What you need to know about Nadcap

Contents

Dear Supplier,

Congratulations on taking the first step in learning more about the Nadcap program! This brochure will provide you with a general understanding of the Nadcap process as well as provide you with a list of contacts to get in touch with should you have any further questions.

As the Supplier Support Committee (SSC) Chairperson, I would like to take this opportunity to introduce myself to you. President of F.M. Callahan and Son, Inc., I have been actively involved in the Nadcap program since 2006 and I have held the position of SSC Chairperson since 2010. During this time, my involvement with the Nadcap program has provided me the valuable opportunity to network and build relationships with existing and potential Customers, as well as PRI Staff and other Suppliers. I have also seen the real influence that Suppliers have in the Nadcap system - for example, I am a voting member of the Nadcap Management Council along with several other Suppliers and Primes.

Suppliers are the key to the success of the aerospace industry and the Nadcap program. You play an important part in this process.

We look forward to welcoming you and helping you to participate in the various groups – Task Groups, Nadcap Management Council and Supplier Support Committee.

Thank you for your support.

Sincerely,

Eric Jacklin

P.S. You can contact me at NadcapSSC@sae.org if you have any questions or if you have any suggestions to improve this document .

Nadcap Overview

Prior to 1990, the major aerospace companies were auditing their own Suppliers for technical proficiency in areas such as non-destructive testing, welding, and heat treating. This meant a significant workload for the Primes, duplicate audits for the Suppliers, and auditors were often forced to become generalists to accommodate the workload.

In 1990, the National Aerospace and Defense Contractors Accreditation Program (NADCAP) was established by key aerospace industry and US government representatives, administered by the not-for-profit Performance Review Institute (PRI). As Nadcap grew internationally, it changed from an acronym (NADCAP) to a brand name (Nadcap ®).

Today, Nadcap represents an unprecedented, cooperative industry effort to improve quality while reducing costs throughout the aerospace and defense industries. It is an approach to conformity assessment that brings together technical experts from all over the world to establish requirements for accreditation, approving Suppliers, and defining operational program requirements.

Unlike traditional third-party assessment programs, Nadcap is an industry-managed program. It promotes a standardized approach to quality assurance and a reduction in redundant auditing throughout the aerospace industry. Through Nadcap, industry has joined forces to develop a program that:

- Establishes stringent industry-consensus standards that satisfy the requirements of all participants

- Replaces routine Supplier auditing with one program that is approved through a consensus decision-making process by members from the user community

- Conducts more in-depth, technically superior, special-process audits

- Improves Supplier quality throughout the industry through stringent requirements

- Reduces costs through improved standardization

- Uses technically expert auditors to ensure process familiarity

- Provides more frequent audits for Primes and fewer audits for Suppliers

Is it a quality systems audit?

A Nadcap audit differs significantly from an audit for general quality or for compliance to an ISO standard. With those types of audits, the following generic quality question may be used regardless of the nature of the work being audited:

Does the Supplier define the processes employed for calibrating, inspection, measuring, and testing?

To highlight the depth of a Nadcap audit, the following question would be used for non-destructive testing only - each special process would have its own specific question:

Are the fluorescent penetrant inspection (FPI) dryer ovens calibrated every three months at multiple points across the usable range?
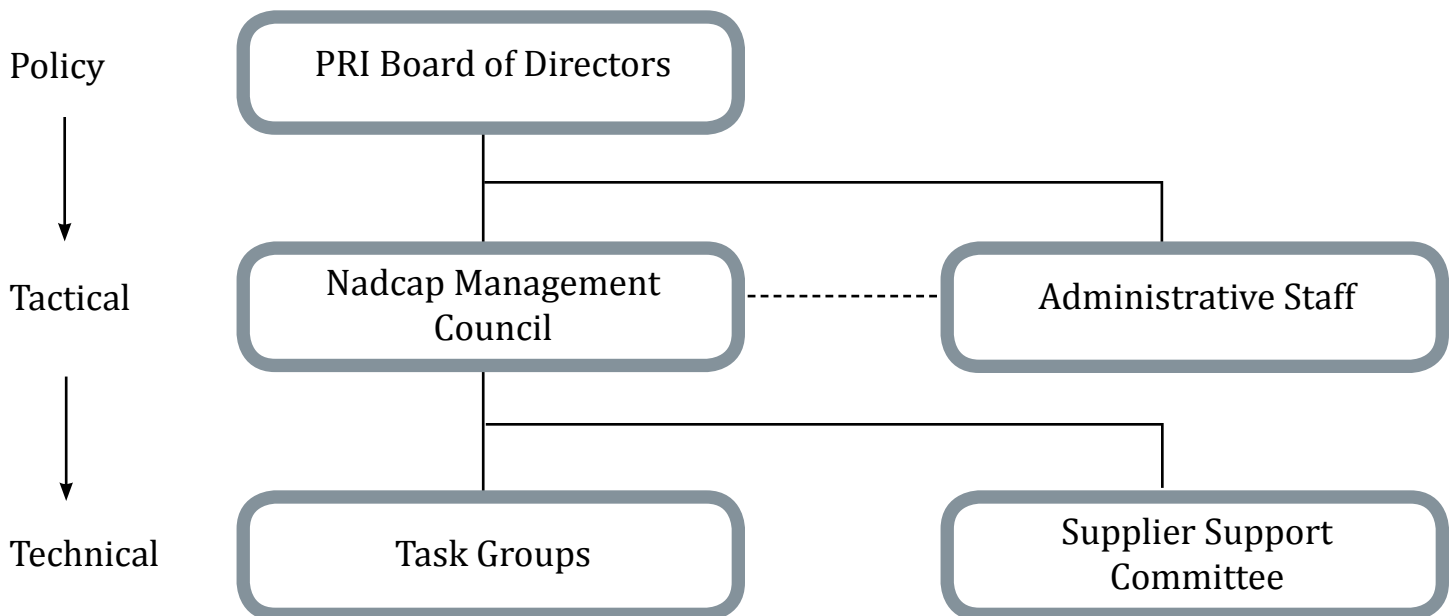
In July 2010, Nadcap celebrated its 20th anniversary. A PRI web poll the previous month showed that 69% of respondents feel that Nadcap contributes to the overall aerospace industry safety. At the same time, a Nadcap accredited Supplier survey reported that:

