

1)

a) Procedure for operational risk management is established and implemented for managing operational risk to achieve applicable requirements. The ~~AS per~~ AS9100D standardised the non-conformance comes under clause 8.1.1. (Operational Risk management)

b) Following steps are to be taken

- i) Assignment of responsibilities for operational risk management
- ii) Defining risk assessment criteria (likelihood, risk acceptance)
- iii) Identifying and communicate ~~of~~ risks throughout the operations.
- iv) Accepting of risks remaining after implementations of mitigating actions.

c) Production line employee: For making welding mistake

QC: For not advising the person correctly.

Maintenance: Check the working condition regularly.  
Production: Not given proper training to the line employee.

2)

a) Purchase department is responsible to counterfeit and they need to purchase the materials from specified OEM's only.

And these clause comes under clause 8.1.4. The purchase department need to inform to External providers as per clause 8.4.3.

b) Purchase : The person who orders the required material to produce a battery with the external who supplies the material.

QC : This department verifies / inspects the materials which receive to the company and that are all used in the production to produce a battery.

Design : This department only provides the spec. to purchase to avoid miscommunication btwn the supplier and our requirement.

c) If counterfeit parts are discovered after product delivery.

Following need to be taken: Isolate the affected product, initiate a thorough investigation including supplier verification, notify relevant stake holders including suppliers stake holders and regulatory agencies, document the findings, take corrective actions to prevent recurrence and potentially implement product recalls depending on the severity of the issue.

3)

a) The AS 9100 standard itself gives example of what processes may be implemented to address product safety depending on our product or service, it need to include some or none

of the processes. Some of process options from AS 9100 include

i) Assessing hazards and managing risks

ii) Managing safety critical items

iii) Analyzing when safety event occur

iv) Safety communication and training

b) To Effectively communicate changes to customers and suppliers prioritise transparency, clear and concise messaging, proactive communication and multiple channels to ensure as information passed about changes, their impact and the reasons behind them actively seek feedback to address the concerns.

c) The necessary steps that are to be taken by each department

are  
i) Purchase department need to ensure that the supplier who supplies materials to us are maintaining the QMS or not to be verified. and need to ensure the capability of per day production as per our requirement and capability of supplying them in credit.

5a) If a key supplier for critical materials faces a shortage, the responsible department to address the issue and purchase team immediately contact the supplier to understand the extent of the shortage and potential timelines for resolution. Explore alternative suppliers or sourcing options to mitigate the impact. Negotiate contract terms and potential price adjustments with the supplier.

b) If our existing supplier is unable to provide the required materials so we need to move for alternate supplier in order to overcome or fulfill our customer requirement. We need to ensure before onboarding to our company as follows.

i) Supplier is capable of making materials as per our requirement.  
ii) He is following the QMS or not.  
iii) Whether he can able to deliver the goods in on-time.

iv) Transport: Too Distance from our company to the end/supplier company.

v) Maintain a register of its external provider that includes approval status and the scope of approval.

vi) Need to take necessary actions when dealing with external providers that do not meet requirements as per purchase procedure.

As per AS 9100D standard the applies under the clause 8.4.1.1.



choose the correct answer

1) a ✓

2) e ✓

3) a ✓

4) a ✓

(3)

7) a) As per specifications given by the customer in the spec sheet we need to provide the same as given. if any changes happen information need to pass to the customer that the spec of the raw material is going to be changed. Information need to pass for external providers as per mentioned clause 8.4.3.

b) Use of statistical techniques for product acceptance and related instructions for acceptance

1) need to implement a QMS, use customer designated or approved external providers, including process sources. Notify the organisational NC's products, services & obtain approval for their disposition.

c) friendly update, apology note, the service delay acknowledge

1) The progress update.

d) To manage risks associated we should implement a thorough risk assessment process including, closely monitoring, post-planning updates, utilizing proven methods.

4) a) If any battery gets failure the information will be received to the Business Development team then after it will be circulated to the quality and production team.

2) Quality department will find the reason & report the failure mode, then he will raise the corrective action and preventive action report and then will be forwarded to customer to not to repeat the same kind of problem in future.

b) There are many ways we can identify the risks within the organisation like as follows

\* Internal / external research.

- 2) i) feedbacks  
ii) customer reviews  
iii) meet with consultants

c) Following changes will be implement to prevent recurrence we should identify the root cause, implement targeted solutions. Addressing the root cause, monitor for potential issues and establish preventive measures to mitigate future occurrences. This might include process improvement, training program, system updates or regular reviews.

1) Clause 7.5 of AS9100D is applicable.  
Documents like quality manual, procedure, work instructions, Document control, Document of management reviews.