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2024 MSRP J Revisions

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Overview of M-1003 Changes for 2024

- **Intent & Long-Term Vision**
  - Risk Based Approach
  - Organizational Leadership Focus/Involvement
  - Change Management Program
  - Clarity and Elimination of redundancies
  - Continuous Improvement/Antiquated Vs. Organizational Knowledge

Risk Based Approach to Auditing and Introduction to Risk Analysis Tools

Long-Term Implementation Plan

- Opportunity to ensure adequate focus for activities performed
- Document studies and data with appropriate reasoning behind decision
- Recognize opportunities for improvement in auditing processes (eliminate zero value)

Change Management Processes

- Retention of Organizational Knowledge
  - Identifying Considerations through recorded communications
  - Communicating and documenting thought processes at time of decision
  - Encourage document and records retention related to change
- Drive organizational communication
  - Structured Review
  - Systematic Considerations
  - Align functional departments through leadership involvement

Change Management Processes

Proposed Change				
Reasoning For Change				
Cost				
Expected Income				
Estimated Time Frame				
	Benefits	Adverse Impact	Financial Cost	Reviewed By:
Stake Holders				
Safety				
Employees				
Supervisors				
Finance				
Sourcing/Material				
Engineering				
Technology				
Infrastructure				
Process Review/Development				
Quality				
Vendors/Contractors				
Leadership				
Fleet Managers				
Customers				
Other				
Resources				
Manpower				
Tooling				
Technology				
Infrastructure				

Change Worksheet | ROI Evaluation | Detailed Stakeholder Notes

Leadership and Management Responsibility

- Ensuring customer focus
- Supporting people, processes, procedures, and policies that are in place to ensure quality
- Ensuring alignment with the quality objectives are organizational values

Administrative/Alignment Changes

- Eliminated redundancies/conflicts created through decades of change
- Strategic with intent
- Properly grouped and aligned items through Chapter 2, will streamline process and eliminate “back and forth” through audit activities
- QAPE- Instructions and Examples (Roadmap/Objective Evidence)
- Definitions

Administrative/Alignment Changes

2.2 Scope and Applicability
2.2.1 The *facility* shall identify and document the scope of the QAP.
2.2.2 The *facility's* QAP shall apply to all aspects of the applicable activities that are listed in Appendix A.

2.3.2.2 Include or refer to the QAP procedures.(Long-Term Improvement in Efficiencies)

2.3.3 The *facility* must determine that all the M-1003 requirements can be documented within a Quality Manual or if additional supporting documents (procedures) are necessary for the effective implementation of the QAP.

Administrative/Alignment Changes

2.4 Leadership and Management Responsibility

2.4.3 Roles, Responsibilities, and Authorities
Management shall assign the responsibility and authority for:
2.4.3.1 Ensuring customer focus.
2.4.3.2 Ensuring that the QAP achieves its intended results.
2.4.3.3 Ensuring changes to the QAP are implemented effectively.

2.7.1.1 The *facility* shall complete and maintain a *Quality Assurance Program Evaluation (QAPE) Checklist* identifying the corresponding line item from the *facility's* Quality Assurance Manual and/or procedures that address each requirement in the current Specification M-1003.

2.19 Quality Assurance Program Review and Manual Revision(Moved to 2.3)

2024 M-1003 Revisions

Reissued: February 2024

Effective: August 2024

Type of Changes

3 Types of Changes:

- Editorial
- Clarification
- Intent

2024 M-1003 Revision – Highlights

1.3 Definitions and Abbreviations

Annually	When used in Chapter 2 of this specification means 365 days.

- **Removed not to exceed 400 days from definition**

Change Management Program	A systematic approach consisting of structured processes to control change within an organization.

- **Added definition for Change Management Program**

2024 M-1003 Revision – Highlights

1.3 Definitions and Abbreviations

Quality Assurance Program (QAP)	A program established and maintained by the *facility* for the purposes of meeting the 24 elements specified in Chapter 2, and Chapter 7.
Quality Assurance Program Evaluation (QAPE) Checklist	A document used by the *facility* to identify the corresponding line item from the *facility's* quality assurance manual and procedures that address each element requirement in Chapter 2 of this specification.

- **Added abbreviations for QAP, QAPE, used through standard**

Recertification Audit	A type of *audit* that encompasses all 24 elements of the AAR Quality Asurance Program for currently *certified* facilities.

- **Added definition for Recertification Audit**

2024 M-1003 Revision – Highlights

2.2 Scope and Applicability

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2.2.1 The *facility* shall identify and document the scope of the QAP.

