FCA US LLC
Customer-Specific Requirements
for ISO/TS 16949:2009

Publication Date: **January 17, 2017**

Effective Date: **per Appendix**

SUMMMARY OF ISO/TS 16949 SECTIONS WITH CUSTOMER-SPECIFIC CONTENT

* Denotes customer-specific content

TABLES

APPENDIX

Introduction

1 Scope

1.1 General

This document defines certain customer-specific requirements (CSR) for FCA US LLC.

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").

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 FCA US LLC in the copyright statement.

Any other translations are not authorized.

NOTES:

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

2. Comments or questions concerning this document may be sent to FCA US at ts16949@fcagroup.com. (Please include the phrase "CSR ISSUE" in the subject line of the e-mail). Comments or questions on documents or standards cited within this document should be addressed to their respective authors.

3. Organizations should refer to *CQI-16: ISO/TS 16949:2009 Guidance Manual* for assistance on implementing an ISO/TS 16949-compliant quality management system.

1.2 Application

ISO/TS 16949 and this document define fundamental quality system requirements for organizations contracted by FCA US to provide Production and/or Mopar parts and components. 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 FCA US organization criteria for third party registration/certification. (See ISO/TS 16949, Remarks for certification).

NOTE: The official list of IATF-recognized Certification Bodies can be found at http://www.iatfglobaloversight.org/certBodies.aspx.

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

Beginning with the August 2014 release, this document is structured to strictly align the requirements with the applicable sections of ISO/TS 16949:2009. Several section headers within this document are followed by the statement "No FCA US Customer-Specific Requirement for this section" to verify that there is no auditable FCA US-specific requirement for the section.

The presence of this statement shall not be interpreted to mean that other commercial or technical requirements do not exist for the subject addressed in the section, or that existing commercial or technical requirements are superseded by this statement.

Unless explicitly specified, these requirements are not linked to the Customer-Specific Requirements (CSR) of any other management system standard required by FCA US. A nonconformance to a CSR of one standard does not imply that a nonconformance to another CSR exists. **Specifically, a supplier who is not fully certified to ISO 14001 shall not receive a nonconformance from their ISO/TS 16949 Certification Body.**

Beginning with the April, 2015 release, the process for documenting the effective date of changes to this document has changed:

- For editorial changes, the effective date will be the same as the publication date. Both will appear on the cover sheet of this document.
- For a single technical change, the effective date will be captured in Appendix A and appear on the cover sheet.
- For a mix of editorial and one or more technical changes, the effective date(s) will be captured in Appendix A. The effective date will appear on the cover sheet as "per Appendix A".

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

Third-Party Registration

All organizations providing production parts to FCA US shall be third-party registered to ISO/TS 16949:2009 through an IATF-recognized Certification Body. Certification requirements for organizations providing parts or materials to Mopar vary by type of material supplied. These requirements are summarized in Table 1:

TABLE 1: QMS Certification Requirements for Mopar

Mopar Part or Material	Mopar Certification Requirement
Service parts	IATF 16949 Accessory part certification upgrade to ISO/TS 16949 is required by 3/31/17.
Remanufactured (“reman”) parts	
Accessory parts identified by Mopar as safety parts or installed at Mopar Custom Shops	
Other Accessory parts	ISO 9001 • All certifications shall be administered through a registrar recognized as an IATF Certification Body. • Transition from a non-IATF recognized registrar shall occur within the transition period ending 9/14/18.
Essential chemicals	
Marketing chemicals	
Valueline parts	
Performance parts	None

ISO/TS 16949 Registration Verification

Organizations shall submit proof of registration by sending a digital copy (PDF) of their current registration certificate) to FCA US at ts16949@fcagroup.com.The submission email should list all FCA US Supplier Manufacturing Location Codes (SMLCs) assigned to the site. The email should also identify a contact for certification issues at this site, providing contact information (phone number(s) and email address) for the contact.

NOTE: Unless the organization site experiences a change in certification status (see below), the verification record is valid for the life of the certificate. *Periodic resubmissions are not required.*

Notification of ISO/TS 16949 Registration Status Change

Organizations shall notify FCA US of any change in their ISO/TS 16949 registration status via e-mail to ts16949@fcagroup.com. Such changes include, but are not limited to:

- Initial certification.*
- Recertification.*
- Transfer of certification to a new Certification Body*
- Certificate withdrawal.
- Certificate cancellation without replacement.

*These changes require submitting proof of registration as described above.

ISO/TS 16949 Registration Exemption

FCA US may, at its option, fully 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 to FCA US.

Identification of candidate organizations for full exemption from ISO/TS 16949 registration is the responsibility of FCA US Supplier Quality. Verification and maintenance of exemption status is the responsibility of FCA US Purchasing & Supplier Quality Operations and Integration.

NOTE: Unless otherwise specified, exemption from ISO/TS 16949 registration does not relieve the organization of their obligation to abide by the quality requirements outlined in Clause 6 of the Production and Mopar Purchasing General Terms and Conditions.

Bulk Metallic Commodity Exemptions

Certain specific bulk metallic commodities are exempt from some requirements of this document. Eligible commodities are listed in Table 2 and the scope of the exemptions is listed in Table 3.

NOTE: Exemptions only apply to these Customer-Specific Requirements, not to the sections of ISO/TS 16949 with which they are aligned.

TABLE 2: Bulk Metallic Commodities

Code	Name
03AB	Flat Rolled Steel, Hot Rolled Steel
03BA	Flat Rolled Steel, Cold Rolled Steel
03CC	Flat Rolled Steel, Galvanized Steel-Both Sides
03IA	Tailor Welded Blanks
03KF	Welded Carbon Steel Tube
03NA	Structural Steel, Hot Rolled Carbon-Bars
03RA	Welded Wire
05AD	Aluminum Flat Products, Flat Rolled Aluminum
05AG	Aluminum Braze Sheet

TABLE 3: CSR Section Exemptions for Bulk Metallic Commodities

ISO/TS 16949 Section	FCA US Customer-Specific Requirement
7.3.2.3 Customer-designated special characteristics	The Shield <S>; also <E> The Diamond <D>
7.3.3.2 Manufacturing process design output	PFMEAs and Control Plans
7.3.5 Design and development verification	Design Verification (DV)
7.3.6 Design and development validation	Production Validation (PV)
7.3.6.3 Product approval process	Process Approval
	Production Part Approval Process (PPAP)
7.3.7 Control of design and development changes	Design Changes
8.2.2.2 Manufacturing process audit	Layered Process Audits
8.2.4.1 Layout inspection and functional testing	Annual Layout
8.2.4.2 Appearance items	Appearance Master Samples
8.5.2.4 Rejected product test/analysis	Automotive Warranty Management (AWM) AWM Exceptions AWM Exemptions Returned Parts Analysis

2 References

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.

NOTE: If a conflict is perceived between a newer version of a cited reference and this document, contact FCA US at ts16949@fcagroup.com for guidance. (Please include the phrase "CSR ISSUE" in the subject line of the e-mail)

A. References cited in these Customer-Specific Requirements

Automotive Industry Action Group (AIAG) 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 Production Part Approval Process (PPAP), Fourth Edition, March, 2006.*
- *Chrysler, Ford, General Motors Service Production Part Approval Process (Service PPAP), First Edition, June, 2014.*

- *Chrysler, Ford, General Motors Potential Failure Mode and Effects Analysis (FMEA) Fourth Edition, June, 2008.*

AIAG Quality Manuals

- *CQI-8: Layered Process Audit Guideline, 2nd Edition*
- *CQI-9 Special Process: Heat Treat System Assessment, 3rd Edition*
- *CQI-11 Special Process: Plating System Assessment, 2nd Edition*
- *CQI-12 Special Process: Coating System Assessment, 2nd Edition*
- *CQI-14: Automotive Warranty Management, 3nd Edition*
- *CQI-15 Special Process: Welding System Assessment*
- *CQI-16: ISO/TS 16949:2009 Guidance Manual*
- *CQI-17 Special Process: Soldering System Assessment*
- *CQI-19: Sub-tier Supplier Management Process Guideline*
- *CQI-23: Special Process: Molding System Assessment*
- *M7-4: Global MMOG/LE – Version 4*

