



CHRYSLER

**Chrysler Group LLC
Customer-Specific Requirements**

for use with

ISO/TS 16949:2009

and

ISO 14001:2004

June 2010

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1. Scope

This document defines certain customer-specific requirements (CSR) for organizations supplying production and/or service parts to Chrysler Group LLC. The requirements presented in this document pertain to the following standards:

- **ISO/TS 16949:2009** "Quality management systems -- Particular requirements for the application of ISO 9001:2008 for automotive production and relevant service part organizations"
- **ISO 14001:2004** "Environmental management systems -- Requirements with guidance for use"

Standard-specific statements of scope can be found in Section 4.1 (ISO/TS 16949) and Section 5.1 (ISO 14001).

NOTES:

1. Addressing two ISO management system standards in a common document does not imply that the requirements of the standards are linked. Unless explicitly specified, a nonconformance to a CSR for one standard does not imply that a nonconformance to the other standard exists.

2. References to specific ISO standard clauses are made throughout this document. These references are meant to be an aid to comprehension and to assist with the integration of the CSRs into the organization's quality or environmental management system. They are not exclusive. The absence of a reference to a specific clause should not be interpreted to mean that a CSR may not apply. A summary of cited clauses appears in Appendix A (ISO/TS 16949) and Appendix B (ISO 14001).

This document is also applicable to organizations supplying assemblies of production parts or materials ("modular suppliers") and to organizations supplying partially or fully assembled vehicles ("contract vehicle assembly plants").

References to "Chrysler" in this document shall be interpreted as applying to all of Chrysler Group LLC unless otherwise specified.

The English language version of this document shall be the official version for purposes of third party registration.

Sanctioned translations of this document shall:

- Be for reference only.
- Reference the English version as the official language.
- Include Chrysler Group LLC in the copyright statement.

Any other translations are not authorized.

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Comments or questions concerning this document may be sent to Chrysler at ts16949@chrysler.com. Comments or questions on documents or standards cited within this document should be addressed to their respective authors.

2. References

NOTE: References cited by this document are the latest versions available at the date of publication. When a cited document is revised after the date of publication, the newer version shall apply. If a conflict is perceived between a newer version of a cited reference and this document, contact Chrysler at ts16949@chrysler.com for guidance.

2.1 Automotive Industry Action Group (AIAG) Publications

2.1.1 North American Automotive Quality Core Tool Manuals

- Chrysler, Ford, General Motors **Advanced Product Quality Planning and Control Plan (APQP): Second Edition July, 2008.**
- Chrysler, Ford, General Motors **Measurement System Analysis (MSA), Fourth Edition, June, 2010.**
- Chrysler, Ford, General Motors **Production Part Approval Process (PPAP), Fourth Edition, March, 2006.**
- Chrysler, Ford, General Motors **Potential Failure Mode and Effects Analysis (FMEA) Fourth Edition, June, 2008.**
- Chrysler, Ford, General Motors **Statistical Process Control (SPC) reference manual, Second Edition, July 2005.**

2.1.2 Quality Manuals

- **CQI-8: Layered Process Audit Guideline**
- **CQI -9 Special Process: Heat Treat System Assessment, 2nd Edition**
- **CQI-11 Special Process: Plating System Assessment**
- **CQI-12 Special Process: Coating System Assessment, 2nd Edition**
- **CQI-14: Consumer-Centric Warranty Management, 2nd Edition**
- **CQI-15 Special Process: Welding System Assessment**
- **CQI-17 Special Process: Soldering System Assessment**

2.2 ISO, ISO/IEC & ISO/TS Standards; IAF Guidance Document

- **ISO 9001:2008** "Quality management systems -- Requirements"
- **ISO 14001:2004** " Environmental management systems – Requirements with guidance for use"
- **ISO/IEC 17011:2004** "Conformity assessment -- General requirements for accreditation bodies accrediting conformity assessment bodies"
- **ISO/IEC 17021:2006** "Conformity assessment — Requirements for bodies providing audit and certification of management systems"

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- **ISO/IEC 17025:2005** “General requirements for the competence of testing and calibration laboratories”
- **ISO/TS 16949:2009** “Quality management systems -- Particular requirements for the application of ISO 9001:2008 for automotive production and relevant service part organizations”
- **IAF GD 8:2007** “Informative Guidance on the Transition to ISO/IEC 17021 Accreditation from ISO/IEC Guide 62 and ISO/IEC Guide 66”

2.3 International Automotive Task Force (IATF) Publications

- **Automotive Certification Scheme for ISO/TS 16949:2002; Rules for achieving IATF recognition; 3rd Edition for ISO/TS 16949:2002, 1 October 2008**

2.4 Chrysler Group LLC References

2.4.1 Quality & Reliability Manuals

- **Advance Quality Planning / Process Sign Off (AQP/PSO) 7th Edition**
- **Packaging and Shipping Instructions**
- **Product Assurance Testing, Revision B**

2.4.2 Engineering Standards

- **AS-10119<A>** General Requirements For Designated Appearance Items
- **CS-9003** Environmental, Health And Occupational Safety Requirements For Regulated Substances Or Processes And Product Recycling Reporting Requirements
- **CS-11405** Design For Environment Guidelines
- **CS-11991** Substance Of Concern – Liability Statement For Suppliers
- **PF-8500** Requirements For Verification, Validation And Continuing Conformance testing
- **PF-EMISSIONS<E>** Identification Of Emissions Items
- **PF-HOMOLOGATION<H>** Product Homologation
- **PF-SAFETY<S>** Product Safety - Use Of Safety Shields <S>
- **PS-7300** Product Quality - Use Of Diamonds <D>
- **PS-10125<T>** Component Parts Traceability

2.4.3 Purchasing and Supplier Quality Documents and Applications

- **8-Step Corrective Action Plan Form**
- **EBSC** (External Balanced Scorecard)
- **Supplier PFMEA Audit Summary**

2.5 Document Availability

This document is available from the International Automotive Task Force (IATF) at <http://www.iatfglobaloversight.org>.