2.2.2 The *facility's* QAP shall apply to all aspects of the applicable activities that are listed in Appendix A.

2024 M-1003 Revision – Highlights

2.3 Quality Assurance Program and Manual Requirements

2.3.2.8 Be reviewed *annually*.

- **Added 2.3.2.8**

2024 M-1003 Revision – Highlights

2.4 Leadership and Management Responsibility

- **Complete Re-write**

- **Also changed subsections:**
  - **2.4.2 Policy and Objectives**
  - **2.4.3 Roles, Responsibilities, and Authorities**
  - **2.4.4 Management Review**

2024 M-1003 Revision – Highlights

2.7 Document Control

2.7.1.1 The *facility* shall complete and maintain a *Quality Assurance Program Evaluation (QAPE) Checklist* identifying the corresponding line item from the *facility's* Quality Assurance Manual and/or procedures that address each requirement in the current Specification M-1003.

- **Added 2.7.1.1**

2024 M-1003 Revision – Highlights

2.8 Measurement and Test Equipment

2.8.1 Establish and maintain documented procedures to control, *calibrate/verify*, and maintain all measuring and testing equipment and devices used to validate and/or verify conformity.

2.8.6 Assess and document the validity of previous inspection and test results when measuring and testing equipment and process monitoring equipment are found to be out of *calibration*.

2.8.8 Ensure that the handling, storage, shelf life, and preservation of measuring and testing equipment is such that the accuracy and fitness for use are maintained.

- **Changed/Modified wording**

2024 M-1003 Revision – Highlights

2.11 In-Process Inspection

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The *facility* shall:

2.11.1 Inspect and test *activities* as required by the inspection and test plan.

2.11.1.1 Verify the *characteristics* of the *activity*.

2.11.2 Hold items and/or *activities* until validation of acceptable *characteristics* has been completed successfully (except when items are released under *positive recall*).

2.11.2.1 Identify nonconforming items and/or *activities*.

- **Cleaned up section to be specific**

2024 M-1003 Revision – Highlights

2.12 Final Inspection

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The *facility* shall:

2.12.1 Inspect and test *activities* as required by the inspection and test plan.

2.12.1.1 Verify the *characteristics* of the *activity*.

2.12.2 Hold items and/or *activities* until validation of acceptable *characteristics* has been completed successfully.

2.12.2.1 Identify nonconforming items and/or *activities*.

2.12.3 Review all inspection and test records and verify that the *activity* has been inspected at all points shown in the inspection and test plan.

2.12.4 Retain all inspection records as required.

- **Cleaned up section to be specific**

2024 M-1003 Revision – Highlights

2.16 Preservation, Packaging, and Shipping

The *facility* shall:

2.16.1 Establish and maintain documented procedures for handling, storage, preservation, and delivery of *activities* including *customer-supplied materials*.

- **Added - including customer-supplied materials.**

2024 M-1003 Revision – Highlights

2.19 Improvement and Change Management

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2.19.1 The *facility* should maintain an effective *change management program*.

2.19.2 The *facility* should utilize quantifiable risk analysis tools on *activities* to mitigate potential quality issues.

2.19.3 The *facility* should retain documentation of changes.

- **Section title change and re-write**
- **Prior section content added to other applicable elements**

2024 M-1003 Revision – Highlights

3.4 Facility Audit Process

3.4.1.1 M-1003 facilities must submit their Quality Manual and completed QAPE checklist to the AAR Auditor approximately 60-days prior to the scheduled *audit*. This completed QAPE must identify the corresponding line item from their program that addresses each requirement in M-1003 Chapter 2. The auditor shall *audit* the *facility's* Quality Manual and QAPE to ensure that they meet this standard.

- **Added above requirement back into the standard**

2024 M-1003 Revision – Highlights

3.6 Facility Responses to Adverse Audit Finding

3.6.2 The *facility* shall respond to the lead auditor in writing on each *noncompliance* and within 30 calendar days from the issuance of the *Adverse Audit Finding* Report(s). The *facility* shall demonstrate *compliance* with M-1003, Chapter 2, element 2.6, by performing a complete root cause analysis and describing the appropriate *corrective action* with respect to each *noncompliance*.

- **Changed from the "date of the closing meeting" to the "issuance of the Adverse Audit Finding Reports"**

2024 M-1003 Revision – Highlights

3.8 Maintaining Certification

3.8.5 When an M-1003 *certified facility* does not supply or provide service to the North American Railway Interchange Service for a period longer than 12-months, the *facility's* M-1003 *certification* will be withdrawn at the discretion of the QAC. If the *facility* requests to be *certified* again then the *facility* must apply for new M-1003 *certification*.