ISO Standards

- *ISO 9001:2008 "Quality management systems – Requirements"*
- *ISO/TS 16949:2009 "Fundamental quality management system requirements for automotive production and relevant service parts organizations"*

International Automotive Task Force (IATF) Publications

- *Automotive Certification Scheme for ISO/TS 16949; Rules for achieving and maintaining IATF recognition; 4h Edition for* ISO/TS 16949*, 1 October 2013*

  NOTE: All references to the "*Rules"* in these Customer-Specific Requirements refer to the fourth edition of *Automotive Certification Scheme for* ISO/TS 16949.
- *SI 1 09 October 2009; ISO/TS16949: 2009 7.4.1.2 Supplier Quality Management System Development*
- *Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers* (MAQMSR), *2nd Edition for ISO/TS 16949 and IATF 16949.*

FCA US Engineering Standards

- *AS-10119<A> General Requirements For Designated Appearance Items*
- *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*
- *PS-11346 Warranty Returned Parts Testing and Analysis Procedures*
- *QR-10008 Product Assurance Testing, Revision D*

Purchasing and Supplier Quality Documents and Applications

- 8-Step Corrective Action Plan Form
- *FCA US Customer-Specific Requirements for Use with PPAP 4th Edition and Service PPAP, 1st Edition*
- External Balanced Scorecard (EBSC)
- FCA US Process Planning and Audit tools:
    - *Process Planning and Audit Manual v 2.1,* including:
        - *Process Planning Review*
        - *Process Audit*
    - *PFMEA and Control Plan Document Audit Forms*
- *Production and Mopar Purchasing General Terms and Conditions*

Supply Chain Management Documents

Packaging and Shipping Instructions

NOTE: This document is located in the "Reference Material" section of the Production Part Suppliers page of the Supply Chain Knowledge Center website.

B. Availability of references cited in these Customer-Specific Requirements

Industry Documents Availability

Automotive Industry Action Group publications are available from the AIAG at https://www.aiag.org/source/Orders/Quality [(248) 358-3003].

Copies of International Organization for Standardization (ISO) publications are available from the ISO at http://www.iso.org/iso/store.htm [41 22 749 08 88].

ISO/TS 16949 and the *Rules* are available from the select training providers listed on the IATF web site: http://www.iatfglobaloversight.org/publications.aspx.

The International Automotive Task Force documents *SI 1 09 October 2009* and MAQMSR are available on the IATF web site http://iatfglobaloversight.org.

FCA US Documents Availability

This document and *FCA US Customer-Specific Requirements for Use with PPAP 4th Edition* are available from the International Automotive Task Force (IATF) at http://www.iatfglobaloversight.org/content.aspx?page=FCAUSLLCCustomer-SpecificRequirements.

Other FCA US Engineering, Purchasing and Supplier Quality, and Supply Chain Management documents and applications are available through eSupplierConnect as noted in the table below.

NOTES:

1. Assistance with eSupplierConnect is available through the home page (http://www.esupplierconnect.com), or by telephone (1-800-841-1752).

2. Unless otherwise specified, applications and other materials referenced in this document as being available through eSupplierConnect are located in the "NATFA" section.

TABLE 4: FCA US Document Availability in eSupplierConnect

FCA US Application or Reference	eSupplierConnect Application or Reference Name	A/R*	Bundle Code
Engineering	beStandard	A	BES
Purchasing & Supplier Quality	8 Step Corrective Action Form	R	(none)
	EBSC - External Balanced Scorecard	A	GBL
	FCA US General Terms & Conditions, Clauses and Forms	R	(none)
	Supplier PFMEA Audit Summary	R	(none)
	Process Planning and Audit tools (through *Supplier Quality Manual and Forms*)	R	(none)
Supply Chain Management	Supply Chain Knowledge Center	R	(none)

*A – Application / R – Reference

3 Terms and definitions

3.1 Terms and definitions for the automotive industry

NOTE: Numbers in parentheses identify first use of term in this document.

3CPR (3rd Party Containment and Problem Resolution) (7.2.3.1)

3CPR is a FCA US 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.

Accessory Parts (1.2)

Customer-specified additional component(s) that are either mechanically or electronically connected to the vehicle or powertrain before (or after) delivery to the final customer (e.g., custom floor mats, truck bed liners, wheel covers, sound system enhancements, sunroofs, spoilers, super-chargers, etc.).

Aftermarket Parts (1.1)

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

Appearance Master (8.2.4.2)

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

Certification Body (1.2)

A firm recognized by the IATF to conduct audits to ISO/TS 16949 and issue certificates to clients. As an IATF OEM member, FCA US only recognizes certificates issued by IATF-recognized Certification Bodies carrying the IATF logo and specific IATF number.

Consigned Part (7.4.1.3)

A part or component supplied to the organization by a FCA US-managed supplier. FCA US retains commercial and quality responsibility for the part or component).

Customer (1.1)

References to "customer" in this document shall be interpreted as FCA US for organizations who are third party registered or are pursuing third party registration to ISO/TS 16949

Design Verification (DV) (7.3.5)

Design Verification (DV) is a series of tests, inspections, and procedures that must be accomplished to determine if the design meets its intent. (Refer to PF-8500 and *Product Assurance Testing*).

Directed Part (7.4.1.3)

A part or component supplied to the organization by a FCA US-selected supplier. (Such a supplier is often referred to as a directed source). The organization retains commercial and post-launch quality responsibility for the part or component.

Essential Chemicals (1.2)

Bulk materials used in production vehicles and validated during vehicle development which is packaged for service.

External Balanced Scorecard (EBSC) (8.2.1)

The External Balanced Scorecard is a computer application used by Purchasing and Supplier Quality to store, analyze and report organization performance data collected from other sources within FCA US. EBSC reports are used to monitor organization performance and are an input to Purchasing procurement decisions.

Forever Requirements (7.2.3)

Forever Requirements are proactive communication requirements of all organizations supplying Production and/or Mopar parts and components to FCA US. They are required in order to assure process stability and component quality. The Forever Requirements are:

- Request approval from FCA US prior to implementing any anticipated process changes.
- Request approval from FCA US prior to implementing any internal or supplier manufacturing location changes.
- Immediate notification of FCA US upon discovery of supplier quality/supply/warranty issues.
- Notification of FCA US of potential supply/capacity issues.

Global Issue Management (GIM) (7.2.3.1)

A web-based computer application developed and used by FCA to manage the corrective action process.

IATF (International Automotive Task Force) (2)

The IATF is an ad hoc group of automotive manufacturers and their respective trade associations, formed to provide improved quality products to automotive customers worldwide. The IATF is responsible for:

- Developing a consensus regarding international fundamental quality system requirements, primarily for the participating companies' direct suppliers of production materials, product or service parts or finishing services
- Developing policies and procedures for the common IATF third party registration scheme to ensure consistency worldwide.
- Providing appropriate training to support ISO/TS 16949 requirements and the IATF registration scheme.
- Establishing formal liaisons with appropriate bodies to support IATF objectives.

Manufacturing (5.6.2.1)

"Manufacturing" includes partially or fully assembled vehicles.

Marketing Chemicals (1.2)

Service materials developed for aftermarket applications.

Material Management Operations Guideline /Logistics Evaluation (MMOG/LE) (8.2.1.1)

The global standards for supply chain management processes that provide industry best practices. It is intended to establish a common definition of materials practices to facilitate effective communication between trading partners.

Mopar Custom Shop (1.2)

A facility that provides factory installation of accessories and direct vehicle delivery to dealerships.