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Automotive Industry Action Group publications are available from the AIAG at <https://www.aiag.org/source/Orders/> [(248) 358-3003]. Copies of the AIAG Quality Core Tool Manuals are also available in English, French, German and Spanish from Adare Limited at <http://www.adareinternational.com> [44 (0) 1926 818119].

Copies of International Organization for Standardization (ISO) publications are available from the ISO at <http://www.iso.org/iso/store.htm> [41 22 749 01 11]. A copy of the International Accreditation Forum Guidance Document is available from the IAF at <http://www.iaf.nu/>.

Copies of **Automotive Certification Scheme for ISO/TS 16949** are available from the AIAG.

Copies of Chrysler Group LLC Quality and Reliability Manuals are available from Ricoh Business Solutions [(248) 564-4748].

Chrysler Group LLC Engineering Standards can be obtained through Engineering Standards Supplier Distribution (ESSD) at: <https://essd.extra.chrysler.com/ESSD/Login.jsp>.

Chrysler Group LLC Purchasing and Supplier Quality documents and applications are available through the Chrysler Global Supplier Portal. The Chrysler Global Supplier Portal can be accessed through Covisint (see Section 4.4.2).

3. Definitions

Where inconsistent terminology exists between **ISO/TS 16949** or **ISO 14001** and this document, this document shall take precedence. Otherwise the definitions from **ISO/TS 16949** or **ISO 14001** apply to this document.

3.1 3CPR (3rd Party Containment and Problem Resolution)

3CPR is a Chrysler Group LLC program for managing third-party containment and sorting of nonconforming components and assemblies when:

- The nonconformance is the organization's responsibility.
- The nonconformance has escaped the organization's control and potentially nonconforming material has left the organization's site.

3.2 Accredited Laboratory

(ISO/TS 16949 clause 3.1.5)

An accredited laboratory is one that has been independently evaluated for technical competence. The criteria for evaluation are based on **ISO/IEC 17025**, or national equivalent. Accreditation is performed by qualified agencies (public or private) operating in accordance with **ISO/IEC 17011**.

3.3 Active Part

An active part is one currently being supplied to Chrysler for original equipment or service applications. The part remains active until tooling scrap authorization is given by the

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appropriate Chrysler activity. For parts with no Chrysler-owned tooling or situations where multiple parts are made from the same tool, written confirmation from the appropriate Chrysler activity is required to deactivate a part.

3.4 Appearance Master

An appearance master is a physical property whose color, gloss, surface texture or appearance conforms to the specified appearance requirements .

3.5 Aftermarket Parts

Aftermarket parts are replacement parts not procured or released by Chrysler for service part applications. Aftermarket parts may or may not be produced to original equipment specifications.

3.6 Consulting

For the purpose of **ISO/TS 16949** or **ISO 14001** and supporting documents, consulting is the provision of training, documentation development, or assistance with implementation of quality systems to a specific customer. If these activities are open to the public, advertised, and not customer specific, they are considered training rather than consulting. Other products or services may be offered directly or indirectly, provided they do not compromise confidentiality or the objectivity or impartiality of its certification process or decisions.

3.7 Customer

For the purposes of **ISO/TS 16949** or **ISO 14001**, references to “customer” in this document shall be interpreted as Chrysler Group LLC for organizations who are third party registered or are pursuing third party registration to **ISO/TS 16949** or **ISO 14001**

3.8 “Forever” Requirements

The “Forever” Requirements are proactive communications from the organization to the customer about proposed product or process changes.

3.9 Initial Process Study

Initial Process Studies are short-term studies conducted to obtain early information on the performance of new or revised processes relative to internal or customer requirements. In many cases, initial process studies should be conducted at several points in the evolution of new processes (e.g. at the equipment or tooling supplier's plant, after installation at the organization's plant). These studies should be based on variables data evaluated using control charts. (See **Production Part Approval Process** manual).

3.10 PPM (Parts Per Million quality metrics)

PPM is a method of stating the performance of a process as a dimensionless ratio of units of nonconforming material per million units produced or delivered. PPM data can be used to prioritize corrective actions. Definition of nonconforming units varies with customer (e.g. all sorted, only those found to be wrong, all in box).

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3.11 Manufacturing

(ISO/TS 16949 clause 3.1.6)

"Manufacturing" includes partially or fully assembled vehicles.

3.12 Site

(ISO/TS 16949 clause 3.1.11)

"Site" includes contract vehicle assembly plants.

4. Chrysler-Specific Requirements for ISO/TS 16949

4.1 Scope

ISO/TS 16949 and this document define fundamental quality system requirements for organizations supplying production and/or service parts to Chrysler Group LLC. These requirements shall be included in any scope of registration/certification to **ISO/TS 16949** issued by an IATF-recognized and IATF-contracted certification body in order for the **ISO/TS 16949** certificate to be recognized as satisfying Chrysler organization criteria for third party registration/certification. (See **ISO/TS 16949** Foreword, Remarks for certification).

