

Adoption of aerospace industry problem solving standard

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NTS Number: 368
Issue: 2
Date: 23rd January 2015

For the attention of the Managing Director and Quality Manager

Dear Sir or Madam,

Scope/applicability:

All suppliers within the Rolls-Royce aerospace supply chain.

Introduction:

As part of our continuous improvement activities we require suppliers to raise their standard of problem solving to prevent the recurrence of quality problems.

To support this, we are changing our problem solving requirements in line with the release of an industry agreed standard. All suppliers within the Rolls-Royce aerospace supply chain are required to improve their problem solving capability and to implement the new standard.

Background:

The world's main aircraft engine manufacturers have formed a working group within SAE International called the G22 Aero Engine Supplier Quality (AESQ) Committee. Members include Rolls-Royce, Pratt & Whitney, General Electric and Snecma, and they are supported by suppliers including GKN, PCC and Honeywell. The group's mission is to improve the quality capability of the shared supply chain and to reduce costs through eliminating waste. The group aims to harmonize its current supplier quality management requirements, using the following key principles:

- Create simple, prescriptive standard requirements across the industry
- Establish clear acceptance criteria
- Create a common language for quality
- Build on existing industry best practice, where it exists

The "8D" problem solving standard is the first one to be developed by the group and it has now been published. The new SAE International G22 problem solving standard ([AS13000](#)) is available now through the [SAE International website](#). A copy of the ["8D" template](#) is available through the [G22 Aero Engine Supplier Quality \(AESQ\) Committee website](#) and is also available under the corrective action portion of the SABRe forms section on the Rolls-Royce [Global Supplier Portal](#).

This standard adopts the eight disciplines (8D) approach that is widely recognized across industry. It can also be supported globally through existing external training and consultancy organisations. SABRe already allows the use of 8D and a number of suppliers currently use this tool. We will be moving to the use of 8D throughout 2015 and all suppliers to the aerospace supply chain will be required to transition to 8D by year-end.

Please take time to review the contents of this NTS and take the opportunity to train and develop your employees to raise the standard of your problem solving.

Action required:

- Obtain a copy of the 8D problem solving standard (AS13000) and build the requirements into your own quality system.
- Increase the capability of your staff in order to improve the effectiveness of your problem solving activities. Seek training where necessary. (Training courses of 3-5 days exist which explain the approach.)
- Allow your staff the time to work in teams to solve quality problems. Problem solving is not successful if it is performed in isolation.
- Review the quality of your problem solving submissions to us and check that you are satisfied with the standard of work being undertaken, such that it gives full confidence that the problems will not recur.
- Fully transition to 8D by the end of 2015, after which problem solving submissions using the current “7-Step” process will not be acceptable (8D submissions are already acceptable).

NTS Category:

Quality

Authorised by:

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