

## REPORT IQ MEETING ONLINE FROM 3 APRIL 2020

### Session objective:

1. The NAG wants to support its members during the COVID-19 crisis. During this session we seek to make an inventory of the impact on the IQ domain (concerns, lessons learned) and look how the NAG possibly could provide support. The NAG normally supports mainly with Business Development. However, during these times of crisis the NAG also seeks to provide assistance with the survival / restart of organizations.
2. See how it works to organize an online meeting.

### Results:

1. *Where do you see short-term issues related to quality?*
  - Product inspections are still on schedule, apart from some capacity issues related to illness and travel restrictions. Deadlines for audits have already been extended by most authorities. All parties concerned in the supply chain want to spend as little as possible and continue to provide maximum services. It is therefore important to provide an overview of the creditworthiness of customers & suppliers.
2. *Are there certificates that expire in the short term, for which it is unclear what to do with them?*
  - It is important to coordinate with certifying parties to see what is / is not possible (eg Virtual Auditing). It is important to know that; if national borders are crossed, there is a complicating factor while you are not sure which who are currently involved. The question therefore is; what can you do and is that possibly enough to get your certificate. In any case, make sure that you record what you do what you don't do and why you do this.
3. *Can product checks be performed according to the procedure?*
  - Illness is often an issue in small organizations.
4. *Can audits and FAIs be conducted according to the procedure?*
  - ILT and some other authorities are flexible when it comes to postponing audits to the second half of this year. Although a lot can be done with audits on the work floor. For instance with customers desktop and for example with Teams. A possible example could be that you demonstrate an audit with Teams, notes can be used as evidence. Things that cannot be done remotely must be identified and done in a later stage. ILT advises keep file status as transparent as possible. This so that less explanation is necessary when organizations start up again.
  - [LINK | Aviation Week: FAA Finalizes Remote-Inspection Guidance](#). Various authorities use remote monitoring (desktop, video conferencing, photo as evidence, etc.). Attendees have not yet received any news from EASA. The NAG can extend this question to the entire sector (**ACTION: NAG**);
5. *Training / follow-up training*
  - It is difficult to continue official training courses due to the social distancing measures. Particularly within maintenance where parts of products are concerned. In consultation with ILT, less tightly regulated training courses can be organized via Teams. The limitation is the throughput, trainings cannot be done via Teams for more than 4 hours straight. A 15-minute break should be included every hour, participants otherwise lose their concentration. In consultation with ILT, KLM looks how official training and exams could possibly be organized via Teams;
  - There are several people who now have less work and who work from home. It is therefore a suitable time create work for those concerned by doing / catching up on e-learning.
6. *Can activities in the workplace continue as normal?*
  - For large or heavy products where cooperation is necessary, it is difficult to comply with the 1.5 meter distance measure. Extra protective equipment such as mouth masks and gloves etc. may be considered, but only with extreme care for correct use. Because of scarcity and required use as PBMs when working with hazardous substances, each organisation needs to make a proper risk assessment and have clear policies. According to the ARBO, these are also necessary for some processes. The RIVM therefore recommends to not use face masks. It is therefore important to look properly when these are being used

- Some cleaning / protection products for your hands contain silicone. This forms a risk in many processes in the sector, such as composites or in gluing and sealing. It is good to share the information about this product (**ACTION: GKN Fokker**);
  - Extensive information to employees about risks and the associated chosen procedures ensure peace of mind and the presence and higher effectiveness of personnel;
7. *Can calibrations be performed according to the procedures?*
- It is difficult to do a calibration if you are dependent on external parties, especially when these are based abroad. This while they often have a limitation in terms of travel / company visits at the moment. In addition, these cannot be postponed the next couple of months. An alternative is to calibrate with other measuring instruments. These do not give exactly the same result, but are sufficient to substantiate at least a delay in calibration and provide sufficient assurance to cover the risks of using the uncalibrated instrument. This means that you must fall back on the original processes and also ensure that the alternative actions are traceable (what means have you applied for verification);
  - It has been agreed that we will see how we can help each other with calibrations. Perhaps we can use each other's capacity / equipment for this (**ACTION: all**);
8. *What measures have you taken?*
- Several companies work in shifts to physically separate technicians;
  - It is important for both large and small companies to anticipate and prepare for a possibly lockdown or the decision to close because a heavily decrease of the production. KLM checks whether they may share KLM's checklist for this (**ACTION: KLM**). We may then be able to further refine this list jointly (**ACTION: all**);
9. *Which measures work well?*
- The management of all organizations works at home. In context of communication, it is important that someone from the management is present on the work floor;
  - It is important that you record all changes in the normal process and the considerations for this during these times of crisis. This way you can reproduce later why those choices were made. This can also be important, for example, for contact with authorities. This action is applicable and important for both large and small organizations;
10. *What measures should be taken if the crisis lasts longer?*
- Mapping of critical functions? What do you do if a person falls out temporarily or completely? Is there a backup? Can a position be filled remotely? Are the resources available for this? Which choices should be made in case of possible downscaling? What should you maintain on site? What do we do if that is no longer possible?
11. *How can we work together? How can we help each other?*
- An online platform: in which, just like during this meeting, we can address what concerns us, learn from each other's experiences. Other members can then respond to this via chat (**ACTION: NAG**).
  - On such a platform we can share knowledge (for filling in critical functions, for example) becomes available or is needed. Other members can respond to this. The same applies to the need and availability of calibration equipment;
12. *Completion:*
- It is agreed to organize such a meeting in four weeks (**ACTION: NAG**);

### Next Online session

The next online session will take place on May 6<sup>th</sup> from 11:00 – 12:00