Service parts and materials applicability does not include aftermarket parts or the organization facilities that produce them.

This document is not applicable to organizations supplying Tooling and Equipment (T&E) to Chrysler. T&E suppliers to Chrysler shall be third-party registered to **ISO 9001:2008**.

All **ISO/TS 16949** requirements and the requirements of this document shall be documented in the organization's quality system.

4.2 Third-Party Registration

All Production and Service Part organizations to Chrysler shall be third-party registered to **ISO/TS 16949:2009**.

4.2.1 ISO/TS 16949 Registration Verification

Organizations shall submit proof of registration by sending a digital copy (PDF file) of their current registration certificate to Chrysler at ts16949@chrysler.com. Submission instructions are available from the Chrysler TS 16949 website, accessible through the Chrysler Global Supplier Portal.

4.2.2 ISO/TS 16949 Registration Exemption

Chrysler may, at its option, exempt certain organizations from **ISO/TS 16949** registration. This exemption generally applies to those organizations whose automotive business is of such low significance that they will not register to **ISO/TS-16949**, but are still needed as a supplier.

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Identification of candidate organizations for exemption from **ISO/TS 16949** registration and maintenance of exemption status is the responsibility of Chrysler Supplier Quality senior management.

4.3 Records Retention

(ISO/TS 16949 clauses 4.2.4, 4.2.4.1)

Production part approvals, tooling records, purchase orders and amendments shall be maintained for the length of time that the part (or family of parts) is active for production and service requirements plus one calendar year unless otherwise specified by Chrysler.

NOTE: All Chrysler purchase orders/amendments (including those for Chrysler-owned tooling) are included in this requirement.

Quality performance records (e.g. control charts, inspection and test results) shall be retained for one calendar year after the year in which they were created.

Records of internal quality system audits and management review shall be retained for three years.

Retention periods longer than those specified above may be specified by an organization in their procedures. The organization shall eventually dispose of records.

These requirements do not supersede any regulatory requirements. All specified retention periods shall be considered "minimums".

4.4 Customer Communication

(ISO/TS 16949 clauses 7.2.3, 7.2.3.1)

4.4.1 "Forever" Requirements

The organization shall notify Engineering, Supplier Quality and Purchasing prior to implementing any of the following at the organization's site or any supplier location:

- Proposed material changes.
- Proposed process changes.
- Proposed manufacturing location changes.

The organization shall notify Engineering, Supplier Quality and Purchasing of supplier issues or potential supply or capacity issues.

Initial organization notification shall be verbal, with written follow-up filed in the "Forever Requirements Notice" section of the Change Notice System (webCN).

4.4.2 Electronic Communication

The organization shall establish a connection for electronic communication with Chrysler through the Chrysler Global Supplier Portal. The Chrysler Global Supplier Portal can be

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accessed through Covisint at <https://chrysler.portal.covisint.com/web/portal/home>. Instructions for registering for the portal can also be found at this site. Assistance is available from the Covisint help desk at <https://portal.covisint.com/en/web/support/autoservicedesk> [(866) 273-5038].

4.4.3 Computer Systems Access and Training

At each organization site that supports Chrysler, individuals shall have access to the computer applications available through the Chrysler Global Supplier Portal and complete training in their use. The specific computer applications required will vary with the scope of an organization site's operations. For manufacturing sites, the recommended quality applications include, but are not limited to:

- 3CPR – 3rd Party Containment and Problem Resolution
- CQMS – Chrysler Quality Management System
- CQR – Common Quality Reporting
- EBSC – External Balanced Scorecard
- eCIMS – Electronic Corporate Issue Management System
- EWT – Early Warranty Tracking
- GCS – Global Claims System
- NCT – Non Conformance Tracking
- PRAS – Parts Return Analysis System
- QNA – Quality Narrative Analyzer
- webCN – Change Notice System
- WIS – Warranty Information System

Each location shall have a sufficient number of trained individuals such that applications necessary for direct support of Chrysler manufacturing can be accessed during scheduled Chrysler operating times, and other applications can be regularly accessed during normal business hours.

4.5 Special Characteristics

(ISO/TS 16949 clause 7.3.2.3; also clauses 7.2.1.1, 7.3.1.1, 7.3.3.1)

4.5.1 The Shield <S>; also <E>

The Shield identifies Special Characteristics that require special due diligence since the consequence of a likely assembly or manufacturing variation may cause a non-conformance to safety and regulatory product requirements. Suppliers (if applicable) shall be knowledgeable of the following standards: **PF-SAFETY<S>**, **PF-Emissions<E>**. <S> designates product safety/regulatory requirements. <E> designates government regulated vehicle emissions requirements.

4.5.2 The Diamond <D>

The Diamond identifies Special Characteristics of a component, material, assembly or vehicle assembly operation that are designated by Chrysler as key to the function and customer acceptance of the finished product. Diamonds also highlight important characteristics on fixtures and gauging procedures during design verification, product

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validation, or revalidation. The Symbol <D> identifies key but non-Safety/non-regulatory product characteristics or processes that may be susceptible to manufacturing variation and require additional controls to assure conformance to specifications and customer satisfaction. A Diamond <D> requires that a process control plan be developed for that characteristic.

