



THE IAQG SUPPLY CHAIN MANAGEMENT HANDBOOK - SCMH

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

Last update: 28SEP2022

Content

- What is the SCMH? Supply Chain Management Handbook
- Some examples of current SCMH guidance material
- Available SCMH Topics
- How to Access the SCMH
- SCMH Users
- SCMH Webinars

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

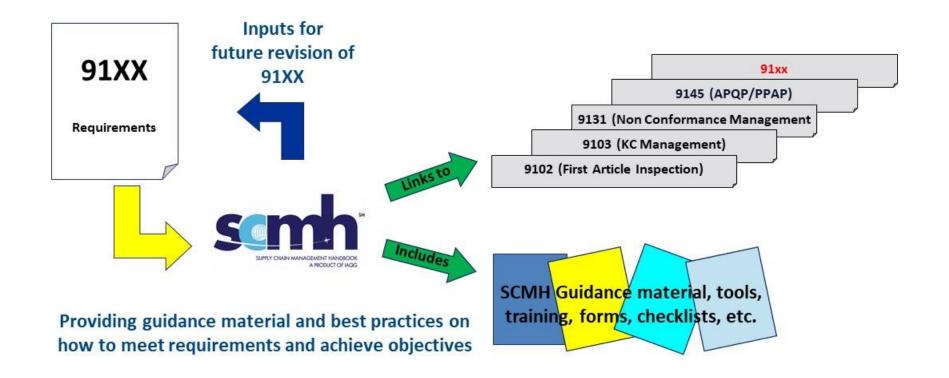
Supply Chain Management Handbook (SCMH)



- The SCMH is a set of guidance materials and tools developed by IAQG subject matter experts to help improve "On Time and On Quality" performance throughout the entire supply chain:
 - It is intended to assist organizations with an understanding of IAQG members' requirements and how to apply 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 with any referenced QMS Standards... but it helps!

Focus on "How" through SCMH





Supply Chain Management Handbook (SCMH)

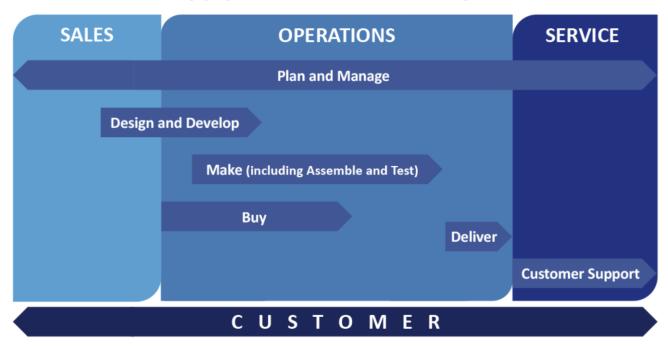


- The SCMH is provided at no cost and is available on IAQG
 Website to all levels of the supply chain
- Registering is simple and downloading of the guidance is totally free
- The SCMH is continuously updated as changes and improvements are identified
- The SCMH is written in English and is generally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





Supply Chain Process Life Cycle



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.

Overall management of the company and projects management (transversal)

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. I design right first time, and support final operators on engineering aspects

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. I always produce on quality, on time, from the beginning and I control internal 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.

I have the right suppliers and adequately manage them

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.

Deliveries operations (incl.

Documents) and activities

Documents and activities

performed at customer site

performed my products and

protect my products and

my customers

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.

Operators of the final product are well supported, and feedback loop exists

Revised: 28SEPT2022 **NEW Sections in progress**

PSCI What's New -SCMH Content Visual



Recently published

Plan & Manage

- Work Transfer Management
- Root Cause Analysis & **Problem Solving**
- Data Science & Artificial Intelligence
- Advanced Product Quality Planning - APQP 9145
- Contractual Requirements **Review & Management**
- Competency Management
- · Capacity Management, **Ordering & Logistics**
- Configuration management
- Project Management
- Sales, Master Scheduling & Sequencing
- Process Mapping
- Integrated Management Systems IMS
- Compliance Education
- Space Applications
- Special Characteristics **Definitions**

- · Risk Management
- Kev Performance Indicators KPI
- Applying Remote Technologies
- Business Continuity Management

About SCMH:

Alphabetical Index

9100 Mapping to SCMH **SCMH Communication Pack**

50 different sections guidance documents!

