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[OASIS Feedback Loops - New stakeholders can be reached now.](http://Elsmar.com/Forums/showthread.php?t=21973)

(<http://Elsmar.com/Forums/showthread.php?t=21973>)

Sidney Vianna

29th May 2007 08:58 PM

OASIS Feedback Loops - New stakeholders can be reached now.

1 Attachment(s)

New Functionality added May 25, 2007

On May 25th, 2007, a new functionality was added in OASIS to enable each user who is a customer of a specific supplier in OASIS to send requests to the Certification Bodies responsible for the supplier's certification. This feedback process should be used to address specific issues during the next surveillance and to inform the user on the results. This feature can be accessed using the "Contact the Issuing CRB" button in the supplier details page of the Certified Suppliers directory. See the [related guidance material](#) for details.

Cari Spears

30th May 2007 06:46 AM

Re: New feature in the OASIS database-contact the CB with your concerns about a suppl

Quote:

...concerns, questions or *suggestions* they may have regarding the supplier's OASIS data ... *requests for attention items during the next assessment visit by the CRB.*"

(my italics)

I'm not sure what I think about this yet.

D.Scott

30th May 2007 06:59 AM

Re: New feature in the OASIS database-contact the CB with your concerns about a suppl

Quote:

*In Reply to Parent Post by **Cari Spears** (Post 197459)
(my italics)*

I'm not sure what I think about this yet.

I know what I think but I'm not allowed to say :notme:

Dave

Helmut Jilling

30th May 2007 09:33 AM

Re: New feature in the OASIS database-contact the CB with your concerns about a suppl

Quote:

*In Reply to Parent Post by **Sidney Vianna** (Post 197430)*

New Functionality added May 25, 2007

On May 25th, 2007, a new functionality was added in OASIS to enable each user who is a customer of a specific supplier in OASIS to send requests to the Certification Bodies responsible for the supplier's certification. This feedback process should be used to address specific issues during the next surveillance and to inform the user on the results. This feature can be accessed using the "Contact the Issuing CRB" button in the supplier details page of the Certified Suppliers directory. See the [related guidance material](#) for details.

That's an interesting angle. I can see a potential for abuse, but mostly good things, if used correctly.

BradM

30th May 2007 09:43 AM

Re: New feature in the OASIS database-contact the CB with your concerns about a suppl

I know.. if you have to ask, you can't afford it... But, hey, you can't learn without asking.

But given the attachment in here, I assume this is a complementary add-on feature in the OASIS database, which is for the aerospace industry.

Can you tell me a bit about OASIS?

Also, what do you think the primary motivation is for having this feedback tool in a controlled environment like OASIS?

How many different CB's will be participating? Do you think that the good companies will be the best to respond, which will probably have the fewest complaints anyway?

Any word regarding the confidentiality of these inputs/outputs?

Sidney Vianna

30th May 2007 11:03 AM

Re: New feature in the OASIS database-contact the CB with your concerns about a suppl

Quote:

*In Reply to Parent Post by **BradM** (Post 197511)*
Any word regarding the confidentiality of these inputs/outputs?

That is my main concern over this feature. The confidentiality aspect of the information being exchanged. There is also a risk of this feature being abused and/or misused.

On the other hand, I believe that, IF PROPERLY USED, this feature will foster CB's accountability to the systems they certify. Which is a good thing. CB's must held responsible for their deeds. If an aerospace AS9100/9110/9120 certified supplier keeps allowing for escapes or other quality issues, the CB MUST be aware of this so we can focus our assessments on why that is happening.

Craig H.

30th May 2007 11:18 AM

Re: New feature in the OASIS database-contact the CB with your concerns about a suppl

I see another possible problem. What happens if customer A complains to supplier B's CB about a perceived issue, but, the issue is one of interpretation, or concerns a part of A's system that they are trying to impose on B that is not in the standard? Will the CB actually tell A that they are wrong? If they do, what will A's response be?

Sounds like a minefield to me.

