

AISC Certification is rolling out a new process
for managing audit findings, corrective action requests and evidence.

The New (Inter) Face of AISC Certification

BY ART BUSTOS

ONLINE IS WHERE IT'S AT.

During the fourth quarter, all AISC Certification site audit findings, corrective action requests (CARs) issued by auditors and evidence submitted by participants will be managed by a new online interface.

Note that the site audit process itself is not changing, nor is the criteria (program requirements, standards, etc.). The CAR process is merely moving online, including the current CAR and evidence response forms. This new, streamlined process will keep participants more informed about their certification status and reduce the overall review time.

Within 24 hours of a site audit's conclusion, participants will receive two emails for the CARs issued by the auditor:

- ▶ The certification contact (individual who receives correspondence from AISC) will receive an email containing individual links for each CAR issued during the audit.
- ▶ The principal contact (highest-ranking officer at the fabrication facility/erection company) will receive the same email, but it will not contain links to the CARs.

The certification contact will open the individual link for each CAR issued, which will take them to the online interface where they will be able to review the CAR. The next step is to click "Next" located at the bottom of the page, which will link to a second page where the required evidence—including Immediate Correction, Root Cause Analysis, Corrective Action to Prevent Recurrence and any supporting exhibits—will be submitted. When submitting evidence, the user should keep the following in mind:

- ▶ Files must be submitted as PDFs only
- ▶ Only five files per CAR may be uploaded
- ▶ Each file may not exceed 5 MB
- ▶ If you wish to share a video, you must include a link to it in the PDF as opposed to submitting the video itself

At the bottom of the second page, there are two options: "Save" or "Finalize." Save allows the user to save evidence and return at a later time to edit or upload more evidence. Finalize will submit all evidence to the audit agency for review; once that has been done, the user will no longer be able to edit or change the evidence.

What's a CAR? (Hint: It's not something you drive.)

In the world of AISC Certification, a CAR is a "request" that the fabricator or erector issue their own corrective action, which is defined as the action or actions undertaken to identify and eliminate the root cause of a product or process nonconformance to prevent its recurrence. CARs are a core element of the Certification Programs and also a valuable opportunity for our participants.

Why are they important? Because their effective implementation can prevent recurring issues, save time and money and help focus the management team on using their quality management system (QMS) to drive improvements across the organization.

This process will need to be repeated for each CAR. Once all evidence has been submitted and finalized, the review process can begin. The time frame for submitting evidence for review has not changed; all evidence must still be submitted within 30 days of the site audit.

If you have questions on this new process or other items related to AISC Certification, please contact us at certification@aisc.org. ■

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