



Japanese Aerospace Quality Group

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**About the Guidance Documents for  
Construction of Robust Quality  
Management Systems (QMS) for the  
Aviation, Space and Defense  
Organizations**

**The Society of Japanese Aerospace Companies  
Japanese Aerospace Quality Group  
(JAQG)**

# Introduction



When Issues related to quality occurred in the aerospace industry of Japan, JAQG took this opportunity to study measures for robust "quality management systems," including measures to prevent recurrence of the problems.

The major matters for improvement are the following three items, and those improvements are incorporated into three fields (9100 standards, guidance documents, and 9100 certification schemes (9100 audit)). This document provides the "guidance documents" out of the three fields.

## 1. Awareness

Reinforce awareness of "flight safety", "compliance", "quality first" and "compliance with work instructions"

## 2. Communication and problem solution

Listen to the voices of the "Gemba(shop floor)" in order to solve problems

## 3. AQMS processes

Promote mechanisms that reduce the human factor as much as possible and improve AQMS processes

**CB: Certification Body    AQMS: Aerospace Quality Management System**

# Objective



**The objective is to provide guidance documents that serve as a reference for organizations in the aerospace industry to make their "quality management systems" stronger.**

# Scope of application

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- **All aspects of organizations in the aviation, space and defence fields**

**Note that these materials can be used in other fields as well.**

# Guidance document list



**The list of the guidance documents written to date are as follows:**

**Appendix-1: Compliance Education**

**Appendix-2: Flight Safety Training**

**Appendix-3: Handling of Work Instructions**

**Appendix-4: Procedures for Collecting Proposal from  
Gemba (shop floor)**

**Appendix-5: Work Transfer Management**

**Appendix-6: How to proceed with design and development  
that incorporate risk management**

**The overview of the format common to all of the guidance documents is as follows:**

- **Objective (Why this guidance necessary)**
- **Background/perceptions of the issues/risks**
- **Guidance (explanations of countermeasures and best practices)**
- **Example**
- **Editor's Note (the thoughts of the team that wrote the guidance document)**