Oversight Office (8.2.1.1)

An organization established by the IATF to implement and manage its ISO/TS 16949 certification scheme. (All IATF-recognized Certification Bodies are managed through Oversight Offices). At present, there are five Oversight Offices:

- ANFIA (Associazione Nazionale Filiera Industria Automobilistica) / Italy
- IAOB (International Automotive Oversight Bureau) / US
- IATF France
- SMMT (Society of Motor Manufacturers and Traders) / UK
- VDA-QMC (Verband der Automobilindustrie – Qualitäts Management Center) / Germany

Performance Parts (1.2)

A brand of parts sold by Mopar. These special parts or systems are sold to the customer to enhance vehicle performance.

Process Audit (PA) (7.3.1)

The Process Audit is a “picture” of the Organization’s process in the project development phase. It is used to verify that the process is capable of producing parts or components that meet FCA US requirements.

Production Demonstration Run (PDR) (7.4.1)

Production Demonstration Run (PDR) is a demonstration of organization process capability and production capacity, using a timed production run to calculate an effective line speed and First Time Capability (FTC).

Production Part Approval Process (PPAP) (2)

Production Part Approval Process (PPAP) provides the evidence that all customer engineering design record and specification requirements are properly understood by the organization and that the manufacturing process has the potential to produce product consistently meeting these requirements during an actual production run at the quoted production rate.

Production Validation (PV) (7.3.6)

Production Validation (PV) is a series of tests validating the production tooling, methods, and processes used to manufacture a component. (Refer to PF-8500 and *Product Assurance Testing*).

Process Planning Review (PPR) (7.3.1)

Process Planning Review (PPR) details the tasks performed by the organization and FCA US that ensure parts which meet all requirements are delivered on time to designated manufacturing facilities. It details critical tasks occurring during product creation in order to identify risk and appropriate risk mitigation activities.

Remanufactured ("reman") Parts (1.2)

Parts produced by a formal process that salvages core material or used assemblies from the field and restores them into usable product. Salvaged core is combined with new parts, rework and repair to make a reliable assembly for resale. Remanufacturing processes are subject to Process planning meetings and Process Audits.

Service Parts (1.2)

Parts installed on current or past model year vehicles to repair or replace factory-installed parts or assemblies.

Site (4.2)

"Site" includes contract vehicle assembly plants.

Supplier-Associated Warranty (8.2.1.1)

Warrantable vehicle service associated with dealer repair or replacement of organization-supplied parts or components. Association does not imply responsibility for failure. Responsibility for failure is determined after of root cause analysis of the failed part or component has been completed.

Valueline Parts (1.2)

A brand of maintenance service parts sold by Mopar as an alternative to OEM replacement parts.

4 Quality management system

4.1 General requirements

No FCA US Customer-Specific Requirement for this section.

4.2 Documentation requirements

4.2.1 General

No FCA US Customer-Specific Requirement for this section.

4.2.2 Quality manual

No FCA US Customer-Specific Requirement for this section.

4.2.3 Control of documents

No FCA US Customer-Specific Requirement for this section.

4.2.3.1 Engineering specifications

No FCA US Customer-Specific Requirement for this section.

4.2.4 Control of records

Organization-controlled Records

Records identified by FCA US as “organization-controlled” shall be retained on-site, but made available for review by FCA US or the Certification Body upon request.

4.2.4.1 Document Retention

Minimum Retention Requirements

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 FCA US.

All FCA US purchase orders/amendments (including those for FCA US-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.

Extended Document Retention

The requirements specified above do not supersede any foreign or domestic regulatory requirements.

Retention periods longer than those specified above may be required by FCA US in the event of actual or reasonably anticipated litigation, official investigations, or audits. Organizations shall be notified by FCA US management when extended retention is necessary.

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

5 Management responsibility

5.1 Management commitment

No FCA US Customer-Specific Requirement for this section.

5.1.1 Process efficiency

No FCA US Customer-Specific Requirement for this section.

5.2 Customer focus

No FCA US Customer-Specific Requirement for this section.

5.3 Quality policy

No FCA US Customer-Specific Requirement for this section.

5.4 Planning

5.4.1 Quality objectives

No FCA US Customer-Specific Requirement for this section.

5.4.1.1 Quality objectives — Supplemental

No FCA US Customer-Specific Requirement for this section.

5.4.2 Quality management system planning

No FCA US Customer-Specific Requirement for this section.

5.5 Responsibility, authority and communication

No FCA US Customer-Specific Requirement for this section.

5.5.1 Responsibility and authority

No FCA US Customer-Specific Requirement for this section.

5.5.1.1 Responsibility for quality

No FCA US Customer-Specific Requirement for this section.

5.5.2 Management representative

No FCA US Customer-Specific Requirement for this section.

5.5.2.1 Customer representative

No FCA US Customer-Specific Requirement for this section.

5.5.3 Internal communication

No FCA US Customer-Specific Requirement for this section.

5.6 Management review

5.6.1 General

No FCA US Customer-Specific Requirement for this section.

5.6.1.1 Quality management system performance

No FCA US Customer-Specific Requirement for this section.

5.6.2 Review input

Output from Customer-Specific Requirements to the following sections shall provide management review input*:*

- Design and development planning (7.3.1)
- Supplier quality management system development (7.4.1.2)
- Customer satisfaction (8.2.1)
- Customer satisfaction — Supplemental (8.2.1.1), except as noted in 5.6.2.1
- Quality management system audit (8.2.2.1)
- Manufacturing process audit (8.2.2.2)

5.6.2.1 Review input — Supplemental

Output from Automotive Warranty Management (8.2.1.1) shall be included in the management review of actual and potential field-failures and their impact upon quality, safety or the environment.

5.6.3 Review output

No FCA US Customer-Specific Requirement for this section.

6 Resource management

6.1 Provision of resources

No FCA US Customer-Specific Requirement for this section.

6.2 Human resources

6.2.1 General

No FCA US Customer-Specific Requirement for this section.

6.2.2 Competence, training and awareness

No FCA US Customer-Specific Requirement for this section.

6.2.2.1 Product design skills

No FCA US Customer-Specific Requirement for this section.

6.2.2.2 Training

No FCA US Customer-Specific Requirement for this section.

6.2.2.3 Training on the job

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

NOTE: FCA US periodically offers training to organization personnel on selected FCA US processes and procedures (including those referenced in this document), during Supplier Training Week. Information on content, scheduling and registration is available in the "Supplier Learning Center" application in eSupplierConnect.

6.2.2.4 Employee motivation and empowerment

No FCA US Customer-Specific Requirement for this section.

6.3 Infrastructure

No FCA US Customer-Specific Requirement for this section.

6.3.1 Plant, facility and equipment planning

No FCA US Customer-Specific Requirement for this section.

6.3.2 Contingency plans

No FCA US Customer-Specific Requirement for this section.

6.4 Work environment

No FCA US Customer-Specific Requirement for this section.

6.4.1 Personnel safety to achieve conformity to product requirements

No FCA US Customer-Specific Requirement for this section.

6.4.2 Cleanliness of premises

No FCA US Customer-Specific Requirement for this section.

7 Product realization

No FCA US Customer-Specific Requirement for this section.

7.1 Planning of product realization

No FCA US Customer-Specific Requirement for this section.

7.1.1 Planning of product realization — Supplemental

No FCA US Customer-Specific Requirement for this section.

7.1.2 Acceptance criteria

No FCA US Customer-Specific Requirement for this section.

7.1.3 Confidentiality

No FCA US Customer-Specific Requirement for this section.

7.1.4 Change control

No FCA US Customer-Specific Requirement for this section.

7.2 Customer-related processes

7.2.1 Determination of requirements related to the product

No FCA US Customer-Specific Requirement for this section.

7.2.1.1 Customer-designated special characteristics

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.

The Diamond <D>

The Diamond identifies Special Characteristics of a component, material, assembly or vehicle assembly operation that are designated by FCA US 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 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 FCA US 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.

Special Characteristics Not Identified with Symbols

FCA US 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 FCA US Engineering Standards addressing these situations are summarized in the following table:

TABLE 5: FCA US Engineering Standards addressing Special Characteristics not identified with Symbols

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: • 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 FCA US Product Design Office	**AS-10119**

The organization may develop its own special characteristics symbols for internal use. If organization-specific special characteristics are developed, the organization shall document the equivalence of the internal symbols with FCA US symbols and reference the equivalence when the organization uses internal symbols in its communications with FCA US.

