AVISTRATA
AVIATION BUSINESS PLATFORM

Product Risk and Delivery

How to keep the risk register, on-time delivery, ICA acknowledgments and sampling switching

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PREPARED FOR

Quality managers, engineers and planners

Part 21 approval holders (PMA, STC, TSOA, production certificate) and their suppliers

FROM

Leesburg Aviation LLC

1001 Sycolin Rd, Leesburg, VA 20175
703.520.5040 · mrotracker.com

At a glance

Four Part 21 records that auditors ask for, kept in the **Production** workspace: a **risk register** for product safety and operational risk (AS9100 8.1.1 and 8.1.3), **on-time delivery** by order, month and customer, **acknowledgments** from every holder of an ICA revision (14 CFR 21.50), and **sampling switching** between normal, tightened and reduced inspection.

Add a risk

1. Open **Production** → **Quality** → **Product risks** and click **Add a risk** (engineers and quality managers).
2. Pick the product, or **Organization** for an operational risk such as a single source or a capacity limit.
3. Describe the hazard (what could go wrong), its cause and the worst credible effect on the aircraft, people or delivery.
4. Rate **severity** and **likelihood** from 1 to 5 before the controls, enter the controls (design, process, inspection), then rate both again after the controls. Avistrata shows the level for each: high, medium or low.
5. Tick **Safety-critical** when a failure could cause a catastrophic or hazardous effect, and enter the balloon numbers of the characteristics the controls depend on.
6. Set the owner and the next review date (12 months by default, set in Production → Settings), and click **Save**.

Level	Severity × likelihood
High	15 or more, or severity 5 with likelihood 3 or more
Medium	8 to 14, or severity 4 or more
Low	Everything else

Safety-critical characteristics

In the product revision, mark the characteristics a safety-critical risk depends on as **safety-critical**. They are always inspected on every part, even when the characteristic has a sampling plan. The marking can be added to a released revision without a change order.

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Review and close risks

- Open a risk, write what the review found (are the controls still working?) and the next date, and click **Record the review**. Each review is kept in the risk's history.
- The owner gets an email a week before the review date and again when it's overdue. The Overview counts overdue reviews and lists the open high risks.
- To close a risk, set its status to Closed and say why. A risk that has been reviewed or closed can't be deleted.

Send a hazard to the SMS

When the safety team should track a hazard, click **Send to SMS** on the risk. It becomes a hazard in the SMS risk register of the organization, with the risk's description, levels and controls, linked back to the risk. A field report can be sent the same way, or added to the product risks. Sending twice returns the same hazard.

On-time delivery

Production → **Work** → **Delivery** compares each order's due date with the day its last part shipped. Pick the period with the date boxes:

Result	Meaning
On time	Every part (not scrapped) shipped on or before the due date
Late	The last part shipped after the due date
Late, not shipped	The due date has passed and parts are still to ship
Not due	Due later; not counted in the rate

The page shows the rate, by month and by customer, and every order with its days late. Click **CSV** for a customer scorecard. The Overview shows the rate for the last 90 days.

ICA acknowledgments

1. Open **Configuration** → **Approvals**, pick the approval and open **ICA and supplements**.
2. Send a new revision to the holders without it as before. Each email now carries the holder's own link: it opens the revision and asks them to confirm they have received it, with their name.
3. A holder who gets the documents by mail returns a printed acknowledgment form; record it against their copy in the ICA window.
4. The **Acknowledgments** table shows who has confirmed each current revision and who is still waiting. Click **Remind** for one holder, or **Remind the N waiting** for everyone waiting longer than the reminder interval (14 days by default, in Settings).

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Sampling switching rules

1. Open **Configuration** → **Sampling plans** and the plan.
2. Tick **Switching rules**, enter the tightened table (larger samples) and its accept number, and if production is steady, tick **Allow reduced inspection** and enter the reduced table.
3. Save. From now on each completed order counts as one lot for each product: rejected when a nonconformance was raised on an operation the plan inspects.

From	To	When
Normal	Tightened	2 of the last 5 lots rejected
Tightened	Normal	5 lots accepted in a row
Normal	Reduced	10 lots accepted in a row, reduced allowed
Reduced	Normal	Any rejected lot

The **Inspection state by product** box on the Sampling plans tab shows each product's state, since when and why. A quality manager can set it by hand with a reason (for example when a customer asks for tightened inspection). The order's sampling note and the traveler show Tightened or Reduced.

Training expiry reminders

Thirty days before a production training record expires, and again when it has, the person and the quality and production managers get an email. A newer record for the same training stops the reminders.

Tip

Start the risk register with your critical parts and the characteristics you already treat as key: those are usually your safety-critical items.

Questions? Call Avistrata support at **703.520.5040** or visit mrotracker.com.

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