery activities	Potential undesired consequences; lifetime; feedback; product/customer support; problems detected after delivery
8.5.6 Control of changes	Review and control changes; authorization; needed actions; approval of production or service provision changes

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8. Operation	
8.6 Release of products and services	Verify requirements met; evidence of conformity; required documents present at delivery; certifying statement
8.7 Control of nonconforming outputs	
8.7.1 (untitled)	Correction; containment; return; inform customer; concession; documented process; dispositions; scrap; counterfeit parts
8.7.2 (untitled)	Record of nonconformity; actions; concessions; authority
9. Performance evaluation	
9.1 Monitoring, measurement, analysis, and evaluation	
9.1.1 General	What done; methods; when measured; results; performance
9.1.2 Customer satisfaction	Perceptions; how obtained, monitored, and reviewed; delivery performance; complaints; corrective action requests
9.1.3 Analysis and evaluation	Conformity; performance; improvement needs
9.2 Internal audit	
9.2.1 (untitled)	Planned intervals; conformity to requirements; effectiveness
9.2.2 (untitled)	Audit frequency; methods; criteria; scope; results; actions
9.3 Management review	
9.3.1 General	Action status; audits; issues; resources; performance
9.3.2 Management review inputs	Objectives; performance; actions; results; on-time delivery
9.3.3 Management review outputs	Decisions; actions; improvements; evidence of results; risks
10. Improvement	
10.1 General	Improve products, services, and QMS; address future needs
10.2 Nonconformity and corrective action	
10.2.1 (untitled)	Correct; eliminate causes; review effectiveness; update risks; human factors; flow down; documented process
10.2.2 (untitled)	Evidence of nonconformities; actions taken; results
10.3 Continual improvement	Improve suitability, adequacy, and effectiveness of system; monitor implementation; evaluate effectiveness

This reference is a quick clause-by-clause summary of the AS9120B requirements. The AS9120B clause titles and key requirements beyond those in ISO 9001:2015 are shown in a unique red font.

See the actual AS9120B standard for a complete description of the requirements.

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