*NOTE: The use of a Diamond as specified in **PS-7300** does not automatically require the use of statistical process control. Other methods of control (such as error-proofing and mistake-proofing) may be more able to prevent or detect non-conformances. Processes that demonstrate a high degree of capability (Cpk > 3.0, for example) for an extended period of time may require a less frequent method of control. The exact method to be used must be determined in advance and agreed to by the Chrysler Supplier Quality Engineer and Product Engineer.*

Presence of a Diamond does not affect the significance to a Shield(s) on the same document. For further detail, organizations shall refer to **PS-7300**.

4.5.3 Special Characteristics Not Identified with Symbols

Chrysler or the organization may choose product or process characteristics that affect fit, form, function or appearance that are not identified with a symbol. Situations where this may occur and the applicable Chrysler Engineering Standards addressing these situations are summarized in the table below:

If the organization:	The organization should refer to:
Provides engineering (including service) or assembly services, parts or components for vehicles intended for sale in regulated markets outside of NAFTA	PF-Homologation
Provides parts or components: <ul style="list-style-type: none"> • That require tracking to ensure emission, certification and regulatory compliances • That are designated as a high theft components for law enforcement needs 	PS-10125
Provides appearance items – parts or components whose color, gloss or surface finish requirements are specified by the Chrysler Product Design Office	AS-10119

4.6 Product Creation Process

(ISO/TS 16949 clause 7.3 ff.)

Chrysler has a documented method of **Advance Quality Planning / Process Sign-Off (AQP/PSO)**. This method combined with the team's dedication and knowledge is the tool used throughout the product creation process to consistently develop and produce

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products that will satisfy the customer. All team members including organizations shall participate in producing products using Chrysler's AQP method. On occasions when Chrysler's AQP method is not required, products shall be developed according to the **Advanced Product Quality Planning (APQP) Process**.

4.6.1 PFMEAs and Control Plans

(ISO/TS 16949 clause 7.3.3.2)

PFMEAs and control plans are required for prototype, pre-launch, and production phases. PFMEAs shall be audited to the *Supplier PFMEA Audit Summary*. A Chrysler representative's signature is not required on Control Plans, unless specifically requested by the Supplier Quality Engineer.

4.6.2 Design Verification and Production Validation

(ISO/TS 16949 clauses 7.3.5 and 7.3.6)

Design Verification (DV) are tests, inspections, and procedures that must be accomplished to determine if the design meets its intent. Production Validation (PV) are tests validating the production tooling, methods, and processes used to manufacture a component. (Refer to **PF-8500** and the **Product Assurance Testing** manual). Design Verification and Production Validation shall be satisfactorily completed before PSO and PPAP approval.

4.6.3 Process Approval

(ISO/TS 16949 clause 7.3.6.3)

A systematic and sequential review of the organization's process shall be completed through a Process Sign-Off (PSO) performed by the Chrysler Supplier Quality Engineer and Product Engineer. The purpose is to verify the organization's process readiness and to assure understanding of complete program requirements, prior to a PPAP submittal.

A Chrysler-led Advance Quality Planning / Process Sign-Off (AQP/PSO) program shall be performed for parts that have a high initial risk evaluation as identified by the Supplier Quality Engineer. Medium risk parts shall have an organization-led AQP program, with a Chrysler-led PSO. Low risk parts shall have an organization-led AQP/PSO to establish production readiness. Parts that have been out of production for 12 months or more shall have an organization-led AQP/PSO unless otherwise determined by the Supplier Quality Engineer. AQP/PSO shall be completed prior to providing PVP- level parts to Chrysler. PSO shall be completely approved prior to a PPAP submission.

4.6.4 Production Part Approval Process

(ISO/TS 16949 cl. 7.3.6.3)

The organization shall comply with the latest edition of **Production Part Approval Process (PPAP), 4th Edition** and the Chrysler Customer Specific Requirements.

4.6.5 Design Changes

(ISO/TS 16949 cl. 7.3.7)

All design changes, including those proposed by suppliers, shall have written Chrysler approval prior to production implementation.

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For proprietary designs, impact on form, fit, function, performance, and/or durability shall be determined with Chrysler so that all effects can be properly evaluated prior to production implementation.

4.7 Supplier Quality Management System Development

(ISO/TS 16949 clause 7.4.1.2)

Assessment by an organization or an organization-approved second party will be recognized as meeting the supplier compliance requirements to Clause 7.4.1.2. The organization must be certified by an accredited certification body to the current version of the **ISO/TS 16949**.

4.7.1 Supplier Development of Small Suppliers

When a supplier (subcontractor) to an organization is as small as to not have adequate resources to develop a system according to ISO/TS 16949:2009 or ISO 9001:2008, the organization shall have decision criteria for designating "small suppliers". Such decision criteria shall be in writing, applied consistently in the application of this provision, and verified by the organization's third party auditor. Small suppliers shall be developed in accordance with 7.4.1.2 of **ISO/TS 16949:2009**, but can use second party audits (as described below in this section).

NOTE: "Small" may also refer to relative volume of automotive production supplied to organizations.