83% of Suppliers report a quality improvement in the areas for which they are Nadcap accredited.

Source: Supplier Survey 2009

- 60% of Suppliers feel that Nadcap accreditation has improved their standardization

- Over one-third (35%) feel that participating in the Nadcap program has helped to decrease their scrap rates

- 41% of Suppliers link reduced rework rates to their Nadcap accreditation, while 44% have experienced reduced escape rates

- More than half of the respondents (54%) feel that Nadcap has assisted them to increase sales or gain new business

Nadcap Organization Structure

Policy	PRI Board of Directors	
Tactical	Nadcap Management Council	Administrative Staff
Technical	Task Groups	Supplier Support Committee

Nadcap Supplier Support Committee (SSC)

The SSC exists to represent and be the voice of the Supplier community. The SSC Mission is "to represent the Supplier community and work with the Nadcap Management Council (NMC) to enhance the effectiveness and economical value of the Nadcap system for the mutual benefit of Suppliers and Subscribers". The SSC works with the NMC on issues directly related to Suppliers.

The Committee is made up of active Nadcap accredited Suppliers who are willing to help new Suppliers through the process, as well as assisting experienced Suppliers to establish, maintain and improve their accredited processes.

The SSC is comprised of a Supplier Support Committee Leadership Team (SSC LT) which reviews and addresses non-technical concerns raised by Suppliers. The SSC LT members include:

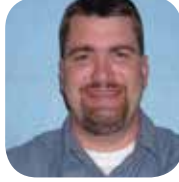| Lloyd Barker Alcoa | Stephane Chaumeil Galion | Suzanna DeMoss 3M | Paul Evans JFIMS | Sarah Fuqua Kearfott Corp. |

| Eric Jacklin F. M. Callahan & Son | Dave Jones 3P Processing | David Michaud Fountain Plating | Andreas Wangsanegara Pudak Scientific |

Nadcap Meeting Supplier Support

The SSC sponsors several face-to-face sessions at the Nadcap meetings. The Supplier Orientation & Tutorial provides an overview of the Nadcap program, presented by a Supplier; the SSC meeting is a forum for discussion and report-out on important issues for Suppliers; and there is also an informal Question & Answer session where you can meet PRI Staff. Check the meeting agenda for details.

Mentoring Program

The SSC offers a Supplier Mentoring program, dedicated to assisting those Suppliers who are new to the process and/or those needing assistance navigating the Nadcap system by providing names and contact information of experienced Nadcap Suppliers. If you would like to work with a Mentor, please send an email to NadcapSSC@sae.org.

If you would like to receive additional information regarding the SSC, please send an email to NadcapSSC@sae.org.

Nadcap Supplier Support Committee

SSC Staff Support Team

To support the SSC - and the interests of the Suppliers - there are PRI staff in the Americas and Europe offices who work on SSC projects. Please contact them if you have any queries.

Jim Borczyk is Director of Customer Support & Industry Relations. He is based at PRI International HQ in Pittsburgh, PA in the USA.

T: + 1 724 772 8543
E: borzyk@sae.org

Connie Hess is Supervisor, Supplier & Subscriber Services.

She is based at PRI International HQ in Pittsburgh, PA.

T: + 1 724 772 8660

E: chess@sae.org

Christopher Bigsby is the Marketing & Communications Administrator. He is based at PRI's Europe office in London, UK.

T: + 44 (0) 870 350 5011
E: chris.bigsby@pri-europe.org.uk

Mary Conglose is a Coordinator - Supplier & Subscriber Services. She is based at PRI International HQ in Pittsburgh, PA.

T: + 1 724 772 8659
E: maryconglose@sae.org

PRI's Customer Focus

PRI's Vice President & Chief Operating Officer, Joe Pinto, explains PRI's customer satisfaction ethos.

To my mind, any organization survives only because it is fulfilling the needs of its customers so customer orientation is paramount. The key focus is satisfying you – our customers – and knowing that it is you that can provide us with critical feedback, both directly and indirectly.