7.2.2 Review of requirements related to the product

No FCA US Customer-Specific Requirement for this section.

7.2.2.1 Review of requirements related to the product — Supplemental

No FCA US Customer-Specific Requirement for this section.

7.2.2.2 Organization manufacturing feasibility

No FCA US Customer-Specific Requirement for this section.

7.2.3 Customer communication

Forever Requirements

The organization shall comply with the Forever Requirements activities described in Appendix E of the *Process Planning and Audit Manual*.

7.2.3.1 Customer communication — Supplemental

Electronic Communication

The organization shall establish a connection for electronic communication with FCA US through eSupplierConnect at https://fcagroup.esupplierconnect.com. Instructions for registering for the portal and assistance with its use can be found at this site.

Computer Systems Access

At each organization site that supports FCA US, individuals shall have access to the computer applications available through eSupplierConnect. 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 – Corporate Quality Management System
- CQR – Common Quality Reporting
- DRIVe – Delivery Rating Improvement Verification
- EBSC – External Balanced Scorecard
- EWT – Early Warranty Tracking
- GIM – Global Issue Management
- 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

7.3 Design and development

7.3.1 Design and development planning

FCA US uses the Process Planning Review (PPR) and Process Audit (PA), documented in the Process Planning and Audit tool, for documentation of advance quality planning. When required, organizations shall participate in teams to develop parts or components and shall use PPR and PA. On occasions when use of PPR and PA is not required, organizations shall develop products according to the Advanced Product Quality Planning (APQP) Process.

NOTE: FCA US and FCA Italy SpA share common advance quality planning methods.

A FCA US-led Process Planning Review / Process Audit (PPR/PA) program shall be performed for parts that have a Customer-monitored (high or medium) initial risk as identified by the Supplier Quality Engineer. Supplier-monitored (low risk) parts shall have an organization-led program, unless otherwise specified by the FCA Supplier Quality Engineer. Parts that have been out of production for 12 months or more shall have an organization-led PPR/PA unless otherwise determined by the Supplier Quality Engineer. PPR/PA shall be completed prior to providing PS-level parts to FCA US and shall be completely approved prior to a PPAP submission.

Unless otherwise specified, changes made to advance quality planning processes are not retroactively applied to existing product development programs. In the absence of specific direction by FCA US, the organization shall implement quality management system changes in time to be in conformance during their next new product development program.

7.3.1.1 Multidisciplinary approach

No FCA US Customer-Specific Requirement for this section.

7.3.2 Design and development inputs

No FCA US Customer-Specific Requirement for this section.

7.3.2.1 Product design input

No FCA US Customer-Specific Requirement for this section.

7.3.2.2 Manufacturing process design input

No FCA US Customer-Specific Requirement for this section.

7.3.2.3 Special characteristics

NOTE: see 7.2.1.1 for FCA US Customer-Specific Requirement regarding customer-defined symbols.

7.3.3 Design and development outputs

No FCA US Customer-Specific Requirement for this section.

7.3.3.1 Product design outputs — Supplemental

No FCA US Customer-Specific Requirement for this section.

7.3.3.2 Manufacturing process design output

PFMEAs and control plans are required for prototype, pre-launch, and production phases. PFMEA and Control Plan documentation shall be audited to the PFMEA and Control Plan Document Audit Form. Control Plans shall be verified to the Control Plan Process Audit Checklist, with corrective action for any identified nonconformance(s) documented on the associated PDCA Planning Worksheet. A FCA US representative's signature is not required on Control Plans, unless specifically requested by the Supplier Quality Engineer.

7.3.4 Design and development review

No FCA US Customer-Specific Requirement for this section.

7.3.4.1 Monitoring

No FCA US Customer-Specific Requirement for this section.

7.3.5 Design and development verification

Design Verification shall be satisfactorily completed before PA and PPAP approval.

NOTE: Guidance on the extent of required PV testing is provided by the PPR/PA tool *Production Validation Testing Scope*.

7.3.6 Design and development validation

Production Validation shall be satisfactorily completed before PA and PPAP approval.

7.3.6.1 Design and development validation — Supplemental

No FCA US Customer-Specific Requirement for this section.

7.3.6.2 Prototype programme

No FCA US Customer-Specific Requirement for this section.

7.3.6.3 Product approval process

Process Audit

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

Production Part Approval Process

The organization shall comply with *Production Part Approval Process (PPAP), 4th Edition, Service Production Part Approval Process (Service PPAP), 1st Edition* and *FCA US Customer-Specific Requirements for Use with PPAP 4th Edition and Service PPAP, 1st Edition.*

7.3.7 Control of design and development changes

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

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

7.4 Purchasing

7.4.1 Purchasing process

With respect to suppliers to the organization ("sub-tier suppliers"), the organization shall:

- Conduct an on-site Process Audit (or equivalent) and Production Demonstration Run (PDR) for all parts/suppliers that are NOT considered by FCA US or the organization to be low risk to the vehicle program.
- Cascade and communicate all FCA US quality requirements (e.g., Quality Planning, Process Audit, PDR, Forever Requirements, etc.) throughout the organization's supply chain.
- Develop and maintain a list of approved suppliers for each sub-component, raw material, commodity, technology, or purchased service that is not Consigned or Directed by FCA US. The organization shall have a documented process and use assigned personnel to monitor and manage performance.
- Develop and maintain documented backup plans for critical parts/suppliers to ensure uninterrupted part supply in the event of a supply disruption.
- Initiate a Forever Requirement Notice for any proposed process change throughout the supply chain.

7.4.1.1 Statutory and regulatory conformity

No FCA US Customer-Specific Requirement for this section.

7.4.1.2 Supplier quality management system development

Management of Supplier Quality Management System (QMS) Development

Organizations shall perform supplier QMS development for suppliers with a goal of satisfying the requirements of Clause 7.4.1.2:

- Certification to ISO 9001 by an accredited third-party certification body.
- Compliance to ISO/TS 16949.

NOTE: ISO 9001 certification through an IATF-recognized Certification Body is recommended.

Evaluation of supplier QMS development effectiveness shall be based on evidence that the organization has processes in place that include such elements as:

- Supplier QMS development strategy.
    - Criteria for prioritizing suppliers for QMS development.
    - Criteria for designating "exempt" suppliers.
    - Criteria for granting waivers to select suppliers for compliance to specified elements of ISO 9001 or ISO/TS 16949.
- Second-party audit administration.
    - Criteria for granting self-certification status to qualified suppliers.
    - Identification and qualification of second-party auditors.
    - A schedule for second-party audits.

- Organization-controlled record keeping (4.2.4).
- Progress monitoring.

The organization QMS development process shall conform to *SI 1 09 October 2009; ISO/TS16949: 2009 – 7.4.1.2 Supplier Quality Management System Development*.

NOTE: Organizations requiring additional guidance on supplier QMS development should refer to *CQI-19: Sub-tier Supplier Management Process Guideline*.

Supplier Development Strategy

Prioritization of a supplier for QMS development shall address:

- The need for a formal QMS development program
- The extent of QMS development required
- The sequencing of development activities for individual suppliers within the organization's supply base

Prioritization criteria should, at a minimum, include:

- The extent of value-added manufacturing activity performed by the supplier
- The amount and relative value of product supplied
- The supplier's quality performance
- The maturity of the supplier's quality management system
- The risk to the organization and/or the customer posed by supplier non-conformance

The organization development strategy shall include a documented process for designating "exempt" suppliers – those suppliers who are unable or unwilling to fully certify a quality management system to ISO/TS 16949 or ISO 9001.

The organization development strategy shall include provisions for granting partial exemptions ("waivers") to suppliers providing commodities for which specific sections of ISO 9001 or ISO/TS 16949 do not apply.

Except as noted in Section 7.4.1.3, declaring a supplier as "exempt" does not relieve the organization of the responsibility for supplier QMS development for any sections of ISO 9001 or ISO/TS 16949 not explicitly waived.