4.7.2 Second Party Chrysler Approval Guidelines

1. The second party must be **ISO/TS 16949** registered.
2. The second party cannot be on TS Suspension.
3. The second party must utilize a qualified lead auditor, or qualified internal auditor with evidence of successful completion of training or certification.
4. The second party must annually audit each qualifying supplier for whom it has performed the second party service, and maintain records of these audits.
5. The duration of these audits must conform to the full application of the audit day requirements of the *Automotive Certification Scheme for ISO/TS 16949:2002*, Section 5.2.
6. Any of the **ISO/TS 16949:2009** accredited registrars (certification bodies) may be utilized as an OEM-approved second party.

4.8 Continuing Conformance

(ISO/TS 16949 clauses 7.5.2, 7.5.2.1)

Continuing conformance inspection and tests shall be performed during the model year to assure production items or products continue to meet specified requirements and tolerances unless waived in writing by the Chrysler Release Engineer. (Refer to **PF-8500** and the **Product Assurance Testing** manual).

4.9 Packaging, Shipping and Labeling

(ISO/TS 16949 clause 7.5.5)

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Organizations shall be familiar and comply with Chrysler packaging, shipping and labeling requirements contained in the **Packaging and Shipping Instructions** manual.

4.10 Consumer-Centric Warranty Management

(ISO/TS 16949 clauses 8.2.1, 8.2.1.1)

Clauses 8.2.1 and 8.2.1.1 of **ISO/TS 16949:2009** (customer satisfaction) require that the organization monitor customer warranty – warranty claims, dealer reports, field returns – as indicators of quality management system performance. Organizations shall use **CQI-14: Consumer-Centric Warranty Management, 2nd Edition** to integrate warranty into their quality management system.

Evaluation of integration effectiveness shall be based on evidence that the organization has a process in place that includes elements such as:

- Internal auditors identified.
- An established schedule for self-assessment (including evidence of schedule adherence).
- A defined continuous improvement process (including evidence of goal-setting and performance evaluation).
- A defined corrective action process (including evidence of actions taken and verification of effectiveness).
- Record-keeping.
- Monitoring of progress.
- A supplier development process identified for applicable suppliers to the organization.

NOTE: When organizations manage warranty at a corporate level, individual organization sites requiring evidence of compliance to this requirement may reference CQI-14 compliant corporate processes as they pertain to the products and processes at their sites.

The self-assessment shall be conducted annually, but may be repeated as needed. The self-assessment may be conducted as part of the organization's internal quality audit or conducted separately. The self-assessment shall be conducted using the self-assessment spreadsheet tool from **CQI-14**. The completed spreadsheet shall serve as a record of the self-assessment.

Implementation of Consumer-Centric Warranty Management shall proceed in three stages:

1. Organization identifies and implements necessary changes to quality management system processes, trains responsible personnel and conducts initial, "baseline" self-assessment.
2. Organization establishes internal performance goals, develops prioritized corrective action plan to achieve these goals and prepares an assessment schedule.

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3. Organization monitors performance, continues with self-assessments and updates corrective action plan as required to meet internal improvement goals or maintain goal-level performance.

Implementation timing for organizations that are new suppliers or current suppliers to Chrysler is available from the Chrysler Supplier Warranty Management website, accessible through the Chrysler Global Supplier Portal.

Organizations may use "Supplier Development of Small Suppliers" (Section 4.7.1) as guidance in managing the actions of suppliers they identify as "small suppliers". (Note that the audit day requirements will not apply if a Consumer-Centric Warranty Management audit is conducted as a separate activity.)

Implementation of Consumer-Centric Warranty Management is not required of organizations producing production parts with historically-low warranty levels. A list of these low warranty production parts is available from the Chrysler Supplier Warranty Management website.

Implementation of Consumer-Centric Warranty Management is not required of organizations only providing service parts.

4.11 Customer Satisfaction – Certification Body Notification

(ISO/TS 16949 clause 8.2.1.1)

Upon periodic review of External Balanced Scorecard (EBSC) quality measures and other key performance indicators, Chrysler may notify specific organization sites that they have been nominated for Certification Body Notification status. This "special status" indicates that their quality performance is below expectations; analysis indicates that the organization's quality management system is a contributing factor and corrective action is required.

A Certification Body Notice, via electronic mail, is sent to the organization, the organization's certification body (CB) and the CB's Oversight office. The Notice will:

- Describe the substance of the complaint.
- List the actions required of all parties.
- Summarize the timing requirements.
- Identify the Chrysler Supplier Quality management representative for the complaint.

The CB shall issue a major nonconformance to **ISO/TS 16949** Clause 8.2.1.1 (Customer Satisfaction - Supplemental) against the organization site and suspend their **ISO/TS 16949** certification. The date of suspension is the date that the Certification Body Notice was issued. The CB shall follow the process requirements outlined in **Rules for achieving IATF recognition, 3rd edition** for the decision to reinstate or withdraw the certificate. The timing requirements for process fulfillment are specified below. (Specified timing limits are in calendar days from the date that the Certification Body Notice was issued).