My vision for the future is to continue to develop and add value to every single Nadcap stakeholder with a razor sharp focus on one thing - our customers' needs.

I hope you are satisfied with our service but if you have any reason to be dissatisfied - I want to know about it. Please do not hesitate to contact me at jpinto@sae.org.

Download the PRI Glossary

Confused by the terminology and acronyms? There is a free PRI Glossary available online at www.eAuditNet.com in the Resources - Public Documents - General Documents section.

Special Processes, Products and Systems Audited by Nadcap

Chemical Processing (CP)

Anodizing, Chemical Cleaning, Chemical Milling, Conversion/Phosphate Coating, Etching, Laboratory Evaluation, Paint/Dry Film Coatings, Plating, Stripping, Surface Prep Prior to Metal Bond and Surface Treatment/Passivation.

Contacts

Nigel Cook, Senior Staff Engineer
T: +44 (0) 870 350 5011
E: nigel.cook@pri-europe.org.uk

Will Calvert, Senior Staff Engineer
T: +1 724 772 8524   E: wcalvert@sae.org

Bill Dumas, Senior Staff Engineer
T: +1 724 772 8673   E: billdumas@sae.org

Robert Lizewski, Staff Engineer
T: +1 724 772 8681   E: lizewski@sae.org

Robert Nixon, Senior Staff Engineer
T: +1 724 772 8596   E: rnixon@sae.org

> **Staff Engineer Tip**
> You will gain the most benefit from Nadcap if you actively participate. Learn how to become a Task Group Voting Member.
> *~ Mark Aubele*

Coatings (CT)

Thermal Spray, Vapor Deposition, Diffusion Coating Process, Stripping of Coated Parts, Coatings Evaluation, Plating of Coated Parts and Heat Treating of Coated Parts.

Contacts

Robert Lizewski, Staff Engineer
T: +1 724 772 8681   E: lizewski@sae.org

Composites (COMP)

Prepreg/Adhesive Bonding/Resin Film Infusion, Metal Bonding, Core Processing and Liquid Resin Processing.

Contacts

Rebekah Braun, Senior Staff Engineer
T: +1 724 772 7116   E: rbraun@sae.org

Roger Stirling, Senior Staff Engineer
T: +1 724 772 7148   E: rstirling@sae.org

Conventional Machining as a Special Process (CMSP)

Holemaking, Turning, Grinding, Broaching, Milling, and Edge Treatment.

> **Staff Engineer Tip**
> Read the relevant procedures before your audit so you clearly understand your role in the Nadcap audit process.
> *~ Jim Lewis*

Contacts

Andy Statham, Staff Engineer
T: +44 (0) 870 350 5011
E: andystatham@pri-europe.org.uk

Rick Sovich, Staff Engineer
T: +1 724 772 8689   E: rsovich@sae.org

Elastomer Seals

O-Rings, Plate Seals/ Rubber Bonded to Substrates, Molded Shapes, Compression Seals and Compounding

Contacts

Keith Purnell, Staff Engineer
T: +1 724 772 8685   E: kpurnell@sae.org

Electronics (ETG)	Contacts
Printed Boards, Circuit Card Assemblies and Cable and Harness Assemblies.	Bill Dumas, Senior Staff Engineer T: +1 724 772 8673 E: billdumas@sae.org

Fluid Distribution Systems (FLUID)	Contacts
Hose Manufacturing, Fittings and Other Machined Components, Couplings, Hose Assembly, Value Added Hose Assembly Distributors and Titanium Tubing Manufacturers.	Keith Purnell, Staff Engineer T: +1 724 772 8685 E: kpurnell@sae.org

Heat Treating (HT)	Contacts
Metal Systems, Heat Treating Process, Heat Treating Equipment, Brazing, and Hot Forming.	Jerry Aston, Associate Program Manager T: +44 (0) 870 350 5011 E: jerry.aston@pri-europe.org.uk

Staff Engineer Tip
Attend the Nadcap meetings when you can to contribute to checklist development.
~ *Mike Graham*

Marcel Cuperman, Senior Staff Engineer
T: +1 724 772 8678   E: cuperman@sae.org

Rob Hoeth, Staff Engineer
T: +1 724 772 8657   E: rhoeth@sae.org

Materials Testing Laboratories (MTL)	Contacts
ISO/IEC 17025 Equivalency (AC7006), Chemical Testing, Mechanical Testing, Metallography (Micro & Macro), Hardness, Corrosion, Microhardness, DTA, Test Specimen Preparation.	Kevin Wetzel, Senior Staff Engineer T: +1 724 772 8652 E: kwetzel@sae.org Rob Hoeth, Staff Engineer T: +1 724 772 8657 E: rhoeth@sae.org Robert Lizewski, Staff Engineer T: +1 724 772 8681 E: lizewski@sae.org

Nonconventional Machining & Surface Enhancement (NMSE)	Contacts
Electrochemical Machining (ECM), Electrochemical Grinding (ECG), Electrical Discharge Machining (EDM), Laser Beam Machining (LBM) and Shot Peening.	Rick Sovich, Staff Engineer T: +1 724 772 8689 E: rsovich@sae.org

Non Metallic Materials Testing (NMMT)

Mechanical Testing, Physical Testing, Chemical Testing, Thermal Testing and Flammability Testing for Class A: Composites and Class B: Adhesive/Adhesive Primers

Contacts

Rebekah Braun, Senior Staff Engineer
T: +1 724 772 7116   E: rbraun@sae.org

Non Metallic Materials Manufacturing (NMMM)

Raw Material Manufacturing of Resin, Prepreg and Adhesive Film

Contacts

Rebekah Braun, Senior Staff Engineer
T: +1 724 772 7116   E: rbraun@sae.org

Non-Destructive Testing (NDT)

Magnetic Particle, Liquid Penetrant, Ultrasonic and Radiography.