Supplier prioritization, exemption and waiver decisions, as well as the scope of individual exemptions or waivers, shall be documented and subject to periodic review. This documentation shall be retained as an organization-controlled record.

Second Party Audit Administration

The organization shall have a documented process for identifying and qualifying suppliers for whom self-certification is an effective alternative to second-party audits. Qualification criteria shall include a

preliminary evaluation (audit) of the supplier's QMS, an analysis of the supplier's quality performance and an assessment of the incremental risk to organization products.

Self-certification qualifications shall be documented and subject to periodic review. Such documents shall be managed as organization-controlled records.

The second party must annually audit each non-exempt supplier for whom it has performed the second party service.

- For suppliers not certified to ISO 9001, the duration of these audits must conform to the full application of the audit day requirements of the *Rules*, Section 5.2.
- For ISO 9001 certified suppliers, audit length may vary to suit individual supplier requirements and audit resource availability in accordance with the documented development strategy.

Audit reports shall be retained as organization-controlled records.

The following second party qualifications shall apply:

1. The organization must be certified to ISO/TS 16949:2009 by an IATF-recognized Certification Body.

2. The ISO/TS 16949 certification of the second party cannot be in "suspended" status.

3. The second party must utilize a qualified lead auditor, or qualified internal auditor with evidence of successful completion of training or certification.

Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers (MAQMSR)

The organization shall prioritize the QMS development program for non-exempt suppliers to introduce compliance to the *Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers* (MAQMSR), as the first step beyond compliance with ISO 9001 or certification to ISO 9001.

At a minimum, the organization should require their non-exempt suppliers to demonstrate compliance to ISO 9001 and MAQMSR.

Ship-Direct Suppliers

Organizations may, with FCA US Purchasing concurrence, identify a supplier location within FCA Purchasing systems as an organization manufacturing site. (Such a designation allows direct shipment of manufactured goods to FCA US). Unless otherwise specified by FCA US, such sites shall be subject to the registration requirements described in Section 1.2.

In the event that FCA US chooses to grant such a supplier site an exemption to ISO/TS 16949 registration,

- The site shall receive the highest priority for QMS development.
- The site shall not be designated "exempt", or a "waiver" shall not be granted, without the written concurrence of FCA US Supplier Quality.

Supplier Development Not Required of Suppliers Certified to ISO/TS 16949

Supplier certification by an IATF-recognized Certification Body to ISO/TS 16949 completely satisfies the requirements for quality management system development. Further QMS development by the organization is not required while the supplier's certification is valid.

If the supplier certification expires or is cancelled or withdrawn by their CB, the organization shall establish and implement a plan for second-party audits to ensure continued compliance to ISO/TS 16949 until such time as the supplier is recertified.

Exemption is not a permissible alternative to recertification.

7.4.1.3 Customer-approved sources

If the organization has one or more Directed parts/suppliers:

- FCA US is responsible for the Process Planning Review, Process Audit, and PDR activities up to and including PPAP, with input from and participation of the organization (Tier 1 Supplier).
- The organization (Tier 1 Supplier) is responsible for managing the on-going quality of the Tier 2 components following PPAP and working with FCA US to resolve issues.

If the organization has one or more Consigned parts/suppliers, FCA US is responsible for all quality activities up to and including PPAP, as well as management of ongoing quality issues.

7.4.2 Purchasing information

No FCA US Customer-Specific Requirement for this section.

7.4.3 Verification of purchased product

No FCA US Customer-Specific Requirement for this section.

7.4.3.1 Incoming product conformity to requirements

No FCA US Customer-Specific Requirement for this section.

7.4.3.2 Supplier monitoring

No FCA US Customer-Specific Requirement for this section.

7.5 Production and service provision

No FCA US Customer-Specific Requirement for this section.

7.5.1 Control of production and service provision

No FCA US Customer-Specific Requirement for this section.

7.5.1.1 Control plan

No FCA US Customer-Specific Requirement for this section.

7.5.1.2 Work instructions

No FCA US Customer-Specific Requirement for this section.

7.5.1.3 Verification of job set-ups

No FCA US Customer-Specific Requirement for this section.

7.5.1.4 Preventive and predictive maintenance

No FCA US Customer-Specific Requirement for this section.

7.5.1.5 Management of production tooling

No FCA US Customer-Specific Requirement for this section.

7.5.1.6 Production scheduling

No FCA US Customer-Specific Requirement for this section.

7.5.1.7 Feedback of information from service

No FCA US Customer-Specific Requirement for this section.

7.5.1.8 Service agreement with customer

No FCA US Customer-Specific Requirement for this section.

7.5.2 Validation of processes for production and service provision

No FCA US Customer-Specific Requirement for this section.

7.5.2.1 Validation of processes for production and service provision — Supplemental

No FCA US Customer-Specific Requirement for this section.

7.5.3 Identification and traceability

No FCA US Customer-Specific Requirement for this section.

7.5.4 Customer property

No FCA US Customer-Specific Requirement for this section.

7.5.4.1 Customer-owned production tooling

No FCA US Customer-Specific Requirement for this section.

7.5.5 Preservation of product

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

7.5.5.1 Storage and inventory

No FCA US Customer-Specific Requirement for this section.

7.6 Control of monitoring and measuring equipment

No FCA US Customer-Specific Requirement for this section.

8 Measurement, analysis and improvement

8.1 General

No FCA US Customer-Specific Requirement for this section.

8.1.1 Identification of statistical tools

No FCA US Customer-Specific Requirement for this section.

8.1.2 Knowledge of basic statistical concepts

No FCA US Customer-Specific Requirement for this section.

8.2 Monitoring and measurement

8.2.1 Customer satisfaction

External Balanced Scorecard

FCA US Purchasing and Supplier Quality use the External Balanced Scorecard (EBSC) to evaluate customer satisfaction with its external production and service suppliers. EBSC stores, analyzes and reports organization performance data collected from other sources within FCA US. The EBSC report used for evaluation of organization site performance at a commodity level is the Monthly Supplier Scorecard ("scorecard").

The Production scorecard reports ratings in five categories:

- Incoming Material Quality (IMQ)
- Delivery
- Warranty
- Cost
- Partnership

The Service scorecard reports performance in three categories:

- Incoming Material Quality (IMQ)
- Delivery
- Partnership

The Prototype scorecard reports performance in three categories:

- Incoming Material Quality (IMQ)

- Delivery
- Partnership

Cost and Partnership are used to measure commercial performance and shall not to be used to evaluate the performance of organization quality management systems.

Supplier Quality Reporting

FCA US may, at its option, provide Certification Bodies with periodic reports of their clients' quality data, such as:

- EBSC Incoming Material Quality (IMQ), Delivery and Warranty metrics with supporting data.
- FCA US Supplier Quality process audit reports.

NOTE: Sharing CB client quality data does not constitute an OEM performance complaint as described in Section 8.1 of the *Rules*.

8.2.1.1 Customer satisfaction — Supplemental

OEM Performance Complaint

FCA US may, at its option, file an OEM performance complaint with a Certification Body when confronted with a specific organization quality performance issue where a root cause may be a nonconformance in the organization's quality management system.

FCA US shall notify the Certification Body of the OEM performance complaint by sending the CB a notification letter that will:

- Identify the organization site.
- Summarize substance of the complaint.
- Document the affected element(s) of ISO/TS 16949.
- Request a copy of the organization site's last audit report.

NOTE: As FCA US is an IATF member; a request for client audit reports is permitted under Section 3.1.e of the *Rules*.

A copy of the notification letter will be sent to the organization, as well as the Certification Body's Oversight Office.

Upon receipt of the OEM performance complaint notification letter, the CB shall investigate the complaint in accordance with Section 8.0 of the *Rules*. At the conclusion of their investigation, the CB shall advise FCA US of their findings and any actions taken.

An OEM performance complaint may be filed in conjunction with, or independently of, a TPSL action. The CB findings from an OEM complaint investigation may be used by FCA US to establish the need to place an organization site in TPSL or New Business Hold.

