

# **IATF 16949: Customer-Specific-Requirements (CSR's) of Volkswagen Group**

## **Customer specific requirements of the Volkswagen Group in addition to the requirements of IATF 16949:2016**

Note: These items identify important, QM-relevant requirements to be considered during certification audits (see IATF 16949, clause 4.3.2)

### **4.4.1.2 Product safety**

VWAG requires a management role defined as “Product Safety Representative”.  
See Formel-Q-konkret, Chapter 4.2 – Product Safety Representative (PSB) and “Produktsicherheitsbeauftragte bei Lieferanten (PSB)” / “Product Safety Representative (PSB)” in [www.vwgroupsupply.com](http://www.vwgroupsupply.com)

VW-specific Remark to “Note”: VWAG considers the “special approval” a responsibility of the supplier. No additional approval by VWAG is required.

### **7.2.4 / 8.4.2.4.1 Second party auditor competency / Second party audits**

Formel-Q-Capability Appendix (Chapter 2; 5.7)

The process-audits in the supply chain must be conducted in accordance to Formel-Q-Capability by certified VDA 6.3 auditors (see auditor qualification in Section 3.2 of FQF 8.0).

### **8.2.1.1 Customer Communication - supplemental**

Formel-Q-Capability Appendix (Chapter 2; 7.2)

Access approval for the VOLKSWAGEN Group Communication Platform ([www.vwgroupsupply.com](http://www.vwgroupsupply.com) )

### **8.2.3.1.2/ 8.3.3.3 Customer-designated special characteristics**

VWAG requires suppliers that supply parts with D/TLD-marking, to perform an annual self-audit according to the VW-defined D/TLD-Audit. (See: Formel-Q-Capability (Chapter 7) – Quality Verification for D/TLD-Parts; Formel-Q-Capability Appendix (Chapter 2; 6.2.3; D/TLD-requirements)

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## **8.3.2.1 Design and development planning – supplemental**

VWAG requires all Suppliers to implement the Maturity Level Assurance process (QPN-I)  
See: Formel-Q-konkret (Chapter 3.1)

## **8.3.2.3 Development of products with embedded software**

VWAG requirements regarding sub-supplier management are described in Formel Q-Capability Software (Chapter 8) as well as in other applicable documents indicated in Formel Q-Capability Software (Chapter 2)

## **8.3.6.1/8.5.6 Design and development changes – supplemental / Control of changes**

VWAG requires its suppliers to obtain documented approval, or a documented waiver, prior to production, See Formel-Q-konkret, (Chapter 4.5) - Change management and Volkswagen Standard VW 01155

## **8.4.1.2 e) Supplier selection process**

VWAG requires in the Formel Q-Capability Software (Chapters 4-8) the employed quality assurance tools for evaluation suppliers' quality capability to develop software products. Depending on the product additional requirements may apply, which are described in other applicable documents indicated in Formel Q-Capability Software (Chapter 2)

## **8.5.1.1 Control plan**

(see: Formel-Q-capability, (Chapter 4.2) Product Audit)

The Product Audit must be defined on the Product Control plan. Product Audit shall take place at least every 12 months for each product manufactured as a Series Production part.

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## **8.5.6 / 8.3.6.1 Control of Changes / 8.3.6.1/8.5.6 Design and development changes – supplemental**

VWAG requires its suppliers to obtain documented approval, or a documented waiver, prior to production, See Formel-Q-konkret, (Chapter 4.5) - Change management and Volkswagen Standard VW 01155

## **8.5.1.6 g) Management of production tooling and manufacturing, test, inspection tooling and equipment**

Volkswagen Group Standard VW 34022 for Marking of Tools, Auxiliary Tools, Test Equipment, and Gages (Identification Plate) must be ensured.

## **8.6.1 Release of products and services**

Formel-Q-konkret (Chapter 3.2) - Initial Sample testing and approval:

The sample testing is to be based on VDA vol.2. The latest version of Formel Q-Neuteile Integral contains additional, more detailed Customer requirements regarding the sample testing process. This section 3.2 defines rules for designated parts in assemblies and for assuring consistent component quality.

Responsibility for the initial sample testing and approval of designated parts in higher-level assemblies resides with the first-tier Supplier in coordination with the receiving plant (if there is more than one, with the receiving plant of first use, which is generally also the type leader plant).

(refer for complete requirements to Formel-Q-konkret, Chapter 3.2)

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## 8.6.2 Layout inspection and functional testing (deutsch: Requalifikationsprüfung)

Formel-Q-konkret (Chapter 4.6) – Requalification

In the context of Volkswagen Group the term “*Requalification*” is equivalent to the IATF-term “*layout inspection and functional testing*”:

To ensure quality, the Supplier must carry out a regular requalification of its scope of supply in accordance VDA publication "Robust Production Processes" (section 5.3.4). Volkswagen Group requires a complete requalification (equivalent to Production-and-Process-approval/initial sample release) at least every three years. Requalification cycles can be defined by legislation, government agencies, and by component-specific requirements (e.g. in the performance specifications/Lastenheft) and must be implemented in the related product control plan.

Any deviation from the requalification content must be agreed between the supplier and the customer.

## 8.6.5 Statutory and regulatory conformity

It is to expect a worldwide use if certain destinations were not specifically restricted by Volkswagen Group

## 8.7.1.7 Nonconforming product disposition

Must include suitable inspection and evidences of sub-supplier parts

## 9.1.2.1 Customer satisfaction — supplemental

Customer Score Card (Volkswagen Group B2B - “SCQ”)

See also: ADP Score-Card-Training-Module (IATF)

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## 9.2 Internal Audit

VWAG requires a yearly Supplier Self Audit (VA/SL) acc. Formel-Q-capability (Chapter 3)), a Self Audit has valid time period of max. 12 months.

A specific Self-Audit-Format is supplied on Volkswagen Group B2B [www.vwgroupsupply.com](http://www.vwgroupsupply.com) "Format for Supplier Self Audit"

Supplier Self Audit (VA/SL) must be conducted by certified VDA 6.3 auditors (see auditor qualification in Section 3.2 of FQF 8.0).

Formel-Q- Capability-Appendix must be considered.

In case of D/TLD-marked parts supplied to VWAG, a D/TLD-Supplier-Self-Audit according to Formel-Q-capability is required within every 12 month. (Formel-Q-Capability, Chapter 7: "Quality Verification Audit for D/TLD Parts")

### 9.2.2.4 Product audit

Product Audit acc. Formel-Q-capability (Chapter 4) – Product Audit

The Supplier is obliged to conduct Product Audits according to VDA 6.5

Product Audit shall take place at least every 12 months for each product manufactured as a Series Production part. For any A and B-faults as well as systematic C-faults caused by the supplier, the supplier shall immediately inform the Supplier Quality department of the Customer by reporting the issue. The implementation of further necessary actions is to be coordinated.

## 10.2.5 Warranty management systems

The process of Failure Analysis including NTF shall be implemented. Procedure shall comply with VDA Volume "Field Failure Analysis"