

AAQG RMC Operating Policy/General Requirements

Purpose/Summary:

This AAQG RMC (Registration Management Committee) operating procedure is established in accordance with RMC Procedure 100 in order to govern RMC functionality in accordance with the 9104 series of standards.

Definitions:

“At Large” Member - A non-voting RMC member with interest and experience in or related to RMC activities; acting on the behalf of the AAQG. These members are appointed by the RMC Chairman and approved by the Americas sector.

Resolution - A clarification of how the 9104 series of documents are applied to a sector management process

Acronyms:

AAB	Auditor Authentication Body
AAQG	Americas Aerospace Quality Group
AB	Accreditation Body
AQMS	Aerospace Quality Management System
CB	Certification Body
IAAR	Independent Association of Accredited Registrars
IAQG	International Aerospace Quality Group
ICOP	Industry Controlled Other-Party
N/A	Not Applicable
OEM	Original Equipment Manufacturer
OPMT	Other Party Management Team
RMC	Registration Management Committee
SAE-ITC	SAE Industry Technologies Consortia
SMS	Sector Management Structure
TP	Training Provider
TPAB	Training Provider Approval Body

Process Flow:

N/A

Requirements:

1. The AAQG RMC Charter

- 1.1. The AAQG RMC is a committee established by and reporting to the America’s Sector (AAQG), a sector of the IAQG, established to manage the application of the sector scheme. The AAQG RMC is the governing body by which the requirements for and approval, recognition, certification,



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or authentication of AB's, CB's, AAB's, TPAB's, TP's and Aerospace Auditors to AQMS standards are determined in accordance with the requirements of the 9104 series of standards. The AAQG RMC is responsible for supporting the ICOP scheme in the Americas sector and ensuring conformity to the requirements of the 9104 series of standards.

2. AAQG RMC Membership and Voting Structure

- 2.1. Aviation, Space, and Defense OEM companies operating in the Americas sector. Each OEM member company of the AAQG shall have a member on the RMC. (Each OEM has only one membership vote but may have more than one representative) Only AAQG OEM member company representatives have voting rights.
- 2.2. One member from each recognized AB in the Americas sector (Each AB representative is a non-voting member).
- 2.3. One or more members from RMC-recognized, AB-accredited CB's operating within the Americas sector. (Each CB member is a non-voting member).
 - 2.3.1. CBs may be represented on the RMC by industry associations, such as the Independent Association of Accredited Registrars (IAAR).
- 2.4. One member representing SAE International and/or SAE-ITC. (The SAE member is a non-voting member).
- 2.5. Specialty members. Specialty members may be appointed by the Chairman, but shall be approved by the RMC. Specialty members are non-voting members. Specialty members are defined as:
 - 2.5.1. Representatives from Regulatory Authorities (e.g. NASA, FAA, DoD, MDA do we need to include these in the acronyms listing?) and/or Academia. It is expected that these members are regular attendees of the RMC meetings.
 - 2.5.2. "At Large" Members, are persons who in the past have demonstrated significant commitment and influence with the RMC (e.g. past chairpersons of the RMC or OPMT).

3. The Functional Structure of the RMC – Leadership Roles

- 3.1. **The AAQG RMC Chairperson** - The Chairperson of the RMC shall be selected by the full RMC and shall perform as a voting member. The RMC Chairperson shall be subjected to an annual review by the full RMC for term renewal.