- **New section added**

2024 M-1003 Revision – Highlights

3.9 Procedure for Change Notification

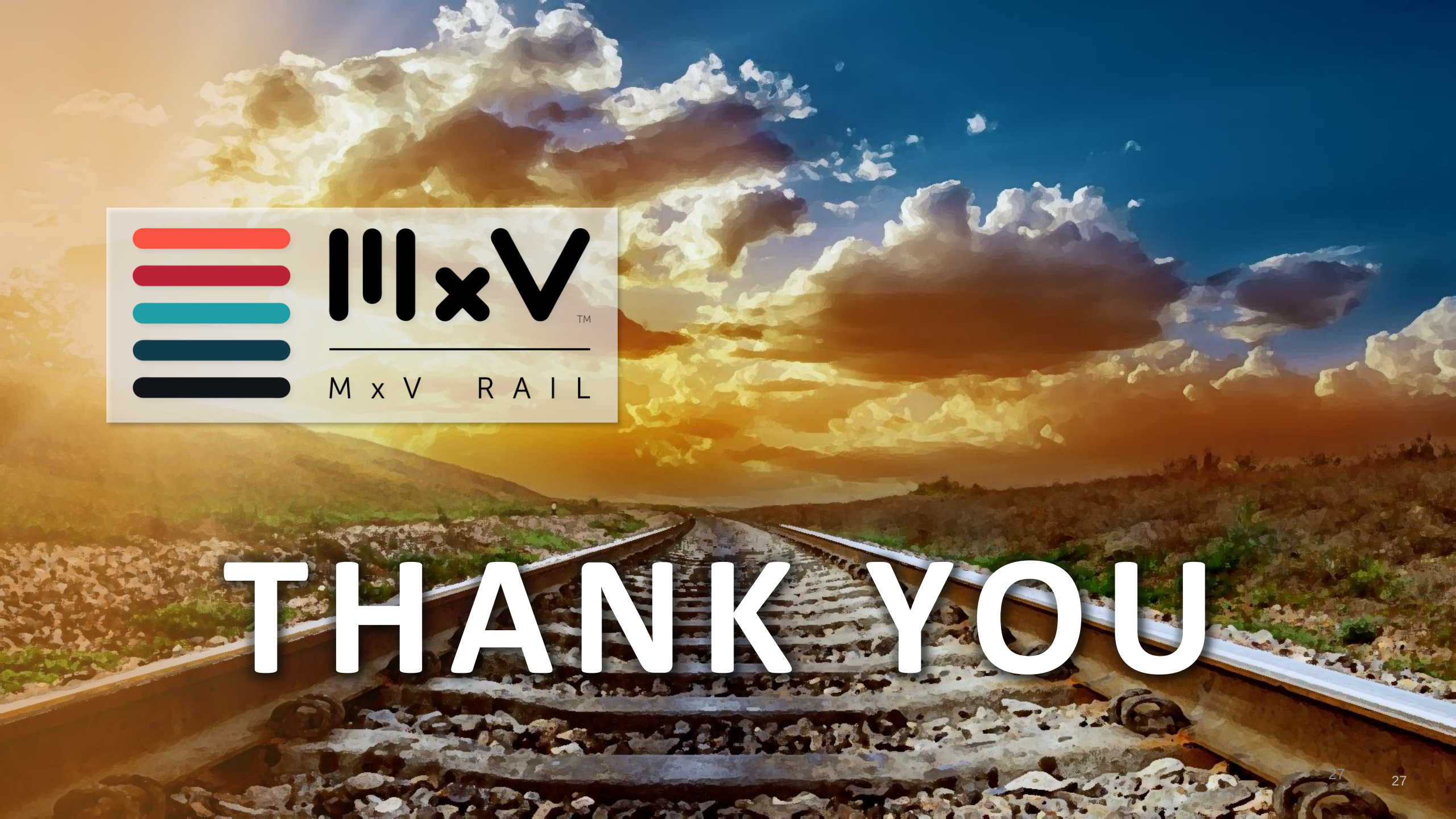
3.9.5 Facility/Corporate Point of Contact Changes

3.9.5.1 A *facility* is responsible for assuring both the *facility*/corporate point of contacts remain current within the online system at http://aar.iirx.net. All assigned point of contact individuals must have an active account in the online system. Change requests must be completed through the online system at http://aar.iirx.net.

3.9.6 Adding Facility Locations

When an M-1003 *certified facility* is adding an additional *facility(s)* that has (have) a different physical address, they must apply for a new M-1003 *certification*.

- **New sections added**



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