THE IAQG SUPPLY CHAIN MANAGEMENT HANDBOOK - SCMH

What is it, what can you find in it and how to access it?

Last update: 5 MAR 2021
Content

• What is the SCMH? - Supply Chain Management Handbook
• Some examples of SCMH material
• Available SCMH Topics today
• Accessing e-SCMH
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Generally speaking, the IAQG’s outputs include:

• **IAQG Standards**
  • QMS related requirements e.g., AS/EN/JISQ 9100/9110/9120
  • Product and process related standards e.g., AS/EN/SJAC 9102 ‘Requirements for First Article Inspection, 9103 ‘Variation Management of Key Characteristics, etc.

• **Deployment Support Material (for some IAQG standards)**

• **A Recognized Accreditation System allowing any organization to be certified against 9100/9110/9120 standards**

• **Supplier Improvement Guidance Materials ➔ The SCMH**
Supply Chain Management Handbook (SCMH)

- The SCMH is a set of guidance material and tools developed by IAQG subject matter experts to help improving “On Time and On Quality” performance through out the entire supply chain:
  - It is intended to assist organizations with understanding of IAQG members’ requirements and applying them
  - It is not intended to be requirements and therefore is not auditable (unless its use is specifically required by a customer)
  - SCMH sections are structured around standard supply chain processes
  - Use of SCMH guidance material does not ensure compliance to any referenced QMS Standards... but it helps!
Focus on “How” through SCMH

Providing guidance material and best practices on how to meet requirements and achieve objectives

Links to

SCMH Guidance material, tools, training, forms, checklists, etc.

Inputs for future revision of 91XX

91XX Requirements

91XX

9145 (APQP/PPAP)

9131 (Non Conformance Management)

9103 (KC Management)

9102 (First Article Inspection)
Supply Chain Management Handbook (SCMH)

- The SCMH is provided at no cost and is available on IAQG Website to all levels of the supply chain
- Registering is simple and downloading of the guidance is totally free
- The SCMH is continuously updated as changes and improvements are identified
- The SCMH is written in English and is generally not translated into other languages, but some national initiatives. Japanese, Italian, and Chinese are available. The English version always remains the reference.
SCMH structured around standard supply chain processes
SCMH structure and content

Plan & Manage
- Cross-functional business activities required to ensure that product and services achieve the expected level of product performance (on quality / on time / on cost) and customer expectations. This includes program and project management, balancing and forecasting medium-long term customer demand with operational & resource capabilities, overall planning of activities, identification and mitigation of risks and issues, stakeholders’ relationship and communication.

Design and Develop:
- Product specification and design, technical development and qualification, definition of product key characteristics, support to manufacturing and process design, technical changes and obsolescence management, technical operational documentation and manuals, instructions for continued airworthiness when applicable.
SCMH structure and content (Cont’d)

Make:

– Establishment of the production organization, new product industrialization, industrial qualification, manufacturing, and verification activities in serial production phase, as well as management of industrial changes.

Buy

– Selection, contracting and monitoring of suppliers and sub-tiers to ensure purchased products and services meet final customer requirements and suppliers continually raise their performance levels.
SCMH structure and content (Cont’d)

Deliver

– Pre-delivery and delivery operations, product preservation and delivery documentation, delivery performance monitoring to ensure on quality / on time delivery. This may include management of activities performed at the customers’ production sites before delivery of the final product to the end customer or operator.

Customer Support

– Supporting the final customer / operator of the product to ensure smooth product entry into service and end user satisfaction during in-service phase. This includes maintenance, repair and overhaul of products, provision of spares, technical assistance, training and operational documentation, product monitoring including in-service data feedback and analysis, and management of off-site activities.
Current SCMH Topics (as of March 2021)

Plan & Manage
- Advanced Product Quality Planning (APQP)
- Capacity Management, Ordering and Logistics
- Competency Management
- Compliance Education
- Configuration Management
- Contractual Requirements Review and Management
- Integrated Management System
- Key Performance Indicators KPI Metrics and Definitions
- Process Mapping Guidance Material
- Project Management
- Risk Management
- Root Cause Analysis and Problem Solving
- Sales, Master Scheduling & Sequencing
- Work Transfer Management

Design & Develop
- Deployment & Support Material for Software 9115
- Design/ Engineering and Product Development KPI Detailed Definitions
- Engineering Tolerance Analysis
- Notice of Change NOC Tool
- Special Requirements and Critical Items Control
- Variation Sensitivity Analysis