Contacts

Jim Bennett, Senior Staff Engineer
T: +1 724 772 8651   E: jbennett@sae.org

Phil Ford, Senior Staff Engineer
T: +44 (0) 870 350 5011
E: phil.ford@pri-europe.org.uk

Mike Gutridge, Lead Senior Staff Engineer (*)
T: +1 740 587 9841   E: mikeg@sae.org

Andy Statham, Staff Engineer
T: +44 (0) 870 350 5011
E: andy.statham@pri-europe.org.uk

Program Managers

If you would prefer to speak to someone else, you can contact one of the Program Managers:

Mark Aubele, Senior Program Manager for AQS, Electronics and NDT
T: +1 724 772 8654
E: maubele@sae.org

Mike Graham, Senior Program Manager for Chemical Processing, Composites, Conventional Machining as a Special Process, Nonconventional Machining and Surface Enhancement
T: +1 724 772 8646
E: graham@sae.org

Jim Lewis, Program Manager for Coatings, Elastomer Seals, Fluids, Materials Testing Laboratories, Sealants and QPL
T: +1 724 772 8688
E: jiml@sae.org

NMC Chairperson Message

"Suppliers are the key to the success of the aerospace industry and the Nadcap program. You play an important part in this process. I hope to encourage your active participation not only through accreditation, where that has not already been achieved, but also by actively participating in the Nadcap meetings and the day to day work of the program. I look forward to meeting you at a Nadcap meeting soon."

~ Pascal Blondet, Airbus

Sealants (SLT)	Contacts
Polysulfide, Polythioether, Silicones, Polyurethanes and Adhesion Promoters	Keith Purnell, Staff Engineer T: +1 724 772 8685 E: kpurnell@sae.org

Welding (WLD)	Contacts
Diffusion Welding, Electron Beam Welding, Flash Welding, Friction/Inertia Welding, Fusion Welding (including Foundry in-process/casting repair), Laser Welding, Percussion Stud Welding, Resistance Welding and Torch/Induction Brazing, Welder/Welding Operator Qualification and Metallographic Evaluation of Welds.	Ian Simpson, Associate Program Manager T: +44 (0) 870 350 5011 E: ian.simpson@pri-europe.org.uk Mike Gutridge, Senior Staff Engineer (*) T: +1 740 587 9841 E: mikeg@sae.org

Staff Engineer Tip

We are here to help the accreditation process run smoothly so if you need any clarifications on the process or requirements, please contact us.
~ Rebekah Braun

Do you have a Task Group question?

Task Groups have SSC Task Group Representatives - Suppliers who act as a liaison between the SSC and the Task Group. They can advise you on Task Group related inquiries.
Contact NadcapSSC@sae.org for information.

Aerospace Quality Systems (AQS)

Nadcap recognizes AS/EN/JISQ 9100 and AS/EN 9110 quality system approvals, and other equivalent translations as recognized by IAQG, performed and certified by registrars that are approved and listed in the IAQG OASIS database.

In addition, Nadcap recognizes ISO/IEC 17025 and AC7006 for testing laboratories, including non-destructive testing laboratories and etch audits performed in support of non-destructive testing laboratories. The ISO/IEC 17025 scope of accreditation must cover the Nadcap scope of accreditation and be from an approved ILAC accreditation body. AC7006 accreditation must be through the Nadcap Materials Testing Laboratories Task Group. Where no existing recognized quality system approval exists, Nadcap requires AC7004/AC7006 assessment to support the special process accreditation.

You can contact Susan Frailey, Associate Staff Engineer (T: +1 618 615 4478, E: sfrailey@sae.org) and Mike Gutridge, Lead Senior Staff Engineer (T: +1 740 587 9841 E: mikeg@sae.org) with questions, or address them to any Staff Engineer highlighted with an asterisk (*) above. Questions related to AC7006 should be addressed to Kevin Wetzel, Senior Staff Engineer (T: +1 724 772 8652, E: kwetzel@sae.org).

Nadcap Audit Flowchart

The Nadcap process typically begins with a notification from a customer to the Supplier that they should attain accreditation, although some companies choose to pursue Nadcap accreditation without prompting.

