

AAR/RSI QUALITY NEWSLETTER

Volume 1, 1st Quarter 2017

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THE RETURN OF THE QA NEWSLETTER

Some of you may remember the AAR QA Newsletter that was published by Ms. Joy Cooke and team when she was the manager of the AAR Quality Assurance Committee.

The newsletter contained topics such as the latest AAR/BOE audit results and other interesting statistics that only Quality Assurance nerds can sink their teeth into. The newsletter also had useful information for official interpretations of AAR M-1003, Specification for Quality Assurance. We in the quality world looked forward to the newsletter for information that would help us to stay compliant and also to keep up with current requirements.

The newsletter was helpful and it also provided information on upcoming events and training, such as the AAR Auditor Conference held recently in New Orleans.

This issue marks the debut of the revitalized newsletter. The newsletter is being brought to you as a collaboration between the AAR Quality Assurance Committee and the RSI Quality Assurance Committee.

2018 AAR QUALITY ASSURANCE CONFERENCE

The 30th Annual AAR Quality Assurance Auditor and Industry Conference is scheduled for the week of January 22, 2018 in Fort Worth, Texas. New to the 2018 Conference will be a full day of workshops open to all attendees. These workshops will be offered in addition to the normal two-day open sessions. All railroad industry personnel with an interest in quality assurance should save the date for this great event!

AAR M-1003 CHAPTER 7 REPORTING

When you go to the web page for the AAR Chapter 7 Reporting, you will need to set up a username and password. Once you have your account established, you will be able to file and/or respond to Chapter 7 forms. If you are not sure where to find the webpage for the Chapter 7 reporting, please refer to the links at the end of the newsletter.

Follow this link to access AAR Chapter 7 Nonconformance

Reporting Website: <http://aar.iirx.net>

VIEWS AND INTERPRETATIONS

This section will bring you answers each issue to some frequently asked questions.

Q: *Where can I find all of the View & Interpretations?*

A: Interpretations offered from this newsletter can be searched in the past newsletters. When the QAC deems necessary, they are added to Appendix C of MSRP Section J.

Q: *It is required that every M-1003 facility use statistical methods for “Key product/process characteristics” as referenced in 2.20.3?*

A: It is highly encouraged for a facility to use statistical methods and SPC when applicable. The

QAC does not want to mandate that these tools be used, and definitely not which parts of the quality program the tools apply to. That is completely up to the facility of where and when they use the tools. The intent of 2.20.3 is that when a facility DOES use statistical methods and SPC (which again, they “should”), they must identify where and how.

Have a question? Submit your M-1003 request for clarification or interpretation by emailing QA@aar.com.

ROOT CAUSE ANALYSIS

Before corrective actions can be taken to address an issue, a root cause analysis must first be performed. There are several different root cause analysis methodologies that can be employed. Some of the options include:

- 5 Whys
- Fishbone (or Ishikawa) diagram
- Apollo Root Cause Analysis
- Kepner-Tregoe