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NOTES:

1. *If an organization site is seeking certification to ISO/TS 16949, but is placed on Certification Body Notification status before the stage 2 audit is conducted, the CB shall not conduct a stage 2 audit until the Certification Body Notification status is lifted or Chrysler Supplier Quality management notifies the organization and the CB in writing that the stage 2 audit may proceed.*

2. *If an organization site is placed on Certification Body Notification status after a stage 2 or recertification audit, but before the certificate is issued:*
 - *The CB shall immediately suspend the existing certificate, if applicable*
 - *The CB shall issue the new certificate in accordance with the IATF Rules.*
 - *The CB shall then immediately place the new certificate in suspension with the rules for lifting such suspension appropriately applied and, if applicable, remove suspension from the previous certificate*

3. *If an audit (surveillance or recertification) is to be scheduled during the time period of the suspension, the CB shall delay the audit until after the organization site has implemented corrective action. If the delayed audit exceeds the established audit timing, the CB shall request a waiver from the Oversight office in accordance with the Rules.*

Chrysler shall initiate the following commercial and quality sanctions against the organization site:

- The organization will be ineligible to bid on new Chrysler business supplied from the affected site.
- PPAP Self-Certification for the organization site will be withdrawn. (Use of a third-party laboratory will be required prior to PSW submissions).
- Upon discovery of any supplier-responsible non-conformance for production parts or assemblies (including partially or fully assembled vehicles) supplied to Chrysler by the organization site, said parts or assemblies will be placed on 3CPR Level 2. (Affected parts and assemblies will receive 100% third-party inspection at the organization site prior to acceptance by Chrysler).

The organization shall prepare a corrective action plan (CAP) addressing the conditions attached to the Notice, identifying corrective actions, responsible personnel and timing as well as key performance indicators used to verify effectiveness. The organization shall submit the plan to Chrysler and the CB within 30 days from the date of the Certification Body Notice. The Chrysler Supplier Quality management representative will coordinate the review of the corrective action plan by Chrysler and the CB.

Upon review and acceptance of the CAP by Chrysler and the CB, the organization site shall implement the CAP. The CB will consult with Chrysler to determine whether the scope of corrective actions require separate verification activity by Chrysler personnel.

The CB shall verify that all corrective actions have been implemented by conducting an on-site audit within 90 days from the date of the Certification Body Notice. A decision to reinstate or withdraw the organization site's certificate shall be made by the CB based upon the results of the on-site audit within 110 days from the date of the Needs

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Improvement Notice. The CB shall notify all affected parties (organization, Chrysler, and the Oversight office) of the decision and update the IATF database as required within 120 days from the date of the Certification Body Notice.

NOTE: the CB shall notify Chrysler if, for any reason, an informed decision cannot be made on certificate reinstatement/withdrawal within 110 days. Chrysler shall consult with the CB and either develop a joint plan to resolve the issue or refer the matter to the Oversight office for further investigation.

When the CB reinstates the organization site's certificate, the organization will remain in Certification Body Notification status for an additional 90 days beyond the reinstatement date while Chrysler monitors EBSC quality measures and other key performance indicators to verify the effectiveness of the implemented corrective actions. When the effectiveness of the corrective actions is verified, Chrysler shall:

- Revoke the Certification Body Notification status.
- Lift the commercial and quality sanctions imposed by the Certification Body Notification status. (Sanctions imposed by other Chrysler processes may remain in place).
- Notify the affected organization site, CB and Oversight office.

NOTE: If the effectiveness of the implemented corrective actions cannot be verified, Chrysler shall refer the issue to the organization's CB and their Oversight office for further investigation. The organization site shall remain in Certification Body Notification status.

If the CB withdraws the certificate, Chrysler Purchasing and Supplier Quality management will develop a joint plan for the organization site that either restricts further commercial activity or works toward improving processes and performance to a level that permits the site to petition for new certification.

4.12 Internal Audits

4.12.1 Internal Quality Management System Audits

(ISO/TS 16949 clause 8.2.2.1)

The organization shall conduct an internal quality audit at least once per year.

4.12.2 Layered Process Audits

(ISO/TS 16949 clause 8.2.2.2)

Organizations supplying production parts or components to Chrysler shall conduct Layered Process Audits (LPA) on all elements of manufacturing and assembly lines that produce production parts or components for Chrysler. These shall include both Process Control Audits (PCA) and Error Proofing Verification (EPV) audits.

Organizations shall provide evidence of compliance to the following requirements:

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- Audit process shall involve multiple levels of site management, from line supervisor up to top management - the highest level of management present at the organization site.
- Top management at plant shall conduct process control audits at least once per week.
- Delegation of this activity will not be accepted with the exception of extenuating circumstances.
- The organization shall have a documented audit structure with auditor level and frequency of inspection.
- PCAs shall be conducted at least once per shift for build techniques and craftsmanship related processes.
- EPV audits shall be conducted at least once per shift, preferably at the start of shift. Compliance charts shall be completed once per quarter and maintained for the life of the program. The following metrics should be included:
 - Audit completion by all auditing layers.
 - By-item percentage conformance by area.
- Reaction plans shall be in place to immediately resolve all non-conformances.

Note: the organization shall show evidence of immediate corrective action, containment (as required), and root cause analysis (as required).

- A separate communication procedure is required to address reoccurring non-conformances. Specific areas of focus shall include the following:
 - Resolution of non-conformances
 - Escalation of issue for management review
 - Lessons learned

Organizations should refer to **CQI-8: Layered Process Audits Guideline** for instruction on establishing a Layered Process Audit program.