The Supplier contacts PRI to request the audit , which is scheduled according to the timeframe and content expectations of the Supplier and the customer. An appropriate auditor is assigned. Nadcap auditors typically have over 30 years' experience in their field and are contracted after a rigorous selection process into which the Primes and Suppliers input.
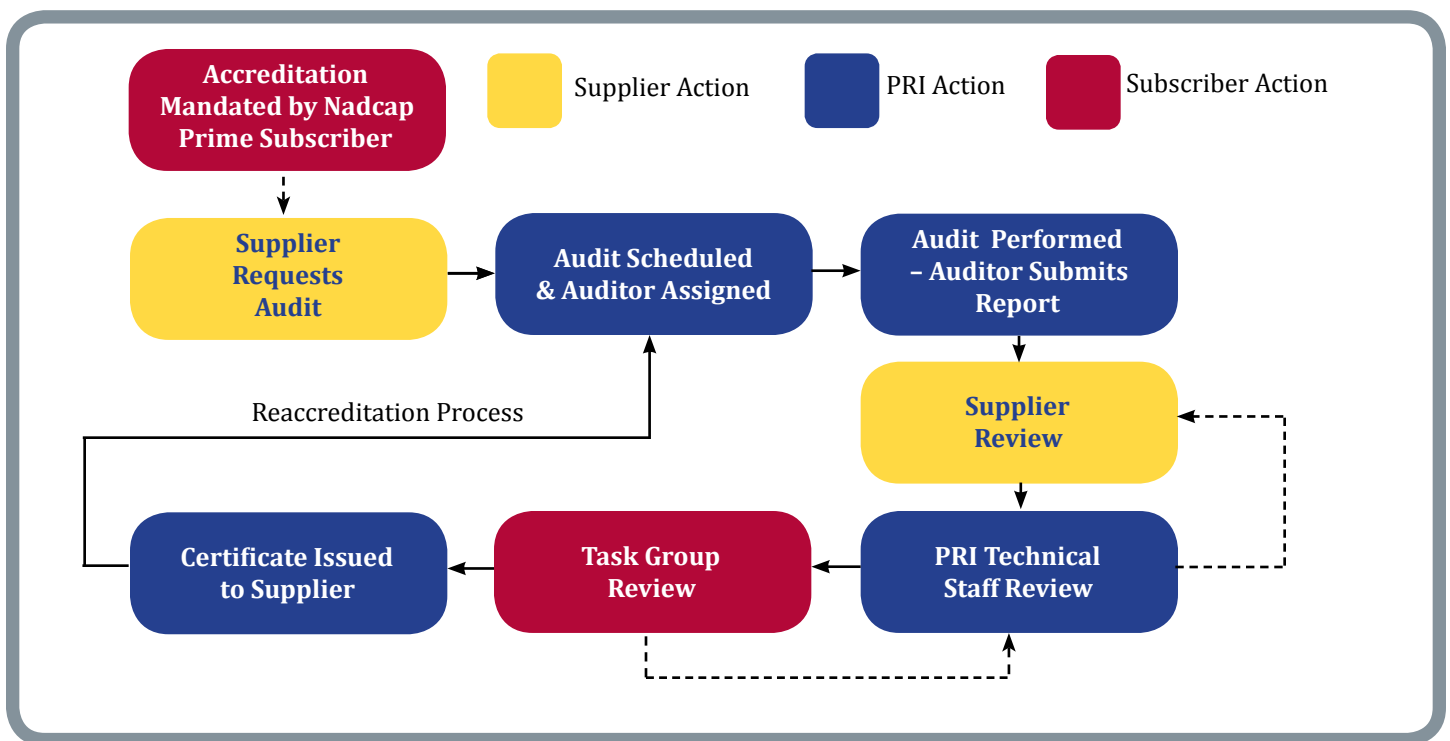
After the audit, a report is submitted electronically via eAuditNet, the Nadcap audit software program. The Supplier has an opportunity to respond to any non-conformances identified and the report, with responses reviewed by the relevant PRI staff engineer.

When the staff engineer is satisfied that the root cause of all non-conformances has been identified and sustaining corrective action has been implemented, the entire report is submitted to the special process Task Group. This body of Nadcap subscribing Primes, who are also experts in the special process, verify the conclusion of the staff engineer and approve the audit for certification.

At any stage, the staff engineer or Task Group may request more information before progressing the audit to the next stage.

Nadcap Reaccreditation

Nadcap accreditation is an ongoing activity. Once initial certification has been issued, the next audit is usually automatically scheduled. Once the audit has been scheduled, notification is sent via email to you and the assigned auditor. Please check as soon as possible if the scheduled dates are not suitable and contact PRI if they need to be changed.

Initial accreditation is based on a twelve-month cycle. However, the actual period of initial accreditation depends on audit performance. For example: if the initial audit takes place on 1 September 2011, the expiry date of the accreditation will be 31 January 2013 - regardless of when accreditation is actually granted. So, for the well-prepared Supplier who is audited on 1 September 2011, receives zero or few non-conformances and gains accreditation on 1 November 2011, the accreditation period is actually longer than twelve months. But for the ill-prepared Supplier who is audited on 1 September 2011, receives a number of non-conformances and gains accreditation on 15 February 2012, the accreditation period is actually shorter than twelve months. The same process applies to reaccreditation audits.