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- 3.1.1. The Role of the Chairperson
 - 3.1.1.1. The Chairperson shall take full responsibility for all RMC activities and act as a sponsor for RMC sub-teams.
 - 3.1.1.2. The Chairperson shall represent the RMC on the Americas Sector Leadership Team (AAQG).
 - 3.1.1.3. The Chairperson shall be responsible for scheduling meetings, setting meeting agendas, and coordinating meeting activities.
 - 3.1.1.4. The Chairperson shall communicate meeting results and coordinate actions as necessary.
 - 3.1.1.5. It is recommended that the RMC Chairperson participate as one of the three Americas Sector voting members of the OPMT.
- 3.2. **The AAQG RMC Vice-Chairperson** - The Vice-Chairperson of the RMC shall be selected by the full RMC and shall perform as a voting member. The RMC Vice Chairperson shall also be subjected to an annual review by the full RMC for term renewal.
 - 3.2.1. The Role of the Vice-Chairperson
 - 3.2.1.1 The RMC Vice-Chairperson shall fulfill the duties and responsibilities of the Chairperson in the absence of the Chairperson.
- 3.3. **The RMC Secretary** - The RMC Secretary shall be responsible for recording RMC meeting minutes and publishing them to the RMC website. Additional duties may be assigned as necessary by the RMC Chairperson and/or Vice Chairperson.
- 3.4. **The RMC Representatives on the IAQG Other Party Management Team (OPMT)** - The RMC shall appoint three persons and alternates from its membership to serve as AAQG representatives (with voting rights) on the IAQG OPMT. When the designated members are unable to support an IAQG OPMT activity, the AAQG RMC must identify and notify the OPMT of the alternate, prior to the activity. One person shall serve as the team leader for the Americas sector. However, since attendance at the international meetings is required the RMC shall also select two candidates to serve as suitable alternates.
 - 3.4.1. Proxy delegation to another RMC member to serve as an AAQG representative shall be acceptable from OEMs, when presented

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- to the RMC Chairperson in writing. However, proxies giving one individual the general vote of another entity shall not be accepted.
- 3.4.2. RMC meeting attendance by non-members shall be by general invitation or at the request of one of the members with the concurrence of the RMC Chairperson.
 - 3.4.3. Non-OEM members and guests may be asked to leave the meeting during discussion involving sensitive / proprietary matters of the RMC or individual AB's, CB's, or auditors.
- 3.5. **The RMC Administrator** - The RMC may contract with an individual to perform administrative services in support of RMC activities. The RMC Administrator is a non-voting position. The RMC administrator is an 'at-will' employee of the Americas Sector, as defined by contract, and shall be funded at the discretion of the OPMT. The duties of the administrator shall include, but not be limited to:
- 3.5.1. Providing support for the AAQG RMC ICOP process harmonization and improvement projects through the development and co-ordination of AAQG RMC projects and resources and liaison with the AAQG RMC.
 - 3.5.2. Acting as the project administrator for specific improvement and development projects within the ICOP process and when requested by the AAQG RMC Chair.
 - 3.5.3. Participating as a technical resource on AAQG RMC ICOP improvement projects to support the development and implementation of specific projects.
 - 3.5.4. Coordinating processes and organizing resources to support the effective operation of the AAQG RMC and ICOP process.
 - 3.5.5. Supporting the AAQG RMC ICOP oversight process to deliver and coordinate schedules, complaints, and an effective oversight process throughout the Americas sector.
- 3.6. **The RMC Auditor/AB/CB/AAB/TPAB/TP Review Committee** - The RMC Auditor/AB/CB/AAB/TPAB/TP Review Committee shall consist of representatives from OEM member companies of the RMC.
- 3.6.1. The Role of the RMC Auditor/AB/CB/AAB/TPAB/TP Review Committee.
 - 3.6.1.1. The RMC Auditor/AB/CB/AAB/TPAB/TP Review Committee is tasked with the AB, CB, AAB, TPAB, TP and Aerospace Auditor approval and appeal process defined in RMC Procedure 101.