Top Problem Supplier Location Reporting

Upon periodic review of EBSC quality measures and other key performance indicators, FCA US may notify specific organization sites that they have been identified as a Top Problem Supplier Location (TPSL). The TPSL designation signals FCA US dissatisfaction with the organization site's quality performance, and begins a process to develop and implement a performance improvement plan.

FCA US shall notify the Certification Body of the organization site's involvement in the TPSL process by sending the CB a copy of the notification letter and follow-up communications (as required) that will:

- Identify the organization site.
- Summarize the process.
- Document specific areas of concern, with supporting data.
- Request a copy of the organization site's last audit.

NOTE: As FCA US is an IATF member; a request for client audit reports is permitted under Section 3.1.e of the *Rules*.

Certification Body notification of TPSL activity is for information only and does not constitute an OEM performance complaint as described in Section 8.1 of the *Rules*. However, FCA US reserves the right to file a performance complaint at any point within the TPSL process.

FCA US shall notify the Certification Body when the organization site has achieved the agreed-upon exit criteria and is removed from the TSPL process.

Quality New Business Hold

Upon periodic review of EBSC quality measures and other key performance indicators, FCA US may notify an organization that they have been placed in Quality New Business Hold (QNBH) status. This indicates that the organization site's quality performance is persistently below expectations and corrective action is required. The organization will be ineligible to bid on new FCA US business supplied from the affected organization site(s) without senior Purchasing management intervention.

A notification letter is sent to the organization, outlining the substance of the complaint and identifying the exit criteria the organization must achieve to be removed from QNBH status. A separate notification letter is sent to the organization's Certification Body (CB) and the Oversight Office via electronic mail. This letter will:

- Identify the organization.
- Describe the substance of the complaint.
- Provide evidence supporting the complaint (the organization notification letter and additional data as required).
- Identify the FCA US Supplier Quality representative for the complaint.

The CB shall:

- Issue a Major nonconformance against the organization and suspend the organization's ISO/TS 16949 certification in accordance with Section 8.0 of the *Rules*.
- Provide FCA US with copies of the organization's last recertification audit and all subsequent surveillance audits.

  NOTE: As FCA US is an IATF member; a request for client audit reports is permitted under Section 3.1.e of the *Rules*.
- Follow the process outlined in Section 8.0 of the *Rules* to manage the nonconformance and determine whether the organization's certificate will be restored or withdrawn.

If the CB reinstates the organization's certificate, the organization will remain in QNBH status beyond the reinstatement date while FCA US monitors EBSC quality measures and other key performance indicators.

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

When the exit criteria established for the organization have been met, FCA US shall:

- Remove the Quality New Business Hold status, lifting the associated commercial and quality sanctions. (Sanctions imposed by other FCA US processes may remain in place.)
- Notify the affected organization site(s), the CB and the Oversight Office.

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

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

If an organization site is placed on QNBH status after a stage 2, transfer 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 *Rules*.
- The CB shall then immediately place the new certificate in suspension in accordance with the *Rule*s. If applicable, the suspension of the previous certificate shall be removed.

Automotive Warranty Management (AWM)

Organizations providing production and non-exempt service parts and components to FCA US shall support improvement in customer satisfaction through pursuit and achievement of warranty reduction

targets established by FCA US, where applicable. This shall be accomplished active participation in the Supplier Associated Warranty Reduction Program (SAWRP).

Organizations shall use CQI-14: Automotive Warranty Management, 3rd 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).
- Organization-controlled record keeping (4.2.4).
- Progress monitoring (including monthly evaluation of organization's performance to warranty reduction targets established by FCA US).
- A supplier development process (7.4.1.2) identified for applicable suppliers to the organization.

  NOTES: 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.

Evaluation shall be by self-assessment. 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 Automotive 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.

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

Implementation timing for organizations (either new suppliers or current suppliers to FCA US) is summarized in the following table:

TABLE 6: Implementation timing for Automotive Warranty Management (AWM) requirements

Organization's relationship to FCA US	Existing Vehicle Program	New Vehicle Program
New Supplier	Complete implementation through Stage 2 within six months of award of business. Implementation through Stage 3 to follow within six months of start of production.	Complete implementation through Stage 2 before Commercial Launch. Implementation through Stage 3 to follow within six months of Commercial Launch.
Current Supplier	Full implementation through Stage 3 required.	Follow timing for "New Supplier/New Vehicle Program" (above) for new parts or components.

AWM Exceptions

The following temporary exceptions apply to organizations that would otherwise be required to implement AWM:

1. Emergency Assumption of Business - Organizations who assume production of parts or components at FCA US's request under emergency conditions are exempt from AWM requirements for six months for these parts or components. The "New Supplier/Existing Program" requirements (above) shall apply thereafter.

2. Financially Distressed Suppliers - Organizations that have been identified by FCA US Supplier Relations as being financially distressed may, with FCA US Supplier Quality senior management approval, suspend AWM actions. Such action is considered temporary and will be subject to periodic review by FCA US Supplier Quality and FCA US Supplier Relations.

AWM Exemptions

Organizations that have been identified by FCA US Purchasing and Supplier Quality management as exempt from ISO/TS 16949 registration are also exempt from FCA US AWM requirements. However, Mopar parts or components installed on production vehicles at an assembly plant, a conversion center or a dealership at time of sale are considered "production" parts and subject to AWM requirements regardless of the organization's certification status.

Implementation is not required of organizations producing modular assemblies or other products that cannot have warrantable repair assigned to their activity.

Implementation is not required of organizations producing parts or components in commodity groups with historically-low warranty levels. A list of these low warranty commodity groups is available from the

FCA US web page "Supplier Warranty Management – WIS, EWT, GCS, QNA", available in eSupplierConnect.

Organizations whose volume of parts or components supplied in a specific commodity is of low significance may be exempted from FCA US AWM requirements for that commodity. The determination of exemption eligibility for a specific organization-commodity combination is the responsibility of the FCA US Supplier Quality Warranty group.

NOTE: Questions concerning the program eligibility of individual organizations or commodity groups should be directed to the FCA US Supplier Quality Warranty group at sqwarr@fcagroup.com.

Material Management Operations Guideline /Logistics Evaluation (MMOG/LE)

Organizations shall use Global MMOG/LE – Version 4 to integrate evaluation of delivery performance 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).
- Timely submission of the completed self-assessment to FCA US.
- 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).
- Progress monitoring.

Evaluation shall be by self-assessment. The self-assessment shall be conducted annually, but may be repeated as needed.

NOTE: FCA US may choose to conduct a MMOG/LE audit at any time.

The self-assessment shall be conducted using the "Full" self-assessment spreadsheet tool from Global MMOG/LE – Version 4. The results of the annual self-assessment shall be submitted to FCA US through the DRIVe system (accessible through eSupplierConnect) between May 1 and July 31 of the current calendar year. The completed spreadsheet shall be retained as an organization-controlled record.

Questions concerning MMOG/LE should be directed to FCA US Supplier Delivery Development at scmsdd@fcagroup.com**.**

8.2.2 Internal audit

No FCA US Customer-Specific Requirement for this section.

8.2.2.1 Quality management system audit

The organization shall conduct an internal quality audit at least once per year. The scope of the audit shall include a review of a minimum of two Product Control Plans for FCA US parts, where applicable`.

8.2.2.2 Manufacturing process audit

Layered Process Audits

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

Organizations shall provide evidence of compliance to the following requirements:

- Audit process shall involve multiple levels of site management, from line supervisor up to the highest level of senior management normally present at the organization site.
- A member of site senior management shall conduct process control audits at least once per week. All members of site senior management shall conduct process control audits on a regular basis.
- 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 shall 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.

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

Layered process audits are not required for specific materials, parts or assemblies produced on such an infrequent or irregular basis that it would prohibit establishing a regular, weekly audit schedule.

- Such infrequently or irregularly produced materials, parts or assemblies shall be subject, at a minimum, to a process audit at start-up and shutdown of each production run.
- Organizations shall evaluate and document the applicability of this exception for each material, part or assembly under consideration based upon the production schedule for all customers.
- The evaluation document shall be maintained as an organization-controlled record (4.2.4); reviewed annually and updated as required.