It all depends on effectively preparing for the audit.

eAuditNet Overview

eAuditNet is an online system for everything relating to Nadcap audits. The biggest benefit of eAuditNet is the reduction in operating costs for the industry:

Nadcap Reading List

The SSC has put together a list of useful documents to help you understand the Nadcap process better. View the list and the documents at www.eAuditNet.com

- eAuditNet has eliminated paperwork

- eAuditNet facilitates real-time interaction, regardless of location or time - 24 hours per day, 365 days per year

- All stakeholders share responsibility in the knowledge that eAuditNet provides the structure to function efficiently and effectively

Suppliers use eAuditNet extensively: from requesting a quote to scheduling an audit; from carrying out thorough audit preparation to responding effectively to non-conformances after the audit in order to gain accreditation promptly. The site houses many useful documents to help you navigate the Nadcap process: User Guides, Tutorials, and other helpful Supplier documents. Just complete the free registration at www.eAuditNet.com and go to the Documents application under Resources. In addition, eAuditNet also contains the online Qualified Manufacturers List (QML), which is a searchable database of certified Nadcap Suppliers. Procurement can use the QML to research and contact Nadcap accredited potential Suppliers.

Please keep your contact details up-to-date on eAuditNet to ensure you receive important information regarding your audit. Please notify PRI Scheduling of any changes (page 18).

Frequently Asked Questions

Q: Should my company get Nadcap accreditation?

This is a key question and it's really one that must be resolved between you and your customer/s. Most aerospace Suppliers pursue Nadcap accreditation because it has been mandated by their customer/s, although some make the decision independently. It is up to you to balance the needs of your customer/s and your business with the demands of the Nadcap audit.

Q: What are the benefits of Nadcap accreditation?

Nadcap accredited Suppliers report many benefits associated with Nadcap accreditation:

> "Nadcap accreditation has helped to raise our profile and respect within UK industry. We have targeted and won better "class" of business."
> *Source: Nadcap 20th Anniversary Survey, 2010*

- 60% of Suppliers report improved standardization (Source: Nadcap 20th Anniversary Survey, 2010)

- 69% of stakeholders believe that Nadcap contributes to the overall aerospace industry's safety record (Source: PRI poll, 2010)

- 83% of Nadcap accredited companies report improvements in quality in the area(s) related to their Nadcap accreditation(s). (Source: Supplier Survey 2009)

Q: If my company decides to become Nadcap accredited, what do we need to do next?

The first step is to contact PRI Scheduling (see page 18) to request the audit. They will give you access to eAuditNet so you can access the relevant audit checklists and associated reference material to help in your audit preparation. They will also provide you with a quote. It is recommended that you conduct a self-audit using the Nadcap audit checklist/s and implement sustaining root cause corrective actions on any non-conformances you identify. When you feel you are prepared - or you are confident in the timeline you have established for your audit preparation - please contact PRI to arrange the initial audit (page 18).

Q: How long does Nadcap accreditation last?

Initial accreditation is linked with the date of the audit, not the date on which accreditation is granted. The table below details the dates, and you can contact PRI Scheduling (page 18) for further clarification on your individual circumstances.

What month is your audit?	Your accreditation will expire the following year on:
September, October, November	31 January
December, January, February	30 April
March, April, May	31 July
June, July, August	31 October

Q: What is the Supplier Merit Program?

The Supplier Merit Program awards reduced scope and/or extended frequency audits to Suppliers based on audit performance, determined by the relevant Task Group.

Initial audits shall have an accreditation period of 12 months from the first quarter in which it is eligible for review. The first two (2) reaccreditation audits shall have an accreditation period of 12 months from the previous expiration. Subsequent reaccreditation audits shall be awarded 12, 18 or 24 months based on Supplier performance.

> **"Sales have increased more than 200%. Earlier we ...were known only in India ... After Nadcap we have worldwide recognition ...our customer base was only 5 earlier and after Nadcap our customer base has increased to 15."**
> *Source: Nadcap 20th Anniversary Survey, 2010*

Q: Are the rules governing the Nadcap audit process published anywhere?

Yes, the program is governed by three different types of procedures:

1. PRI/Nadcap Internal Procedures (NIP's) – Documents detailing specific procedures by which PRI/ Nadcap Staff operates.

2. Nadcap Operating Procedures (NOP's) – Documents detailing the specific procedures by which Nadcap operates.

3. Nadcap Task Group Operating Procedures (NTGOP's) – Documents developed by PRI describing the scope and general operating procedures for each specific PRI/Nadcap commodity program.

You can access these via eAuditNet - you will find them under Resources - Documents - Nadcap Procedures and Forms.

Q: Is there any kind of pre-audit support available from PRI?

Yes, in addition to the training (page 17), you can request a pre-assessment audit using a Nadcap auditor BEFORE the actual Nadcap accreditation audit. A Nadcap auditor will visit your site to conduct this audit. All of the data from the audit is left with the Supplier. There is no need to close out any findings. The only findings which will be sent to Primes are findings which may potentially impact hardware. Please contact PRI Scheduling for more details (page 18).

> **"Customer claims decreased over 25% this year compared with last year."**
> *Source: Nadcap 20th Anniversary Survey, 2010*

There are more frequently asked questions on the PRI website (www.pri-network.org) but please do not hesitate to contact any member of PRI staff directly if you have a question.