Sidney Vianna

30th May 2007 12:00 PM

Re: New feature in the OASIS database-contact the CB with your concerns about a suppl

Quote:

*In Reply to Parent Post by **Craig H.** (Post 197535)*
I see another possible problem. What happens if customer A complains to supplier B's CB about a perceived issue, but, the issue is one of interpretation, or concerns a part of A's system that they are trying to impose on B that is not in the standard? Will the CB actually tell A that they are wrong? If they do, what will A's response be?

Sounds like a minefield to me.

Ignorant, abusive and arrogant customers will always be a risk to any business relationship. And your concern is a valid one. However, this feature basically facilitates the feedback to the CB. Customers of certified suppliers can and should escalate their unresolved dissatisfaction to the supplier's CB. Pretty much like described in the ISO blurb [What to do if things go wrong](#) page.

We should note that this feature should never be used as a replacement for direct communication between the customer and the suppliers.

<http://www.iso.org/iso/en/iso9000-14...es/figure1.gif>

HSSE Auditor

30th May 2007 02:54 PM

Re: New feature in the OASIS database-contact the CB with your concerns about a suppl

Quote:

*In Reply to Parent Post by **BradM** (Post 197511)**Also, what do you think the primary motivation is for having this feedback tool in a controlled environment like OASIS?*

Continual improvement of the suppliers?

osospat

11th July 2007 12:03 PM

Re: New feature in the OASIS database-contact the CB with your concerns about a suppl

I can see a real benefit to this. Smaller companies need a way to force larger companies to comply when the larger companies ship defective material.

Currently where I work, we have a supplier who sent in an encapsulant material that resulted in costly scrap. In their reply to our corrective action request they admitted that the material was contaminated, but offered no corrective action. We pressed for actions to eliminate root cause. The supplier simply refused and implied to us to take our business elsewhere. The supplier is many times financially larger than us, so our account is not important to them. We are trying to develop a new supplier for this proprietary material. This is very costly. I would love to stick it to these guys. They are certainly not interested in the contamination problem they have. Perhaps larger customers, that are important to this supplier, should be concerned.

The OASIS features should give us little guys some input into improving quality in the aerospace industry. OASIS shouldn't be limited to a means by which big aerospace companies can impose their will. The big ones are not as good as they think they are.

Pat Ryan

Sidney Vianna

11th July 2007 01:12 PM

Re: New feature in the OASIS database-contact the CB with your concerns about a suppl

Quote:

*In Reply to Parent Post by **osospat** (Post 203654)**We pressed for actions to eliminate root cause. The supplier simply refused and implied to us to take our business elsewhere. The supplier is many times financially larger than us, so our account is not important to them. We are trying to develop a new supplier for this proprietary material. This is very costly. I would love to stick it to these guys. They are certainly not interested in the contamination problem they have. Perhaps larger customers, that are important to this supplier, should be concerned.*

Maybe your BIG supplier quality policy states that they are committed to satisfy only large

customers...:notme:....On a more serious note, you are correct. Many times, it is very hard for small customers to get the attention from large suppliers. And, if you decide to use the OASIS feature, it would allow you to communicate with the supplier's CB directly and have them investigating why their certified customer (your supplier) is treating one of their small customers like that.

osospat

11th July 2007 01:48 PM

Re: New feature in the OASIS database-contact the CB with your concerns about a suppl

Sidney,

Thank you for the support!

I am contemplating contacting the bad supplier's CB (registrar) directly and giving them the information, including objective evidence of the supplier's lack of effective corrective action and poor handling of customer complaints. The registrar may do nothing anyway, but at least I would have made the attempt.

What do you think of taking this step?

Thanks again,

Pat Ryan

Stijloor

11th July 2007 02:06 PM

Re: New feature in the OASIS database-contact the CB with your concerns about a suppl

Quote:

*In Reply to Parent Post by **osospat** (Post 203694)*

Sidney,

Thank you for the support!