Design & Develop

- Special Requirements & Critical Items
- **Engineering Tolerancing Analysis Variation Sensitivity Analysis**
- Deployment and Support Material 9115 Notice of Change (NOC tool)
 - KPI Detailed Definitions

Design Risk Analysis

Make (incl. Assemble & test)

- Managing Product & Process Variation 9103
- First Article Inspection 9102
- Counterfeit Parts Prevention

Supplier Capability Assessment

- Control of Nonconforming Outputs
- **Foreign Object Debris** • Human Factors in
- **New Manufacturing**
- **Authority Acceptance** Media /Stamping (AAM)
- Collection & Use of **Shop Floor Gemba** Input
- MFG. Work Instructions
- Product Safety Awareness
- **Measurement Systems Analysis MSA**
- Statistical Product Acceptance 9138
- Unsalvageable Items 9147
- KPI Detailed Definitions

Deliver

- Supplier Quality Management Basics
- Sub-tier Supplier Control
 - KPI Detailed Definitions

Buy

Common Language for Generic Requirements

Certificate of Conformance

Operator Self-

Verification 9162

KPI Detailed Definitions

- Customer Support
- Product Entry Into Service
- KPI Detailed Definitions

CUSTOMER

Available SCMH Topics (as of SEPT 2022)



Plan & Manage

- SCMH 7.1 Work Transfer Management
- SCMH 7.2 Advanced Product Quality Planning (APQP)
- SCMH 7.3 Risk Management
- SCMH 7.4 Root Cause Analysis and Problem Solving
- SCMH 7.5 Configuration Management
- SCMH 7.6 Process Mapping Guidance Material
- SCMH 7.7 Capacity Management, Ordering, and Logistics
- SCMH 7.8 Compliance Education
- SCMH 7.9 Project Management
- SCMH 7.10 Contractual Requirements Review and Management
- SCMH 7.11 Key Performance Indicators KPI Metrics and Definitions
- SCMH 7.12 Integrated Management System
- SCMH 7.13 Competency Management
- SCMH 7.14 Business Continuity Management
- SCMH 7.15 Applying Remote Technologies to Audits and Product Acceptance
- SCMH 7.16 Sales, Master Scheduling & Sequencing
- SCMH 7.17 Space Applications
- SCMH 7.18 Data Science & Artificial Intelligence

Design & Develop

- SCMH 2.2 Deployment & Support Material for Software 9115
- SCMH 2.3 Notice of Change NOC Tool
- SCMH 2.4 Special Requirements and Critical Items Control
- SCMH 2.5 Engineering Tolerance Analysis
- SCMH 2.6 Design/ Engineering and Product Development KPI Detailed Definitions
- SCMH 2.7 Variation Sensitivity Analysis

Make

- SCMH 3.1 Managing Product and Process Variation 9103
- SCMH 3.2 First Article Inspection (FAI)
- SCMH 3.3 Control of Nonconforming Outputs
- SCMH 3.4 Foreign Object Debris (FOD)
- SCMH 3.5 Counterfeit Parts Prevention
- SCMH 3.6 Human Factors in New Manufacturing
- SCMH 3.7 Statistical Product Acceptance
- SCMH 3.8 Manufacturing Work Instructions
- SCMH 3.9 Product Safety Awareness
- SCMH 3.10 Collection and Use of Shop Floor Gemba Input and Feedback
- SCMH 3.11 Measurement Systems Analysis MSA
- SCMH 3.12 Acceptance Authority Media Introduction
- SCMH 3.13 Unsalvageable Item Management
- SCMH 3.14 Manufacturing and Production (Make) Key Performance Indicator Detailed Definitions
- SCMH 3.15 Operator Self-Verification

Buy

- SCMH 4.1 Supply Chain Maturity Model (SCMM)
- SCMH 4.3 Supplier Quality Management Basics (SQMB)
- SCMH 4.4 Sub-tier Supplier Control
- SCMH 4.6 Supplier Management (Buy) Key Performance Indicator Detailed Definitions

Deliver

- SCMH 5.1 Delivery Key Performance Indicators Detailed Definitions
- SCMH 5.2 Certificate of Conformance (CofC)

Customer Support

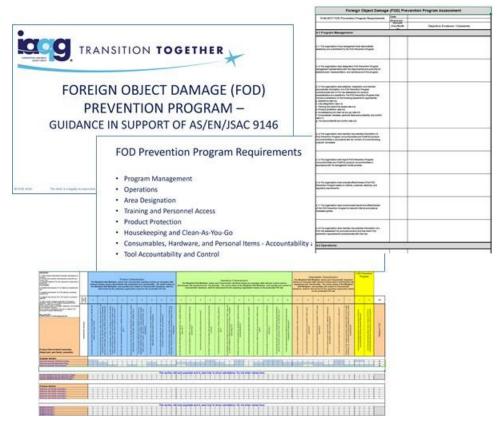
- SSCMH 6.1 Product Entry Into Service (EIS)
- CMH 6.2 Customer Support Key Performance Indicator Detailed Definitions