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- 3.7. **The RMC Surveillance Team** – The RMC Surveillance Team consists of OEM voting members of the RMC.
 - 3.7.1. The Role of the RMC Surveillance Team.
 - 3.7.1.1. The RMC Surveillance Team is responsible for the oversight of the AB's, CB's, AAB's, TPAB's, TP's, and Aerospace Auditors within the sector scheme in accordance with RMC Procedure 102.
- 3.8. **The RMC Communication Team** - The RMC Communication Team consists of OEM voting members of the RMC.
 - 3.8.1. The Role of the RMC Communication Team
 - 3.8.1.1. The RMC Communication Team is responsible to promote effective, sector-specific communication to interested parties.
- 3.9. **The RMC Documentation Team** - The RMC Documentation Team consists of OEM voting members of the RMC.
 - 3.9.1. The Role of the RMC Documentation Team
 - 3.9.1.1. The RMC Documentation Team shall develop, revise and maintain RMC Operating Procedures in accordance with RMC Procedure 100.
- 3.10. **The RMC Database Team** – The RMC Database Team consists of OEM voting members of the RMC.
 - 3.10.1. The Role of the RMC Documentation Team
 - 3.10.1.1. The RMC Database Team is responsible for producing a report annually (typically January) for the purpose of overseeing performance of CB/AB/AAB/TPAB/TP's. In addition, the team shall issue a CB Report Card to each CB in the America's scheme.
 - 3.10.1.2. The RMC Database Team shall develop, revise and maintain RMC operating procedures in accordance with RMC Procedure 104.
- 4. **AAQG RMC Membership Review**
 - 4.1. The RMC reserves the right to determine membership eligibility via periodic assessments of it member's attendance and participation in AAQG RMC meetings, sub- teams, sub-committees, projects and workshops.



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- 4.1.1. In order to retain active committee member status each member shall:
 - 4.1.1.1. Attend four of the previous six face-to-face RMC meetings. Members are encouraged to attend every meeting.
 - 4.1.1.2. Maintain voting responsibility and committee involvement by sending an authorized representative as a proxy if an absence cannot be avoided.
 - 4.1.1.2.1. Proxy delegations shall be made in writing and presented to the Chairperson prior to the meeting.
 - 4.1.1.2.2. Proxy delegations shall be made to a member of the same company, parent organization, or subsidiary.
 - 4.1.1.2.3. Proxy delegations shall be recognized with full voting rights, but will NOT be recognized as attendance by the member.
 - 4.1.1.3. Actively participate on RMC working teams, sub-committees or with projects.
- 4.1.2. The RMC Chairperson shall have the authority to determine voting eligibility, and meeting attendance eligibility of its members. The RMC shall notify the AAQG chair in the event a voting member is not meeting this requirement.

5. RMC Responsibilities

- 5.1. The AAQG RMC shall govern the requirements for, and recognition of Accreditation Bodies (AB's), Certification Bodies (CB's), Auditor Authentication Bodies (AAB's), Training Provider Approval Bodies (TPAB's), Training Course Providers (TP's), and Auditors of Aerospace Quality Management Systems in compliance with the 9104 series of standards.
 - 5.1.1. The RMC shall have at least one face-to-face meeting per calendar year.
 - 5.1.1.1. It is recommended that RMC meetings take place in conjunction with AAQG meetings in order to promote networking and reduced travel costs.
 - 5.1.2. A quorum for an official RMC meeting shall be two thirds of the total RMC OEM voting membership AND at least one AB AND

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one CB member. (Attendance by AB's and CB's are not required during closed meetings.)

5.1.3. The RMC Secretary shall post meeting minutes on the RMC page of the SAE website.

5.1.3.1. The RMC reserves the right to separate information into public and private sections of the SAE website in order to maintain confidentiality of issues and actions.

6. Reporting of Essential Data

6.1. The AAQG RMC shall report essential data that describes the development activities to the IAQG OPMT as required by AS9104/1. Essential data includes information on the auditor population (i.e., approvals, disapprovals, number of AA's and AEA's), the CB population (i.e., approvals, disapprovals), auditor training and authentication organizations, the number of AQMS standard certifications issued, and oversight by the AAQG RMC and AAQG OEMs.

Note: AB, CB, AAB, and TPAB approval documents and procedures may be reviewed by the IAQG OPMT.

The AAQG RMC shall report to the IAQG OPMT annually in order for the IAQG OPMT report the status and results of the global ICOP structure to the IAQG council in accordance with 9104/2. The annual report should include:

- 6.1.1. Overall status and effectiveness of the ICOP scheme in the Americas sector.
- 6.1.2. Demographics (i.e., number of AB's, CB's, AEA's, AAB's, TPAB's, TP's, Certified Suppliers).
- 6.1.3. AAQG RMC oversight activities.
- 6.1.4. Scheduled versus completed assessments.
- 6.1.5. AAQG member participation/
- 6.1.6. Summary of oversight results.
- 6.1.7. Details of resolutions taken.
- 6.1.8. References of scheme documents, issue status, and any recent/proposed changes.
- 6.1.9. AAQG RMC initiatives, including sub-team activities and opportunities for improvement.
- 6.1.10. Status of the OASIS Database.