I am contemplating contacting the bad supplier's CB (registrar) directly and giving them the information, including objective evidence of the supplier's lack of effective corrective action and poor handling of customer complaints. The registrar may do nothing anyway, but at least I would have made the attempt.

What do you think of taking this step?

Thanks again,

Pat Ryan

Hello Pat,

Please allow me to chime in here....

Excellent decision! When you write that letter to the CB, **I would copy your supplier's CEO** (or the whole management team for that matter) in order to get their attention. Amazing what letters can do. Everyone is used to emails nowadays. A formal letter will stand out.

Good Luck.

Stijloor.

Sidney Vianna

11th July 2007 02:10 PM

Re: New feature in the OASIS database-contact the CB with your concerns about a suppl

Quote:

*In Reply to Parent Post by **osospat** (Post 203694)*

I am contemplating contacting the bad supplier's CB (registrar) directly and giving them the information, including objective evidence of the supplier's lack of effective corrective action and poor handling of customer complaints. The registrar may do nothing anyway, but at least I would have made the attempt.

What do you think of taking this step?

I think you should use the OASIS feature, instead of contacting the CB directly, because the process is monitored by the AAQG. You might not get satisfaction in the end, but the OASIS process will force the CB to investigate and enter information in OASIS. The AAQG will be monitoring the CB's performance in dealing with your issue.

Sidney Vianna

26th November 2007 09:40 PM

Re: New feature in the OASIS database-contact the CB with your concerns about a suppl

Has anyone used the CB feedback feature, subject of this thread, available in the Online Aerospace Supplier Information System <OASIS> database ? If so, care to share your experience? If not, why not? Are all of your AS9100 certified suppliers performing marvelously?

Sidney Vianna

24th January 2008 02:09 PM

Re: New feature in the OASIS database-contact the CB with your concerns about a suppl

Expect to see much more usage of this feedback feature in OASIS, in the future. OEMs are encouraging their sites to provide feedback to CB's via this system. CB's responsiveness in addressing the issue can be assessed via OASIS.

Sidney Vianna

1st February 2008 05:05 PM

Re: New OASIS database feature - Contact the CB with concerns about a supplier

Another recent enhancement of OASIS is described below. The original sender's name is omitted, but

the message came from SAE, who administers the OASIS database:

Quote:

*To: *IAQG* *OASIS CB's:
*Subject: * Lead Auditor Designation Enhancement
*Date: *January 25, 2008
* *

In our work to continually improve the ICOP Aerospace Certification scheme we intend to make available in the future consolidated information on audit results. This information may comprise average figures such as the number of non-conformities per assessment, aggregated on the lead auditor and/or CB level.

Currently OASIS does not record the lead auditor; however, on January 31, 2008 we will be implementing a new enhancement to OASIS. This new enhancement will allow us to track who was designated as the lead auditor for each assessment entered after the implementation date. Users with access to assessments will also be able view this lead auditor information.

We do not expect CB's to go back and modify any existing records to include this new information, however, if a new entry is made or if a modification of an existing entry is made, designation of the lead auditor for the assessment will be required.

Data entry for assessments will remain the same with the additional step of identifying the lead auditor. Upon implementation of this new enhancement, new or modified assessments will not be recorded until the lead auditor is designated and an error/warning statement will appear if an attempt is made to publish an assessment without the lead auditor designated.

Please note for multisite assessments only one lead auditor can be designated whether or not the auditor was actually at every site.

Thanks for your continued support of OASIS.

Sidney Vianna

14th March 2008 01:33 PM

Re: New OASIS database feature - Contact the CB with concerns about a supplier

Soon the flood gates will open. Expect the Aerospace Industry to use the OASIS feedback feature in massive amounts.

[ANAB Heads Up 117](#)

Quote:

Re: AS9104 Clause 8.7.1 and IAQG Feedback Requests

As some of you are aware, the IAQG has developed a system for stakeholders to provide feedback to certification bodies (CBs).

