# Supply Chain Quality Audits – Frequently Asked Questions

A pre-audit meeting will be arranged via MS Teams to discuss the scope and location(s) of the audit.

## Who needs to be involved in the audit from both parties?

- We generally expect the person responsible for the Management System e.g. Quality Manager to be the primary host. Other auditees will depend upon the goods/services provided, but can include engineering, software, production, inspection, environmental, health and safety, audit and procurement. If we have indicated it will be a full Management System audit, then in addition to the above, we will also require members of Senior Management to be interviewed.
- There will usually only ever be a maximum of 2x AWE auditors but is dependent on the criteria of the audit, QC Level, scope and number of locations to be visited.

## What will be the scope of the audit?

It is dependent upon the goods and services you provide to AWE. The audit is intended to gauge an organisation's compliance against some or all of the following:

- ISO 9001:2015 for **Normal** QC Level
- Avoidance of Counterfeit, Fraudulent or Suspect items (CFSI) for **Enhanced** & **Normal** QC Levels
- Contract requirements for **Enhanced** & **Normal** QC Levels
- O1AAJH-2034476337-104 (QRS3) for **Enhanced** QC Level.
    - QRS3 is an AWE document that is related to Enhanced QC level goods/services. It contains all the requirements of ISO 9001:2015, all of the requirements of AQAP 2110 (*NATO Quality Assurance Requirements for Design, Development and Production*) and other AWE specific quality requirements.

## When will these audits occur and how long will they take?

- Audit frequency is every 18 or 36 months, dependant on the Quality Control Level and/or complexity or risk of the goods or services being provided to AWE.
- An Enhanced QC Level audit will usually take 2 days, and a Normal QC Level audit will usually take 1 day. However, this does depend upon the level of services your organisation provides to AWE and if you have returned copies of the key processes requested in advance. If the goods/ services include design, manufacture and/or software, this may be 3 days.

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## Where will the audit take place and how can I prepare?

- The audit will take place at the supplier's locations where they will conduct work for AWE.
- In our experience, the audits are most likely to be successful and completed in the shortest possible time if the organisation returns the list of key processes and procedures requested, at least 2 weeks prior to audit commencement, and ensures all necessary people are available for the audit.

## Why are we being audited?

AWE operates a graded approach to quality based upon the consequence of failure of the goods/services to be provided. Enhanced, Normal and Basic are the three levels used at AWE. We have a supplier audit programme which aligns with the QC Level required. There has either been a new request to add your organisation to the AWE Active Suppliers List (ASL), there has been a request to increase your organisation's QC Level, or you are an existing Enhanced QC or Normal QC supplier on the AWE ASL and the renewal period is now due.

## How long will I have to address any findings raised during the audit?

- Any findings will require an Action Plan to be submitted to AWE within 10 working days of receipt of the Audit Report.
- Any Opportunities for Improvements (OFI) although recommended are optional and will not be given a target completion date. If agreement has been reached to not raise a non-conformity but action is expected to address the OFI, it will be discussed during the closing meeting.
- The corrective action completion date for nonconformities will be discussed during the closing meeting. This is usually 60 calendar days for minor nonconformities and 10 working days for major nonconformities. Some major nonconformities may require containment action within 2 working days to prevent nonconforming goods being released from the organisation.
- In most cases, any nonconformities raised can be closed by the auditor remotely, after receipt of suitable evidence. In a minority of cases, dependent upon the nonconformity, the auditor may require to be physically present at a location to witness a process or goods. Where possible this will be discussed during the closing meeting.

If you have any other questions, please forward them to SupplyChainQuality@awe.co.uk