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7. Review of Database Operations

- 7.1. The AAQG RMC shall support and participate in the IAQG OPMT's annual assessment of the OASIS database operation, maintenance, and configuration control in compliance with 9104/2.
- 7.2. The AAQG RMC shall also review reports from the OASIS database administrator relating to the rejection of any input data.
- 7.3. The AAQG RMC's process for assuring accuracy of data being generated and maintained in the Americas sector is through reviewing data during Office and Witness Audits and approval of changes in CB data by the AB.
- 7.4. The AAQG RMC shall monitor feedback from AAQG members, AB's, CB's, and suppliers regarding the effectiveness and accessibility of the database.

8. RMC Resolution Process

8.1. Complaints

- 8.1.1. Any complaints received by the AAQG RMC shall be forwarded in writing to the AAQG RMC Chair for resolution.
 - 8.1.1.1. If the complaint is regarding an AB, CB, AAB, TPAB or TP, the AAQG RMC Chair shall determine if the complaint has been addressed by the applicable stakeholders' complaint process. If the applicable stakeholder was not allowed to attempt to resolve the complaint in accordance with their complaint process, the AAQG RMC Chair shall direct the complainant to utilize the applicable stakeholders' complaint process. A complainant may escalate a complaint after utilizing the applicable stakeholders' complaint process.
- 8.1.2. The AAQG RMC shall assign a properly coordinated complaint to an AAQG RMC member to investigate the complaint. OMPT voting members should not investigate a complaint if their organization is subject of the complaint or they have been directly involved in activities towards the organization (e.g., Accreditation Body (AB), Certification Body (CB), CB Advisory Committee, or any other party involved in the complaint) within the last two years.
- 8.1.3. The AAQG RMC member assigned to investigate the complaint shall conduct the investigation and report to the AAQG RMC Chair.

Note: The complaint should be resolved and closed within 30 days.

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- 8.1.4. The AAQG RMC Chair shall provide a response to the complainant. The complaint is considered closed once submitted to the complainant.
- 8.1.5. If the complainant is not satisfied with the response to the complaint, the appeal process may be utilized.

8.2. Appeals

- 8.2.1. Decisions of the AAQG RMC can be appealed by writing to the AAQG RMC Chair.
 - 8.2.1.1. All appeals shall be initiated through the OASIS Feedback process.
- 8.2.2. The AAQG RMC Chair will investigate the appeal and respond in writing.
- 8.2.3. A person / organization can appeal an AAQG RMC decision by escalating the issue to the IAQG OPMT Chair in writing.
- 8.2.4. The IAQG OPMT Chair will address the appeal in accordance with IAQG OPMT Procedure 201, Appendix B.
- 8.2.5. Finally, if a person / organization is not satisfied with the result of the IAQG OPMT Chairperson's response, the IAQG OPMT Chair shall facilitate escalation to the IAQG Executive Committee for review and action.
 - 8.2.5.1. Decisions of the IAQG Executive Committee are final.

8.3. Resolutions

- 8.3.1. Resolutions shall be clarifications of the how the 9104 series of documents are applied to a sector management process. Similar to the IAQG OPMT, AAQG RMC voting members may propose new resolutions, or propose an amendment to an existing resolution. However, in order for a resolution to successfully pass, the RMC Chairperson must first gain concurrence from the other two sectors.
- 8.3.2. Proposed resolutions (or changes to existing resolutions) shall be drafted by interested parties (restricted to the AAQG RMC voting membership) and presented to the AAQG RMC Chairperson with sufficient justification to support the need for a resolution.

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8.3.3. The RMC Chairperson shall perform an initial review of the proposal for clarity and content.

8.3.3.1. If concerns are noted during the RMC Chairperson's initial review, the proposal shall be returned to the author(s) for clarification and re-submittal.

8.3.3.2. The RMC Chairperson shall present the resolution to the voting members of the RMC for review and comment.

Note: This presentation can be during a face-to-face meeting, via teleconference or via email.