Make
- Acceptance Authority Media Introduction
- Collection and Use of Shop Floor Gemba Input and Feedback
- Control of Nonconforming Outputs
- Counterfeit Parts Prevention
- First Article Inspection (FAI)
- Foreign Object Debris (FOD)
- Human Factors in New Manufacturing
- Managing Product and Process Variation 9103
- Manufacturing and Production (Make) Key Performance Indicator Detailed Definitions
- Manufacturing Work Instructions
- Measurement Systems Analysis MSA
- Operator Self-Verification
- Product Safety Awareness
- Statistical Product Acceptance
- Unsalvable Item Management

Buy
- Sub-tier Supplier Control
- Supplier Management (Buy) Key Performance Indicator Detailed Definitions
- Supplier Selection and Capabilities Assessment (SSCA)
- Supplier Quality Management Basics (SQMB)

Deliver
- Certificate of Conformance (CofC)
- Delivery Key Performance Indicators Detailed Definitions

Customer Support
- Customer Support Key Performance Indicator Detailed Definitions
- Product Entry Into Service (EIS)
Some Examples of existing SCMH sections
Foreign Object Debris (FOD)

- FOD Program Prevention Program – Guidance in support of AS/EN/JSAC 9146
- FOD Assessment Tool – three level of robustness
- Printable and fillable on-line check sheets and forms

<table>
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<th>FOD Prevention Program Requirements</th>
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<td>Consumables, Hardware, and Personnel Items - Accountability</td>
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Work Transfer Management

- Work Transfer Management procedure integrating APQP
- 5 steps - 4 gate review process
- Fillable forms for:
  - Each gate review
  - Project Proposal
  - Risk Assessment & Business Case
  - Product Readiness Review
Variation Management of Key Characteristics (9103)

- Provides basic knowledge about Key Characteristics
- Explains the value of managing variations
- Details how to deploy the Seven Stage process of 9103
- Guidance material will be aligned when 9103 is revised
Advanced Product Quality Planning (APQP) Supports deployment of IAQG standard 9145

- Explains the purpose of the APQP and its benefits
- Describes
  - The main Pillars of the APQP
    - 1. Organizational commitment & Management support
    - 2. Cross functional team
    - 3. Effective project planning
  - APQP Principles
    - 5 Phases of APQP
    - APQP Elements and their deliverables
- Guides the user about how to manage the APQP Process and reports progress during deployment on a new product introduction
- Proposes some checklists, templates, etc.
First Article Inspection (FAI)

- Guidance material aligned to 9102
- Includes:
  - FAI FAQ
  - Step by step instruction for filling out 9102 FAI reporting forms
    - Form 1 - Part Number Accountability
    - Form 2 - Product Accountability
    - Form 3 - Characteristic Accountability, Verification and Compatibility Evaluation
Accessing SCMH on the IAQG web-site
Click “SCMH” or “IAQG tools – SCMH” or “LEARN MORE” on Supply Chain Management Handbook (SCMH) page
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The registration popup occurs when you download/view materials or toolbox items. It is required to register on this new platform before using the “forgot password” function.
SCMH Access

SCMH Topics are divided by Supply Chain Process. SCMH Topics are listed and expand to show a description, available webinars, Core and Toolbox guidance.

Links to SCMH Topics
A quick look at the SCMH.

Get there fast;

[scmh.iaqg.org](http://scmh.iaqg.org)
SCMH webinars
SCMH Webinars

• The IAQG has introduced SCMH Awareness Webinars with a different SCMH guidance topic addressed in each webinar.
  • The first part of the webinar introduces the SCMH, the content and how to access the guidance. The second part is lead by one of the authors of the specific SCMH guidance as the attendee is taken thru the high points.
  • To attend an upcoming webinar, become a registered user of the SCMH https://scmh.iaqg.org
  • You will see the next schedule webinar “FREE to Attend” by going to the “Announcement” page.
Some SCMH metrics
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Appetite for the SCMH is real & growing!

SCMH Visitor Tracking

Over 322,658 Visitors

31,939 SCMH Registered Users

As of March 2021

Revised 25FEB2019
SCMH usage KPIs

What Industry do you work in?

- Aviation: 61%
- Defence: 12%
- Space: 4%
- Medical: 1%
- Chemical: 1%
- Automotive: 2%
- Electronics (other than AS&D): 2%
- Manufacturing (other than AS&D): 10%
- Software (other than AS&D): 0%
- Others: 7%

102 different countries!

77% AS&D

Are you an IAQG or Sector member?

- Americas Aerospace Quality Group (AAQG) attendee only (not a member): 7%
- European Aerospace Quality Group (EAQG) attendee only (not a member): 6%
- Asia Pacific Aerospace Quality Group (APAQG) attendee only (not a member): 1%
- IAQG Conference or General Assembly attendee only: 4%
- Not a member or an attendee of IAQG or Sector meetings: 76%

Majority of SCMH users are from Aerospace & Defence industry. They are not directly involved in IAQG but are in our supplier base: We have reached our target!

Revised 25FEB2019
Questions? “Contact Us”.

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