This feedback loop was developed and launched to address concerns raised by regulatory agencies and the requirement contained in AS9104 clause 8.7.1, which states:

"When the IAQG OEM detects systemic findings during their regular surveillance activities (e.g., process or product audits), this could trigger additional surveillance activities by the CRB that could result in the loss of Registration/Certificate of a supplier."

A stakeholder (e.g., AAQG Member Company) can access OASIS and enter a feedback request

to a CB about a specific organization.

The feedback request is then provided (automatically) to the CB and organization via e-mail. It is the expectation of the IAQG and ANAB that the CB will review the request and respond to it in OASIS in a timely fashion. The CB is expected to take appropriate action to address the issue raised, including on-site assessment of the organization's continued conformance to the applicable aerospace quality management system standard.

As stated at the recent AAQG Registration Management Committee meeting, CBs must ensure that system nonconformances raised via the OASIS feedback loop are address in a timely and effective manner.

Once the issue is addressed and CB response is provided, the stakeholder is to then review the CB's response and work directly with the CB to close out the feedback request. During CB office assessments, ANAB will review any feedback requests received and verify they were handled by the CB in an appropriate time and in an appropriate manner. ANAB will also follow up on any actions the CB was to take to verify actions were completed.

Sidney Vianna

30th May 2008 06:56 PM

Re: New OASIS database feature - Contact the CB with concerns about a supplier

News concerning the OASIS database:

Quote:

New OASIS Process for Suppliers and Certification Bodies

From July 1st, 2008 supplier administrators can maintain their supplier data in OASIS. During a transition period from July 1, 2008 to September 1, 2008, Certification Bodies can still add new or edit existing supplier data. (Note: CB's still manage all certification data)

Before September 1, 2008 suppliers need to have registered at least one supplier administrator. All registered suppliers have received instructions from their CB's how to register administrators in OASIS. If a supplier does not have at least one assigned supplier administrator by September 1st, Certification Bodies can no longer enter their certificates (initial, re-certification or modifications) in OASIS. More details are available in the [CB update communication](#)

Coury Ferguson

30th May 2008 07:06 PM

Re: New OASIS database feature - Contact the CB with concerns about a supplier

Quote:

*In Reply to Parent Post by **Sidney Vianna** (Post 251724)*

News concerning the OASIS database:

Sidney,

The link doesn't seem to be working for me.

Is this the link: http://www.sae.org/iaqgdb/oasishelp/...0080502_V6.pdf

Randy

30th May 2008 07:12 PM

Re: New OASIS database feature - Contact the CB with concerns about a supplier

Yeah, it's dead Sid.

Coury Ferguson

30th May 2008 07:15 PM

Re: New OASIS database feature - Contact the CB with concerns about a supplier

Quote:

*In Reply to Parent Post by **Coury Ferguson** (Post 251725)*

Sidney,

The link doesn't seem to be working for me.

Is the the link: http://www.sae.org/iaqgdb/oasishelp/...0080502_V6.pdf

Now my question is: What if a Supplier is not scheduled to be entered into the OASIS database until after the date of Sept. 01, what happens?

Sidney Vianna

9th July 2008 11:52 AM

Re: New OASIS database feature - Contact the CB with concerns about a supplier

1 Attachment(s)

And yet another new feature being implemented in the OASIS database. The uploading of reports and CARs. See attached.

Stijloor

9th July 2008 11:59 AM

Re: New OASIS database feature - Contact the CB with concerns about a supplier

Quote:

*In Reply to Parent Post by **Sidney Vianna** (Post 258773)*

And yet another new feature being implemented in the OASIS database. The uploading of reports and CARs. See attached.

We need something like this for ISO 9001:2000 and ISO/TS 16949:2002 registrations/certifications **REAL** bad....:mad:

Stijloor.