Nadcap Meetings

Nadcap meetings take place three times per year and function as a forum for Nadcap Subscribers and Suppliers to ensure continual improvement in special process and product quality in the aerospace industry.

All Nadcap participants are encouraged to attend the meetings to improve their understanding and experience of the Nadcap program. The meetings also provide valuable learning and networking opportunities.

The meeting schedule, agendas and minutes are posted at www.pri-network.org/Nadcap/ in the Nadcap meetings section.

Case Study: KUMZ, Russia

Vitaly Davidoff of KUMZ attended the Nadcap meeting in Barcelona in February 2011 for the first time.

"Before the meeting, we were reluctant to contact PRI/SSC directly addressing questions to the Staff Engineers.

"By going along to the Task Group meetings, however, we soon realized that PRI staff are there to help Suppliers. We wouldn't hesitate now before picking up the phone and ringing PRI with a query or question.

"The Nadcap meeting has provided excellent opportunities for networking. We were able to meet with existing clients, as well as potential new customers."

Photos from Top: Nadcap Appreciation Dinner in Istanbul (2009); Attendees at the Nadcap meeting in Singapore (2010); Task Group meeting in Pittsburgh (2010); Training class at the Nadcap meeting in Pittsburgh (2008); PRI Board of Directors at the Nadcap meeting in Barcelona (2011).

Training Opportunities

Training opportunities are available in a range of formats. Many are free-of-charge. They have all been developed to complement your Nadcap audit journey, making it easier for you to understand - and benefit from - the Nadcap program as well as share your expertise with your colleagues.

Nadcap Customer Support Initiative (NCSI)

NCSI is an online presentation that reviews key aspects of the Nadcap program in order to enhance your experience with the Nadcap process through education and improve overall audit performance.

You can access the NCSI presentation at: http://www.pri-network.org/Nadcap/ Customer-Support-Initiative.id.878.htm or visit www.eQuaLearn.com to register to attend one of the many free webinar sessions.

Free Training at Nadcap Meetings

Throughout 2012, PRI is offering free eQuaLearn training classes at Nadcap meetings. Due to the popularity of these sessions, places are allocated on a first-come, first-served basis. To date, topics have included:

- Root Cause Corrective Action
- Introduction to Pyrometry
- How to Prepare for a Nadcap Audit
- Internal Auditing

Learn more and register at www.eQuaLearn.com or ask at the eQuaLearn desk at the Nadcap meeting.

Professional Development Opportunities

In addition to the free sessions at Nadcap meetings, eQuaLearn holds Quality- and Special Process-focused classes all around the world in multiple languages. There is a fee for these classes.

For full details, please visit www.eQuaLearn.com

PRI White Papers

PRI issues free, short White Papers that cover a range of topics including:

- Nadcap Audit Preparation Timeline
- Creating an Effective Internal Auditing Program
- Root Cause Corrective Action
- How to Promote your Nadcap Accreditation

To receive your free copy of any of the available White Papers, or to see the full list, please contact pri@pri-europe.org.uk

Export Control – Supplier Resources

PRI and the Nadcap program are committed to complying with all governmental export control regulations. The International Traffic in Arms Regulations (ITAR) and the Export Administration Regulations (EAR) are two important United States export control laws that affect the manufacturing, sales and distribution of technology. ITAR contains a United States Munitions List (USML) of restricted articles and services. EAR contains a Commerce Control List (CCL) of regulated commercial items, including those items that have both commercial and military applications. As Suppliers (and potential exporters), your responsibilities under these export control regulations can be broad, and often difficult to interpret. The following resources are available to assist you in educating yourself / your staff on export control rules:

- The Directorate of Defense Trade Controls (DDTC) is an arm of the US Department of State and has responsibility for the control of the export and import of defense articles and services. The DDTC website, outreach program including seminars, and compliance program guidelines can be found in the below websites.

  http://www.pmddtc.state.gov/index.html

  http://www.pmddtc.state.gov/outreach/documents/inhouse_seminars.pdf

  http://www.pmddtc.state.gov/compliance/documents/compliance_programs.pdf

- The International Traffic in Arms Regulations ("ITAR," 22 CFR 120-130) is available at the following website.

  http://www.pmddtc.state.gov/regulations_laws/itar_official.html

- The Bureau of Industry and Security (BIS) is the export regulations arm of the U.S. Department of Commerce and is responsible for implementing and enforcing the Export Administration Regulations (EAR), which regulate the export and re-export of most commercial items. The items regulated by BIS are often referred to as "dual-use" – items that have both commercial and military or proliferation applications – but purely commercial items without an obvious military use also are subject to the EAR. There are many training presentations and FAQ's available for download (free of charge) at the web addresses below:

  http://www.bis.doc.gov/seminarsandtraining/seminar-training.htm

  http://www.bis.doc.gov/exportlicensingqanda.htm

- The U.S. Commercial Service is the trade promotion arm of the U.S. Department of Commerce's International Trade Administration and helps U.S. companies get started in exporting to global markets. A representative from your local office is available to answer questions on export control and to provide additional resources (free of charge) on the topic:

  http://trade.gov/cs/

Export Control – Responsibilities

As exporters and Nadcap participants, it is critical that you ensure the appropriate handling of all export controlled materials within your facility at all times. Failure to do so could leave you and/or your organization vulnerable to criminal / administrative charges. The following safeguards have been built into the Nadcap audit process for your protection:

Before the Audit

During the audit scheduling process in eAuditNet, the Supplier will be asked:

For this commodity, is work done under the guidelines of the ITAR/EAR?