4.12.3 Special Process Assessments

(ISO/TS 16949 clause 8.2.2.2)

Clause 8.2.2.2 of ISO/TS 16949:2009 requires that the organization shall audit each manufacturing process to determine its effectiveness. Organizations shall use the following to assess the applicability and effectiveness of each of the applicable special processes listed below:

- Heat Treating – CQI-9 Special Process: Heat Treat System Assessment, 2nd Edition
- Plating – CQI-11 Special Process: Plating System Assessment
- Coating – CQI-12 Special Process: Coating System Assessment, 2nd Edition
- Welding – CQI-15 Special Process: Welding System Assessment
- Soldering – CQI-17 Special Process: Soldering System Assessment

Evaluation of implementation effectiveness should be based on evidence that the organization has a process in place that includes elements such as:

- Auditors identified.

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- Schedule for self-assessment in place (including evidence of schedule adherence).
- Monitoring of progress.
- Defined corrective action process.
- Record-keeping.
- Supplier development process identified for applicable suppliers to the organization.

Pursuant to ISO/TS 16949 clause 7.4.1.2, this requirement shall also apply to suppliers to the organization who employ the above-listed special processes.

NOTES:

1. CQI-15 Special Process: Welding System Assessment and CQI-17 Special Process: Soldering System Assessment were published by AIAG in March 2010. The required implementation date for CQI-15 Special Process: Welding System Assessment and CQI-17 Special Process: Soldering System Assessment is January 3, 2011.

2. *Assessment by a competent second party auditor (as defined in Section 4.7.2) will satisfy the self-assessment requirement for suppliers to the organization.*

4.13 Annual Layout

(ISO/TS 16949 cl. 8.2.4.1)

To ensure continuing conformance to all Chrysler requirements, a complete annual layout inspection, including all sub-components, shall be required for all parts unless waived in writing by the Chrysler Supplier Quality Engineer.

4.14 Appearance Master Samples

(ISO/TS 16949 cl. 8.2.4.2)

All appearance masters are specified and controlled by the Chrysler Product Design Office. Samples of appearance masters are available from the Thierry Corporation: <http://www.thierry-corp.com> [(248) 549-8600, 49 (0) 711-839974-0].

4.15 Corrective Action Plan Reporting

(ISO/TS 16949 clause 8.5.2)

A written corrective action plan using the *8-Step Corrective Action Plan Form* shall be submitted to the Chrysler Supplier Quality Engineer, as requested, for those issues not already included in the on-line e-CIMS system.

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5. Chrysler-Specific Requirements for ISO 14001

5.1 Scope

ISO 14001 and this document define fundamental environmental system requirements for organizations supplying production and/or service parts to Chrysler Group LLC. All **ISO 14001** requirements and the requirements of this document shall be documented in the organization's environmental management system.

5.2 Third-Party Registration

Production and service part organizations to Chrysler shall be third-party registered to **ISO 14001:2004**.

Organizations shall submit proof of registration by sending a digital copy (PDF file) of their current registration certificate to Chrysler at iso14001@chrysler.com. Submission instructions are available from the Chrysler ISO 14001 website, accessible through the Chrysler Global Supplier Portal.

5.3 Material Content Management

(ISO 14001 clauses 4.3.1, 4.3.2)

Production and service part organizations to Chrysler shall comply with applicable government and Chrysler Group LLC environmental and health requirements for regulated substances, recyclability, recycled content, and related labeling/identification. This includes materials that require material safety data sheets and full composition disclosure to Chrysler Industrial Hygiene and Toxicology or restricted materials screening through the use of Chrysler's Restricted Parts Approval System (RPAS). Refer to the following Chrysler Engineering Standards for additional information:

- Chrysler requirements – **CS-9003**.
- Design/development guidelines – **CS-11405**.
- Organization liabilities for non-compliance – **CS-11991**.

5.4 Material Content Reporting

(ISO 14001 clauses 4.4.4, 4.4.5, 4.4.6)

Organizations shall use the International Material Data System (IMDS) to report material composition information on all new and modified components. Access to IMDS can be gained through the following web site: www.mdssystem.com. System information, user training, substance lists and contact information can also be found at this site. (Refer to **Advance Quality Planning / Process Sign Off (AQP/PSO) 7th Edition** for requirements on new component reporting and **CS-11991** for reporting requirements on components modified as the result of an Engineering Change (CN)).

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Appendix A – ISO/TS 16949 Citations

ISO/TS 16949 Clause cited		Chrysler CSR Section	
3.1.6	manufacturing (definition)	3.10	Manufacturing (definition)
3.1.5	laboratory scope (definition)	3.1	Accredited Laboratory (definition)
3.1.11	Site (definition)	3.11	Site (definition)
4.2.4	Control of Records	4.3	Records Retention
4.2.4.1	Records Retention		
7.2.1.1	Customer-designated special characteristics	4.5	Special Characteristics
7.2.3	Customer communication	4.4	Customer Communication
7.2.3.1	Customer communication - supplemental		
7.3	Design and development	4.6	Product Creation Process
7.3.1.1	Multidisciplinary approach	4.5	Special Characteristics
7.3.2.3	Special characteristics		
7.3.3.1	Product design outputs - supplemental		
7.3.3.2	Manufacturing process design output	4.6.1	PFMEAs and Control Plans
7.3.5	Design and development verification	4.6.2	Design Verification and Production Validation
7.3.6	Design and development validation		
7.3.6.3	Product approval process	4.6.3	Process Approval
		4.6.4	Production Part Approval Process
7.3.7	Control of design and development changes	4.6.5	Design Changes
7.4.1.2	Supplier quality management system development	4.7	Supplier Quality Management System Development
7.5.2	Validation of processes for production and service provision	4.8	Continuing Conformance
7.5.2.1	Validation of processes for production and service provision - supplemental		
7.5.5	Preservation of product	4.9	Packaging, Shipping and Labeling
8.2.1	Customer satisfaction	4.10	Consumer-Centric Warranty Management
8.2.1.1	Customer satisfaction - supplemental	4.10	Consumer-Centric Warranty Management
		4.11	Customer Satisfaction - Needs Improvement Notice
8.2.2.1	Quality management system audit	4.12.1	Internal Quality Management System Audits
8.2.2.2	Manufacturing process audit	4.12.2	Layered Process Audits
		4.12.3	Special Process Assessments
8.2.4.1	Layout inspection and functional testing	4.13	Annual Layout
8.2.4.2	Appearance items	4.14	Appearance Master Samples
8.5.2	Corrective action	4.15	Corrective Action Plan Reporting