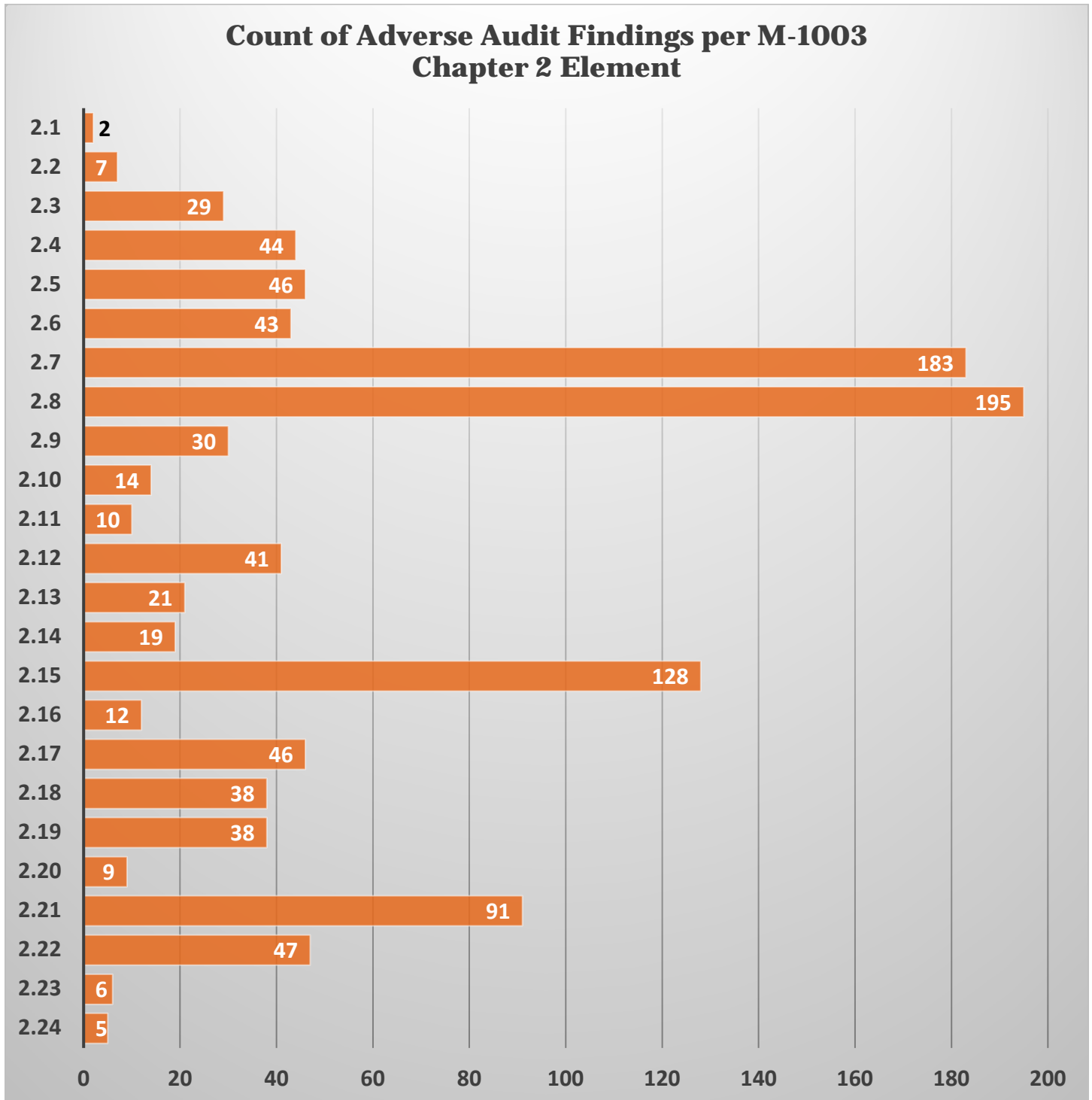
Whichever methodology is chosen, there are some basic principles of root cause analysis that must be adhered to:

1. Define the problem.
2. Collect evidence.
3. Use a systematic approach to develop the root causes.
4. Identify potential corrective actions to eliminate the root causes.
5. Select the corrective actions to implement.
6. Implement the corrective actions.
7. Monitor the process.
8. Verify the effectiveness of the corrective actions in eliminating the problem.

AAR M-1003 AUDIT RESULTS

In 2016, AAR Accredited Auditors conducted 893 total M-1003 Audits. Shown below is the breakdown of findings per M-1003 Chapter 2 Element.

As you can see, the elements with the highest number of findings were 2.7 (Document Control) and 2.8 (Measuring and Test /equipment). The elements that the AAR auditors will focus on in 2017 will include these top two areas of findings as well as 2.6 (Corrective and Preventive Action), 2.12 (Final Inspection), 2.15 (Process Control) and 2.21 (Internal Quality Audits).



CALENDAR OF EVENTS AND IMPORTANT LINKS

2017 Calendar of Events

Training	Date	Location
Basic Auditor Training	May 16-18	Toronto, Canada
	July 18-20	Anaheim, CA
	Sept. 26 - 28	New Orleans, LA
Advanced Auditor Training	April 25-27	Lincoln, NE
	June 13-15	Albertville, AL
	August 8-10	Waskom, TX
	Nov. 7-9	DeCoursey, KY
Root Cause & Corrective Action	March 21-22	Denver, CO
	July 11 - 12	Pittsburgh, PA

Important Links

[Registry of M-1003 Certified Facilities](#)

[AAR M-1003 Certification online Application Information](#)

[Purchase AAR MSRP Section J, M-1003, Specification for Quality Assurance](#)

[AAR M-1003 Training Registration and Useful Links](#)

[MSRP Publication Current Revision Status](#)

[AAR Circular Letters](#)

[AAR Online Chapter 7 Material Nonconformance Reporting System](#)

[Railway Supply Institute](#)

[American Society for Quality](#)

The AAR/RSI Joint QA Newsletter is provided through the efforts of AAR Quality Assurance Committee and Railway Supply Institute Quality Assurance Committee members in an effort to provide information that is important to our industry in support of improving the quality of products and services provided. You can support this process by submitting your questions and ideas for improvement to QA@aar.com.

THANK YOU TO THE FOLLOWING MEMBERS OF THE NEWSLETTER ADVISORY GROUP

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