The answer to this question is of critical importance, and will ensure an auditor with an appropriate export control status is sent to your site by PRI to conduct your Nadcap audit.

> If you do not know the answer to this question at the time of scheduling your audit, please contact your customer.

It is the Supplier's responsibility to answer this question correctly. Should a restricted auditor arrive at a Supplier site to conduct an audit and there is only export controlled material available for the audit, rescheduling / penalty charges will be assessed by PRI to the Supplier.

If there is any doubt about the Export Control status of part or process that is selected for a Nadcap Audit, contact the Customer for verification of status.

During the Audit

Upon arrival of the auditor to a Supplier facility, the auditor will advise the Supplier of his/her restricted / unrestricted status.

If a restricted auditor encounters any data subject to ITAR/EAR during a Nadcap audit, he/she is required to stop the audit immediately and contact PRI for direction on next steps. All available options will be considered before a decision to cancel the audit is made.

However, if necessary, PRI may cancel the audit and reschedule for a later date so that an unrestricted auditor can be sent to the supplier site. Such an occurrence may result in an audit finding, incident report, and a rescheduling fee for the Supplier.

Important Definitions

EC Status – Restricted: Auditor barred from performing audits of work restricted by ITAR/EAR.

EC Status – Unrestricted: Auditor permitted full access to ITAR/EAR data; US Citizen or Green Card holder.

Exporter: Any individual or organization that sends materials, products, or information originating within the US to a recipient outside of the country.

Export Control – Responsibilities (cont.)

After the Audit

Prime Subscribers have access to all information (including corrective action responses and attachments) in the audit and are procedurally notified to review all audits prior to issuance of accreditation. Many of these Subscribers are not Citizens of the United States and therefore are not authorized to access ITAR/EAR restricted information.

Before sending PRI any Export Restricted data or technology via email, make sure the recipients (such as the Staff Engineer) is authorized to view the material and clearly identify the export control status in the email header, as this could avoid an unintended export.

Important Notice

Under no circumstances is export restricted data or technology (such as parts that are subject to the ITAR / EAR specifications, drawings, etc.) to be entered into eAuditNet or posted as objective evidence.

Including this information in eAuditNet as replies or attachments provides unauthorized access in violation of governmental statutes and regulations.

The US Commercial Service is the government office to whom suppliers can reach out for support on all things related to export control. They welcome enquiries from all over the world. To find the contact information for your local office, please visit http://export.gov/usoffices.

Don't forget to get involved!

There are many ways in which Suppliers can participate more actively in the Nadcap program and in particular the Nadcap meetings. The SSC Sub-teams offer a perfect opportunity to get involved. Sub-teams are created to meet a Supplier need: either by providing a service to assist Suppliers or by seeking to improve the Nadcap system for all. Ongoing SSC Sub-teams include:

- **The Supplier Support Center** - a Supplier Support Center at Nadcap meetings staffed by experienced Suppliers who answer any questions that attendees may have on the Nadcap meeting or Nadcap process.
- **The Flowdown Committee** - a committee formed to consider how to address Contract Flow Down issues as experienced by Nadcap Suppliers.
- **Mentoring** - a scheme which provides new Suppliers with the name and contact details of an experienced Supplier whom they can contact with queries on the Nadcap program.
- **The Supplier Survey** - a biennial survey conducted to gain feedback on Suppliers' Nadcap experience, with a view to identifying opportunities for process improvement.

If you would like to become involved in the Supplier Support Committee or any of their initiatives, please contact NadcapSSC@sae.org.

Getting Started

For most companies and individuals new to the Nadcap process, or who want to learn more about it, the Scheduling department is the first point of contact. The staff listed below can answer all your general questions and identify the right person for you to talk to when you have technical questions.

Linda Novak is Manager of Auditor Planning & Scheduling. She is based at PRI International HQ in Pittsburgh, PA in the USA.

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Tips from Nadcap Audit Scheduling

The audit is a comprehensive assessment for compliance to customer requirements - make sure you understand your customers' expectations and ask questions if you are unsure.

Access eAuditNet as soon as you can for useful guidance in the Resources section and to download the audit checklists.

Conduct a self-audit using the Nadcap audit checklists before scheduling the audit - this will help you work out how much you need to do before the auditor arrives.

Jamie Ayres is a Scheduling CSR, also based at PRI International HQ in Pittsburgh, PA. Jamie looks after initial audits in the Americas sector.

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Riki Tang is based at the PRI Asia office in Beijing, China. She is responsible for scheduling Nadcap audits in Australia and all Asia countries except for Japan and South Korea.

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Axel Bernard is a Scheduling Coordinator based at the PRI Europe office in London, UK. Axel is responsible for all European Nadcap audits.

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Yoshitaka Hashizume is based at the PRI Asia office in Aichi, Japan. He is responsible for Nadcap audit scheduling in Japan and South Korea.

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