Organizations shall use *CQI-8: Layered Process Audits Guideline, 2nd Edition* to establish a Layered Process Audit program.

Special Process Assessments

Organizations shall evaluate the effectiveness of each of the applicable special processes listed below with the associated AIAG manual:

- Heat Treating – *CQI-9 Special Process: Heat Treat System Assessment, 3rd Edition*
- Plating – *CQI-11 Special Process: Plating System Assessment*
- Coating – *CQI-12 Special Process: Coating System Assessment*
- Welding – *CQI-15 Special Process: Welding System Assessment*
- Soldering – *CQI-17 Special Process: Soldering System Assessment*
- Molding – *CQI-23: Special Process: Molding System Assessment*

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

- Auditors identified.
- Schedule for self-assessment in place (including evidence of schedule adherence).
- Monitoring of progress.
- Defined corrective action process.
- Organization-controlled record keeping (4.2.4.1).
- Supplier development process identified for applicable suppliers to the organization.

Organizations shall evaluate their manufacturing processes, and the manufacturing processes of their suppliers, to establish and document the scope of applicability of this requirement. This document is an organization-controlled record. Evaluation shall be by self-assessment. 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.

Assessment by a competent second party auditor (7.4.1.2) will satisfy the self-assessment requirement for suppliers to the organization.

This requirement shall also apply to suppliers to the organization who employ the above-listed special processes.

8.2.2.3 Product audit

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 FCA US Release Engineer. Any such waiver shall be subject to annual review and renewal. (Refer to PF-8500 and the Product Assurance Testing manual).

8.2.2.4 Internal audit plans

No FCA US Customer-Specific Requirement for this section.

8.2.2.5 Internal auditor qualification

No FCA US Customer-Specific Requirement for this section.

8.2.3 Monitoring and measurement of processes

No FCA US Customer-Specific Requirement for this section.

8.2.3.1 Monitoring and measurement of manufacturing processes

No FCA US Customer-Specific Requirement for this section.

8.2.4 Monitoring and measurement of product

No FCA US Customer-Specific Requirement for this section.

8.2.4.1 Layout inspection and functional testing

Annual Layout

To ensure continuing conformance to all FCA US requirements, a complete annual layout inspection, including all sub-components, shall be required for all production parts and components unless waived in writing by the FCA US Supplier Quality Engineer. Any such waiver shall be subject to annual review and renewal.

The frequency and extent of layout inspections for service parts and components shall be established by the organization with the written concurrence of Mopar Supplier Quality. In the absence of a written agreement, an annual, full layout inspection is required.

8.2.4.2 Appearance items

Appearance Master Samples

All appearance masters are specified and controlled by the FCA US 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].

8.3 Control of nonconforming product

No FCA US Customer-Specific Requirement for this section.

8.3.1 Control of nonconforming product — Supplemental

No FCA US Customer-Specific Requirement for this section.

8.3.2 Control of reworked product

No FCA US Customer-Specific Requirement for this section.

8.3.3 Customer information

No FCA US Customer-Specific Requirement for this section.

8.3.4 Customer waiver

No FCA US Customer-Specific Requirement for this section.

8.4 Analysis of data

No FCA US Customer-Specific Requirement for this section.

8.4.1 Analysis and use of data

No FCA US Customer-Specific Requirement for this section.

8.5 Improvement

No FCA US Customer-Specific Requirement for this section.

8.5.1 Continual improvement

No FCA US Customer-Specific Requirement for this section.

8.5.1.1 Continual improvement of the organization

No FCA US Customer-Specific Requirement for this section.

8.5.1.2 Manufacturing process improvement

No FCA US Customer-Specific Requirement for this section.

8.5.2 Corrective action

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

8.5.2.1 Problem solving

No FCA US Customer-Specific Requirement for this section.

8.5.2.2 Error-proofing

No FCA US Customer-Specific Requirement for this section.

8.5.2.3 Corrective action impact

No FCA US Customer-Specific Requirement for this section.

8.5.2.4 Rejected product test/analysis

It is FCA US's expectation of organizations providing production and non-exempt service parts and components to FCA US, that they support improvement in customer satisfaction through active participation in the Supplier Associated Warranty Reduction Program.

Returned Parts Analysis

Organizations that provide production or non-exempt service parts or components shall participate in the review, testing and analysis of returned components in accordance with PS-11346. Returned part analyses and test results shall be retained as organization-controlled records.

Technical Support

Organizations that provide production and non-exempt service parts and components shall, upon request, provide all necessary support to FCA US in the investigation and resolution of supplier-associated warranty issues.

8.5.3 Preventive action

No FCA US Customer-Specific Requirement for this section.

APPENDIX: CHANGE HISTORY

Changes without a specified Effective Date are effective upon Publication Date

Publication Date	Effective Date	Section	Change
08/2014	ALL		• Document reformatted to strictly follow ISO/TS 16949 subject outline. • ISO 14001 requirements and references moved to separate document. • Document change history prior to this release archived
	1.1		• Revised Note 2 (added comment) • Added Note 3 (CQI-16 reference)
	1.2		• • Added text discussing structural changes and associated Note. • Added link to official list of IATF-recognized Certification Bodies • Updated portal reference • Revised exemption text and added metallic commodity-specific partial exemptions
	2		• Added sub headers • Added reference to Service PPAP manual • Updated reference to CQI-8 • CQI-16, CQI-19 and CQI-23 added to AIAG list of quality manuals • Added references to SI 1 09 October 2009 and MAQMSR • Updated reference to 4th edition; added notes for *Rules* and 4th edition effective date note • Updated references to the *Rules* • Added link to list of providers of ISO/TS 16949 and the *Rules* • Updated contact information for Ricoh. • Updated portal reference

	3.1		• Added references to first use
			• Deleted definitions for terms that no longer appear in this document:
			  • Accredited Laboratory
			  • Active Part
			  • Consulting
			  • Initial Process Study
			  • PPM

	4.2.4		Specified requirement for “organization-controlled record”
	4.2.4.1		• New subheadings added • Requirement for FCA US-requested extended retention added.
	5.6.2.1		Specified outputs of CSR activities as inputs to Management Review
	7.2.3		Expanded requirement to include existing supply or capacity issues
	7.2.3.1		Updated references to supplier portal
	7.3.1		• Revised description of FCA US/FIAT AQP commonality; added note • Clarified implementation timing

APPENDIX: CHANGE HISTORY (continued)

Changes without a specified Effective Date are effective upon Publication Date

Publication Date	Effective Date	Section	Change
08/2014 continued		7.4.1.2	Completely revised: • Added criteria for program management; *SI 1 09 October 2009* requirement; reference CQI-19 • Added criteria for program strategy; allowance for waivers; MAQMSR requirement guidance note for sub-tier suppliers and implementation timing. • Added criteria for audit administration, including option for self-certification • Clarified status of ISO/TS 16949 certified suppliers
		7.3.6.3	Added requirement for Service PPAP manual
		8.2.1	Clarified position on use of Cost and Partnership metrics

		8.2.1.1	• Supplier Quality Reporting: revised and added Supplier Quality process audit reports
			• OEM Performance Complaint: Added Note and updated Rules reference
			• TPSL: added option to file performance complaints
			• NBH: Added references to *Rules*; removed reference to PPAP self-certification (process withdrawn) and clarified process for NBH placement during recertification process
			• CCWM
			  • Clarified record keeping and supplier development requirements
			  • Added exemption for modular suppliers
			  • Added Note with contact information