Sidney Vianna

9th July 2008 12:31 PM

Re: New OASIS database feature - Contact the CB with concerns about a supplier

Quote:

*In Reply to Parent Post by **Stijloor** (Post 258775)*
We need something like this for ISO 9001:2000 and ISO/TS 16949:2002
*registrations/certifications **REAL** bad....*

[Tell me about it!;](#))

Sidney Vianna

9th November 2009 04:49 PM

Re: New OASIS database feature - Contact the CB with concerns about a supplier

A revised presentation describing the OASIS feedback loops [is available](#).

Sidney Vianna

2nd December 2009 01:05 PM

Re: New OASIS database feature - Contact the CB with concerns about a supplier

Some enhancements to the IAQG OASIS database have been announced:

- [OASIS Modification to Send Feedback Requests to Accreditation Bodies](#)
- [OASIS Change to Add AABs](#)
- [OASIS Modification to Show Certification Exclusions](#)

John Martinez

2nd December 2009 01:16 PM

Re: New OASIS database feature - Contact the CB with concerns about a supplier

Quote:

*In Reply to Parent Post by **Sidney Vianna** (Post 258791)*
[Tell me about it!;](#))

I read your link, Sidney. I posted a reply as well.

Sidney Vianna

7th July 2011 11:23 PM

Re: New OASIS database feature - Contact the CB with concerns about a supplier

1 Attachment(s)

The following changes are being implemented July 15, 2011 in IAQG OASIS (<http://www.iaqg.org/oasis>).

Background:

Currently in OASIS, users can create feedback requests and send them to CB's or AB's. When subsequent responses are posted in OASIS, a "thread" of discussion is created. Access to this thread is limited to the sender, recipient, and anyone in the recipient organization with access to the Manage Feedback application.

Scope:

To allow a group function associated with feedback to a specific organization. This change will extend the discussion population to include others who were not included in the original thread.

Sidney Vianna

7th May 2012 01:06 PM

Re: OASIS Feedback Loops - Contact the CB with concerns about an AS certified suppli

Not surprisingly, and relatively speaking, the number of feedback requests triggered via OASIS is still small.

And the Americas sector represents the majority of the instances where customers engaged with a supplier CB.

<http://elsmar.com/Forums/picture.php...pictureid=3877>

Sidney Vianna

11th August 2012 03:53 PM

Re: OASIS Feedback Loops - Contact the CB with concerns about an AS certified suppli

The IAQG is trying to improve the usage of the OASIS feedback loop. The following is now in the OASIS website:

Quote:

OASIS Feedback - "Using OASIS to Drive Improvement":

The International Aerospace Quality Group (IAQG) Other Party Management Team (OPMT) would like to remind OASIS users that we have established a robust "Feedback" process within this database that can be used to provide feedback directly to Certification Bodies (CBs). We encourage stakeholders to utilize this function when performance issues arise or if clarification regarding certification is needed.

OASIS feedback process can be used to communicate the following:

- Considerations for Future Audits
- Data Question or Correction
- Feedback About the Supplier
- On-Time Delivery Issue
- Product Conformity Issue
- Questions About the Certificate
- Other Issues

All requests for feedback should be processed within 30 days by the respective CB.

Additional guidance on the OASIS Feedback process can be found at: [Feedback Process](#)

Sidney Vianna

16th April 2013 06:08 PM

Re: OASIS Feedback Loops - Contact the CB with concerns about an AS certified suppli

1 Attachment(s)

Last week, OASIS brought new enhancements. See attached communique'.

Now, one can reach many stakeholders to the standards development and conformity assessment processes.

**The time now is 03:20 PM. All times are GMT -4.
Your time zone can be changed in your UserCP --> [Options](#).**

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Auditing Information	The Deming PDCA Cycle	QMS Implementation	FMEA Information	APQP Information
Identifying Waste	8-D Problem Solving	Statistics	Error Proofing (Poka Yoke)	Brainstorming
Discovering Change	Pull Systems	Lead Time Reduction	Planned Maintenance	Quick Setup
	Process Capability - Cp vs. Cpk	Histogram Animation	Process Loop Animation	Taguchi Loss Function
		Fishbone / Cause and Effects Animation		

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