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Appendix B – ISO 14001 Citations

ISO 14001 Clause cited		Chrysler CSR Section	
4.3.1	Environmental aspects	5.3	Material Content Management
4.3.2	Legal and other requirements		
4.4.4	Documentation	5.4	Material Content Reporting
4.4.5	Control of documents		
4.4.6	Operational control		

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Appendix C – Revision History

Date	Section	Changes Made
October 2007	all	Changed "DaimlerChrysler" to Chrysler.
	4.2.9	Expanded requirement to add "Elements of Manufacturing Basics" and included compliance timing.
	4.2.9.1	Updated CQI-9 to 2 nd edition and added compliance timing Added Note 2.
	4.2.9.2	NEW
	4.2.9.3	NEW
	4.2.11	Added exemption for "Service Parts Only" organizations.
	4.2.16	Updated location of "Forever Requirements Form".
	4.2.17	Updated Covisint web site address.
September 2008	2.3	Updated APQP to 2 nd edition and added compliance timing.
	2.5	Updated FMEA to 4 th edition and added compliance timing.
	2.6	NEW
	2.7	NEW
	4.14	DELETED
	4.2.9	Clarified timing, conduct and format of self-assessment.
June 2010	all	Changed "Chrysler" to "Chrysler Group LLC" Changed "ISO/TS 16949:2002" to "ISO/TS 16949:2009" Changed "Supplier Quality Specialist" to "Supplier Quality Engineer"
	Table of Contents	NEW
	1.1	New section header; revised (ISO/TS 16949-specific language moved to 4.1) scope of application clarified
	1.2	New section header; obsolete translation information deleted
	1.3 1.4	NEW
	2.1 2.1.1	New section headers
	2.1.2	NEW
	2.2	New section header; revised, standards added and transition criteria deleted.
	2.3 2.4 2.5	NEW

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Date	Section	Changes Made
June 2010 (continued)	3	Definitions renumbered as needed to preserve alphabetical order; editorial corrections.
	3.1 3.3 3.7 3.10	NEW
	4	ISO/TS 16949 clauses associated with all requirements; requirements renumbered to follow ISO/TS 16949
	4.1	New heading (requirements moved from Section 1)
	4.2	(was 4.2.1) updated requirement
	4.2.1 4.2.2	NEW
	4.3	(was 4.1.1) Revised ISO/TS 16949 citation
	4.4	New heading with ISO/TS 16949 citation
	4.4.1	(was 4.2.16) Reference to Extended Enterprise deleted; revised to align with 3.7
	4.4.2	(was 4.2.17) URLs updated
	4.4.3	(was 4.2.11) Revised; additional applications added
	4.5 4.5.1 4.5.2 4.5.3	(was 4.2.3 – 4.2.5) New main heading with revised ISO/TS 16949 citation; editorial corrections
	4.6	(was 4.2.2) Added ISO/TS 16949 citation. Reference to "SQAP" removed
	4.6.1	(was 4.2.15) Added ISO/TS 16949 citation.
	4.6.2	(was 4.2.7) Added ISO/TS 16949 citation.
	4.6.3	(was 4.2.14) Reference to "SQAP" and "S2 Start Readiness" removed,
	4.6.4	(was 4.1.3) Reference to "Pilot Vehicle Process" removed
	4.7 4.7.1 4.7.2	(was 4.1.5) Editorial changes, references updated
	4.8	(was 4.2.8) Added ISO/TS 16949 citation
	4.9	(was 4.2.13) Added ISO/TS 16949 citation. Reference added
	4.10	NEW
	4.11	NEW
	4.12	New heading

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Date	Section	Changes Made
June 2010 (continued)	4.12.1	(was 4.2.9) Added ISO/TS 16949 citation. Requirement for "Elements of Manufacturing Basics" audit deleted
	4.12.2	(was 4.2.9.1) Added ISO/TS 16949 citation. Renumbered, editorial corrections
	4.12.3	(was 4.2.9.3) Added ISO/TS 16949 citation. Renumbered, editorial corrections and transition criteria deleted. CQI-15 and CQI-17 added.
	4.13	(was 4.2.6) Added ISO/TS 16949 citation.
	4.14	(was 4.2.12) Added ISO/TS 16949 citation. Revised; source for appearance master samples added
	4.15	(was 4.2.10) Added ISO/TS 16949 citation. Revised scope.
	5 5.1 5.2 5.3 5.4 5.5	NEW
	Appendix A	NEW
	Appendix C	NEW
	Appendix C	NEW