		8.2.2.2	• LPA: Requires use of CQI-8 to establish a Layered Process Audit program. • Special Process assessments: Added molding (CQI-23) and implementation timing
		8.2.4.1	Added requirement for annual review/renewal of waiver.
		8.5.2.4	Added record keeping requirement.
		Appendix A	Deleted “ISO/TS 16949 Citations”; replaced with “CHANGE HISTORY”
		Appendix B	Deleted “ISO 14001 Citations”; replaced with “CSR CROSS-REFERENCE”
12/2014		All	• Replaced “Chrysler” and “Chrysler Group” with “FCA US” *(These changes do not appear in blue)* • Changed company name in email domains from “chrysler” to “fcagroup”
		1.1	Documented legal name change and clarified relationship with previously published documents
		1.2	• Corrected name of eSupplierConnect web site • Sub-heading added (Bulk Metallic Commodity Exemptions) and Table 2 edited to add exemption to CSR requirement (Layered Process Audits) of 8.2.2 Manufacturing process audit
		7.3.1	• Editorial changes • Updated legal name
		7.4.1.2	Editorial change – changed “technical compliance” to “compliance” (4 places)

APPENDIX: CHANGE HISTORY (continued)

Changes without a specified Effective Date are effective upon Publication Date

Publication Date	Effective Date	Section	Change
12/2014 continued		7.4.3	Corrected name of review process
		8.2.1	Added description of Prototype scorecard
		8.2.1.1	In New Business Hold, deleted reference to FCA US setting supplier Quality score to zero in conformance with planned 2015 change to EBSC
06/03/15		1.2	• Explanatory note on relationship between current customer-specific requirements for ISO/TS 16949 and ISO 14001 added • Explanation of effective dates for customer-specific requirement changes added • Certification requirements for Mopar suppliers clarified • Note reviewing supplier responsibilities under Clause 6 of General Terms and Conditions added
	September 2018	1.2	Qualification of ISO 9001 registrars of non-TS certified Mopar suppliers added *NOTE: The ISO has established a three year implementation period for the transition to ISO 2001:2015. At the time of publication, release of ISO 9001:2015 is scheduled for September, 2015.*
		2 A	• CQI-14 reference updated • *M7-4: Global MMOG/LE – Version 4* added • *Production and Mopar General Terms and Conditions* added
		3.1	Definitions added for : • Accessory Parts • Design Verification (DV) (text moved from 7.3.5) • Essential Chemicals • Marketing Chemicals • Material Management Operations Guideline/Logistics Evaluation (MMOG/LE) • Performance Parts • Production Validation (PV) (text moved from 7.3.6) • Remanufactured (“reman”) Parts • Valueline Parts
		5.6.2	Customer-specific requirements erroneously assigned to Section 5.6.2.1 relocated here
		5.6.2.1	Reference to AWM (8.2.1.1) as input to Management Review clarified
	07/31/15	7.2.3.1	DRIVe added to list of required FCA US computer systems *NOTE: DRIVe access required for input of MMOG/LE self-assessment data. (8.2.1.1). MMOG/LE data submissions are due annually by 07/31.*
		7.3.5 7.3.6	Definitions for Design Verification (DV) and Production Verification (PV) moved to Section 3.1
		7.3.6.1	Editorial correction

APPENDIX: CHANGE HISTORY (continued)

Changes without a specified Effective Date are effective upon Publication Date

Publication Date	Effective Date	Section	Change
06/03/15 continued		7.4.1.2	• Added note recommending certification through IATF-recognized Certification Body • Clarified prioritization criteria for Supplier Development Strategy • Clarified second party audit length requirements • Added MAQMSR header
	06/30/16	7.4.1.2	Added requirement for Ship-Direct Suppliers
	12/31/15	8.2.1.1	Automotive Warranty Management CQI-14 references changed to 3rd edition – section heading and acronyms changed to suit *NOTE: Effective date grants site personnel time to acquire and review the 3rd edition. Program activity – including self-assessments – conducted within transition period may follow the 2nd edition.*
		8.2.1.1	Automotive Warranty Management • Editorial changes • Status of Mopar parts clarified • Exemption criteria clarified • Exemption clause for low volume commodities added
	06/30/16	8.2.1.1	Material Management Operations Guideline/Logistics Evaluation (MMOG/LE) MMOG/LE requirements added *NOTE: Effective date at left only refers to process changes to support implementation of MMOG/LE. Preparation of the self-assessment and submission of the results to FCA US was an existing requirement at time of publication.*
		8.2.4.1	Clarified extent of layout inspection required for Mopar parts.
		8.5.2.4	Revised to conform to FCA organizational changes
06/05/15		See note	Corrections to Sections 5.6.2, 5.6.2.1 and Appendix A, 6/3/15 entry for Section 3.1.
06/11/15		TABLES	Reference to new Table 1 added – other tables renumbered to suit
		1.2	Editorial clarification of certification requirements for Mopar suppliers; Table 1 added
		3.1	Definition of “Service Parts” added
12/04/15		1.2	Clarified submission requirements for verification of ISO/TS 16949 certification
		2.0 A	• Updated versions of AIAG Quality Manuals • Updated and corrected locations of *Product Assurance Testing, Process Planning and Audit* and *Packaging and Shipping Instructions*
		2.0 B	• Updated availability of FCA US documents • Added Table 4 (subsequent tables renumbered)
		7.2.3.1	Replaced “eCIMS” with “GIM”

APPENDIX: CHANGE HISTORY (continued)

Changes without a specified Effective Date are effective upon Publication Date

Publication Date	Effective Date	Section	Change
10/14/16		1.1	• Removed references to eligibility in Note 1 (covered in Rules); added clarification of references to "Chrysler" in supporting documents • Relocated note identifying source of list of IATF-recognized CBs from 1.2
	03/31/17	1.2	Revised certification requirements for accessory parts in Table 1
		1.2	• Clarified scope of application. • Relocated note for list of IATF-recognized Certification Bodies • Deleted note referencing Appendix B • Deleted notification requirements for certificate suspension and reinstatement

		2.A	• Deleted references to documents not explicitly cited:
			  • MSA, 4th edition
			  • SPC, 2nd edition
			  • ISO/IEC 17011:2004
			  • ISO/IEC 17021:2006
			  • ISO/IEC 17025:2005
			  • IAF GD 8:2007
			  • CS-9003
			  • CS-11405
			  • CS-11991
			• Deleted note for Rules 4th effectivity
			• Deleted reference to IAF web site
			• Updated reference to MAQMSR and PPAP CSR
			• Added note to *Packing & Shipping Instructions* reference

		2.B	• Note added to clarify location of eSupplierConnect applications. • Updated Table 4; Engineering reference changed from" ESSD" to" beStandand" and clarified location of Process Planning and Audit tools
		3.1	• Added definition for "GIM" and "Mopar Custom Shop" • Adopted IATF 16949 definition of "Accessory Parts" to support revised certification requirements in Table 1 • Revised definition of "Forever Requirements" • Deleted timed production run limits ("300 pieces or 2 hours") from definition of Production Demonstration Run".
		6.2.2.3	Updated reference to location of Supplier Training Week information.
		7.2.1.1	Added requirements for use of organization- developed special characteristics symbols.
		7.3.6.3	Clarified timing for Process Audit completion
		7.4.1.2	• Updated reference to MAQMSR • Deleted implementation timing requirement (now past) for minimum supplier QMS compliance • Clarified requirement for interim management of suppliers who have lost ISO/TS 16949 certification.
		8.2.1	Changed references to the EBSC metric "Quality" to Incoming Material Quality (IMQ)

APPENDIX: CHANGE HISTORY (continued)

Changes without a specified Effective Date are effective upon Publication Date

Publication Date	Effective Date	Section	Publication Date
10/14/16 continued		8.2.1.1	• Changed name of NBH process to Quality Business Hold (QNBH) and revised process requirements • Clarified expectations for AWM • Deleted implementation timing requirement (now past) for implementation of AWM • Clarified MMOG/LE submission timing and location of Supplier Warranty Management web page.
		8.2.2.2	Deleted implementation timing requirement (now past) for implementation of CQI-23 (molding) requirement Removed ISO/TS from statement applying these requirements to applicable suppliers to the organization.
		Appendix B	Deleted
01/06/17	NOTE: As this release makes one editorial correction, the 10/14/16 changes have been left in **BLUE**		
	03/31/17	1.2	New certification requirement for Mopar accessory parts corrected.