Some Examples of existing SCMH sections

SCMH 3.4 Foreign Object Debris (FOD)



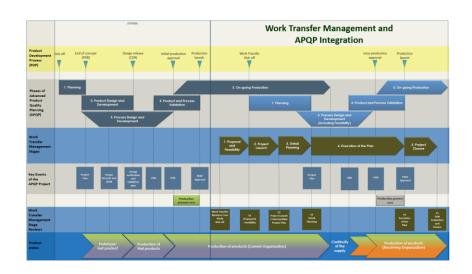
- FOD Program Prevention Program –Guidance in support of AS/EN/JSAC 9146
- FOD Assessment Tool three level of robustness
- Printable and fillable on-line check sheets and forms



SCMH 7.1 Work Transfer Management



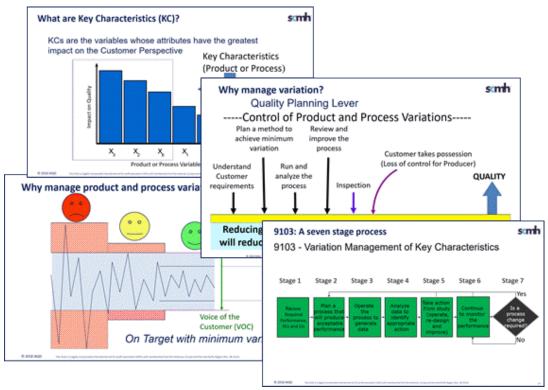
- Work Transfer Management procedure integrating APQP
- 5 steps 4 gate review process
- Fillable forms for:
 - Each gate review
 - Project Proposal
 - Risk Assessment & Business Case
 - Product Readiness Review



SCMH 3.1 Variation Management of Key Characteristics (9103)

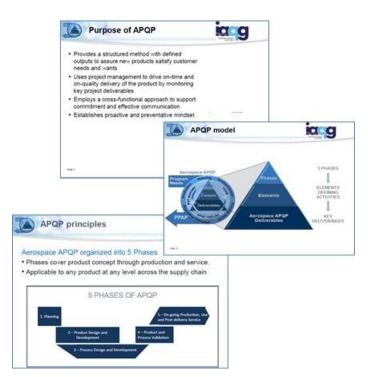


- Provides basic knowledge about Key Characteristics
- Explains the value of managing variations
- Details how to deploy the Seven Stage process of 9103
- Guidance material will be aligned when 9103 is revised



SCMH 7.2 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 APOP
 - APOP 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.



SCMH 3.2 First Article Inspection (FAI)



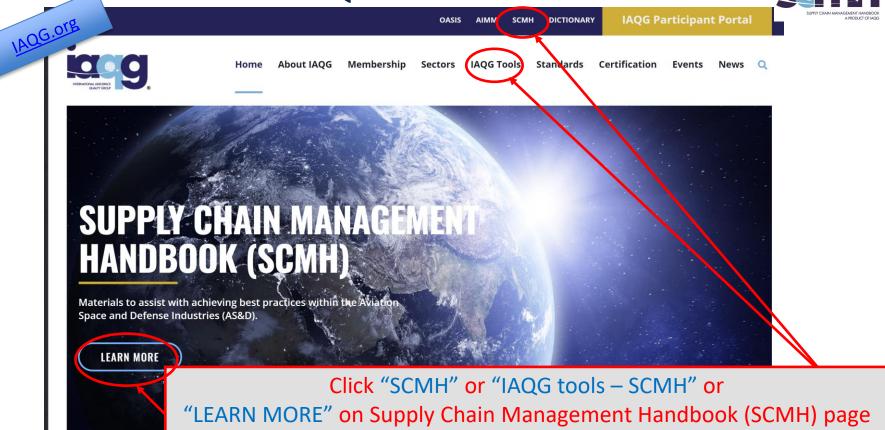
- Guidance material aligned to 9102
- Includes:
 - FAI FAQ
 - Step by step instruction for filling out 9102 FAI reporting forms
 - Form 1 Part Number Accountability
 - Form 2 Product Accountability
 - Form 3 Characteristic
 Accountability, Verification and Compatibility Evaluation