Note: In order to promote efficiency, it is shall be permissible to begin communication with the other two sectors and the IAQG OPMT at this point.

8.3.3.3. RMC voting members shall have a minimum of two weeks to review and comment on the proposed resolution.

8.3.3.4. RMC voting members reserve the right to waive the 2 week review period.

8.3.3.5. The RMC Chairperson shall serve as the administrator during the RMC voting member review process to ensure that all reviewer comments are appropriately addressed.

8.3.4. Once the proposed resolution has been reviewed and all comments appropriately addressed, the RMC Chairperson shall submit to the RMC voting members for ballot.

Note: This ballot can take place during a face-to-face meeting, via teleconference or via email.

8.3.5. The RMC Chairperson shall serve as the administrator during the ballot process.

8.3.6. The voting period shall not exceed two weeks.

8.3.7. A positive vote shall result from a majority (>50%).

8.3.8. The voting activity must be documented by the RMC Chairperson and results communicated to all RMC voting members (in writing).

Note: Electronic correspondence via email is permissible.

8.3.9. Accepted resolutions shall be recorded in the RMC Resolution Log. Once published, the resolution has the same authority as

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the applicable standard. All resolutions shall be incorporated, as appropriate, in the next revision of the standard.

8.3.10. Resolutions (Adopted / Implemented by IAQG / other Sectors) - Approved resolutions shall be recorded in the AAQG RMC Resolution Log, which is available only to the AAQG RMC (voting and non-voting members).

8.3.11. The RMC Chairperson shall submit AAQG RMC-approved resolutions to the IAQG OPMT and the other two sectors in order to gain concurrence.

Note: "Concurrence" shall be defined as: Communication and understanding of the AAQG RMC Resolution, but not necessarily an adoption and/or use of the AAQG RMC Resolution by the IAQG OPMT or another sector.

8.3.12. The AAQG RMC Resolution Log shall be maintained by the AAQG RMC Chairperson and shall exhibit when resolutions were submitted to the IAQG OPMT / other Sectors for concurrence, and the result of the concurrence review.

8.3.13. An AAQG RMC Resolution shall only be issued and made public (via OASIS Database) for implementation once concurrence (as defined above) is gained from the IAQG OPMT and the other two sectors.

8.3.14. Resolutions (NOT Adopted / Implemented by IAQG / other Sectors) - AAQG RMC resolutions which are NOT adopted / implemented by the IAQG OPMT and/or other sectors must still be recorded in a public forum in order to exhibit how they will be applied.

8.3.15. The AAQG RMC Chairperson shall request that resolutions which will not be adopted / implemented by the IAQG OPMT / other sectors still be recorded at the IAQG level as resolutions that will only be applicable to the AAQG RMC.

8.3.16. The IAQG OPMT reserves the right to process resolutions in this manner when they are received from the AAQG RMC Chairperson for initial review.

8.3.17. The AAQG RMC Chairperson shall monitor the IAQG Resolution Log to ensure proper alignment with the AAQG RMC Resolution Log.

8.3.17.1. The AAQG RMC Chairperson shall close the AAQG RMC resolution on the AAQG RMC Resolution log



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once the IAQG resolution log has been updated as requested.

- 8.3.17.2. The IAQG may elect to adopt the AAQG RMC resolution, but not as originally written. If significant changes are required to better align the IAQG-adopted resolution (created from, but different than, the RMC original submittal) with the original RMC-submitted resolution, the RMC Chairperson shall re-initiate the resolution voting process within the RMC voting member community.

The records associated with this procedure are as follows:

Record Description	Location	Responsible Holder	Retention Period
RMC Meeting Minutes	RMC Private Website	AAQG RMC Secretary	6 years
Annual Report	RMC Private Website	AAQG RMC Chairperson	6 years
Appeals	RMC Private Website	AAQG RMC Chairperson	6 years
Complaints	RMC Private Website	AAQG RMC Chairperson	6 years
AAQG RMC Resolution Log	RMC Private Website	AAQG RMC Chairperson	6 years
Results of RMC voting	RMC Private Website	AAQG RMC Chairperson	6 years