Accessing SCMH on the IAQG web-site

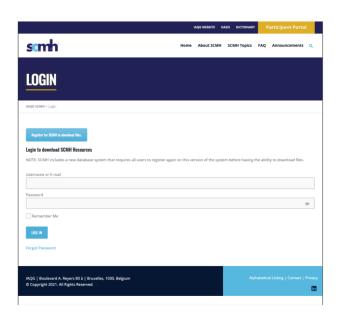
IAQG Link to SCMH





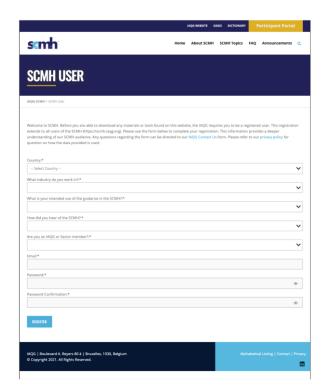
SCMH Registration





Registration is free, just a few questions to gage it's use, and the global reach of the SCMH.

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

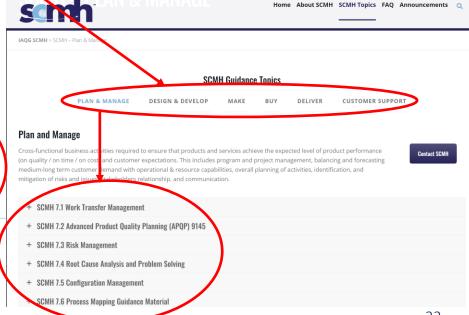




SCMH Topics are divided by Supply Chain Process. SCMH Topics are listed and expand to show a description, available webinars, Core and Toolbox guidance.

Supply Chain Process Life Cycle





SCMH Access



A quick look at the SCMH.

Get there fast;

scmh.iaqg.org

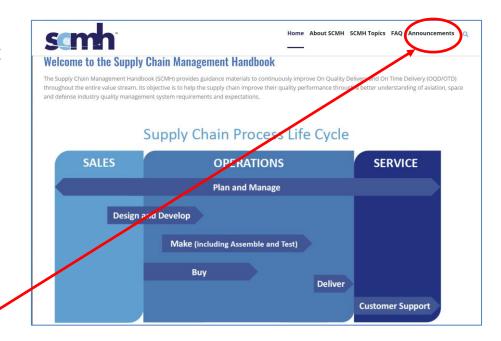


SCMH webinars

SCMH Webinars



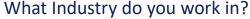
- The IAQG has introduced SCMH
 Awareness Webinars with a different
 SCMH guidance topic addressed in
 each webinar.
 - The first part of the webinar introduces the SCMH, the content and how to access the guidance. The second part is lead by one of the authors of the specific SCMH guidance as the attendee 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.

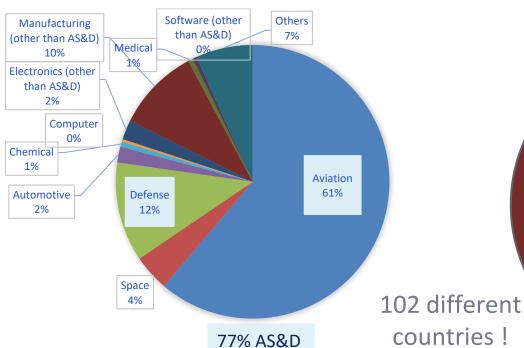


SCMH Users

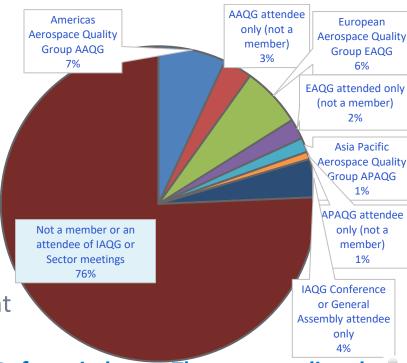
SCMH Users







Are you an IAQG or Sector member?



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!



IAQG SCMH > SCM	H – Plan & Manage						
		SCN	1H Guidance	e Topics			
	PLAN & MANAGE	DESIGN & DEVELOP	MAKE	BUY	DELIVER	CUSTOMER SUPPORT	
Cross-functional (on quality / on t medium-long ter	business activities required ime / on cost) and customer rm customer demand with o	expectations. This includes perational & resource capak	program and pilities, overall	project man	agement, balanc	ing and forecasting	Contact SCMH
Cross-functional (on quality / on t medium-long te mitigation of risk	business activities required ime / on cost) and customer rm customer demand with o ss and issues, stakeholders n	expectations. This includes perational & resource capal elationship, and communica	program and pilities, overall	project man	agement, balanc	ing and forecasting	Contact SCMH
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Questions? "Contact SCMH"

