 FCA GROUP PURCHASING	<b>CUSTOMER-SPECIFIC REQUIREMENTS FOR IATF 16949</b>	
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FCA (EMEA/LATAM Regions)

**CUSTOMER-SPECIFIC REQUIREMENTS**

for IATF 16949:2016


Revision 01 - April 13<sup>th</sup>, 2017

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## **1. Scope of the Document**

This document defines Customer Specifics of FCA for EMEA and LATAM Regions in order to complete the IATF 16949:2016 Quality Management System Requirements, with the technical documentation used in the relation between FCA and the Organizations (Drawings, Norms, Procurement Specification, Request For Quotation and other documentation).

The present Customer Specifics can be applied to the following FCA Companies:

EMEA Region:      FCA Italy S.p.A  
                          FCA Melfi S.p.A.  
                          SEVEL S.p.A.  
                          Maserati S.p.A.  
                          FCA Poland S.A.  
                          FCA Serbja D.o.o.  
                          FCA Powertrain Poland Sp Z o.o.

LATAM Region:    FCA Automobiles Argentina S.A.  
                          FCA Chrysler Automobiles Brasil LTDA

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.

NOTE:


1. All published references to "Fiat" or "Fiat Auto S.p.A." applicable to these customer specific requirements shall be interpreted as applying to all of FCA in EMEA and LATAM Regions unless otherwise specified;
2. Comments or questions concerning this document may be sent to FCA in EMEA/LATAM at [iatf16949@fcagroup.com](mailto:iatf16949@fcagroup.com). (Please include the phrase “CSR ISSUE IN EMEA/LATAM” in the subject line of the email). Comments or questions on documents or standards cited within this document should be addressed to their respective authors.

## **2. Application**

ISO 9001:2015, IATF 16949:2016 and this document define fundamental quality system requirements for organizations contracted by FCA to provide Production and/or Mopar parts and components.

These requirements shall be included in any scope of registration/certification to IATF 16949 issued by an IATF-recognized and IATF-contracted certification body in order for the IATF 16949 certificate to be recognized as satisfying FCA organization criteria for third party registration/certification. (See IATF 16949, Remarks for certification).

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NOTE:

The official list of IATF recognized Certification Bodies can be found at <http://www.iatfglobaloversight.org/certification-bodies/under-contract/> and on FCA official standard repository beSTandard (<https://bestandard.fcagroup.com>).

All IATF 16949 requirements and the requirements of this document shall be addressed in the organization's Quality System.

Several section headers within this document are followed by the statement "*No FCA Customer-Specific Requirement for this section*" to verify that there is no auditable FCA 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.**

IATF 16949 Registration Verification

Organizations shall submit proof of registration by uploading a digital copy (PDF) of their current registration certificate to FCA to SQP Systems (<https://sqp.fiat.com>).

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 IATF 16949 Registration Status Change

Organizations shall notify FCA of any change in their IATF 16949 registration status via SQP System.

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.

IATF 16949 Registration Exemption

FCA may, at its option, fully exempt certain organizations from IATF 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.

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

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### 3. 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.

#### 3.1. Section A – General Procedures


The Customer-Specifics complement the already used general procedures that rule the supply relation between FCA and the Organizations.

The fundamental procedures are the following:

#	PROCEDURE DESCRIPTION	SPECIFICATION Nr.
1	Purchasing general terms and conditions FCA EMEA Region	9.01100
2	Quality of Supplies FCA EMEA Region	9.01102
3	Product Quality and Conformity Certificate (C.Q.C.)	9.01103
4	Restricted and Prohibited Vehicle and Service Parts: supplier requirements for substances (I.M.D.S.)	CS.9003
5	Qualification of Production Parts New Components (Buy)	07740 FPW.IFP059 (CSR Powertrain)
6	PPA – Process Planning and Audit	FGP 13
7	PA (Process Audit) and SEA (Supplier Eligibility Assessment)	FGP 14
8	PDR – Production Demonstration Run	FGP 15
9	IRW (Interim Approval Authorization) Management for Buy Components	08090 FPW.IFP059 (CSR Powertrain)
10	Reinforced Control Plan	07171
11	Quality Monitoring of Direct Materials Supplies At Manufacturing Plants and Mopar (Spare Parts) warehouses	08018
12	CSL – TPSL – NBH	FGP 16
13	8 Stages of Incoming Materials	FGP 32

**Remarks:**

FGP: FCA Group Purchasing.  
These documents can be reviewed, after Customer authorization, in the website  
<https://bestandard.fcagroup.com/>

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**3.2. Section B – Connection between FCA Italy S.p.A. Customer-Specifics and IATF 16949**

IATF 16949:2016	DESCRIPTION	CUSTOMER-SPECIFICS
4.4.1.1 7.1.3.1	Basic Requirements Check-List	FGP01, Annex 6, SQ Sourcing Package
7.5.3.2.1	Records Retention	9.01102
8.1	Planning of Product Realization	FGP 13
8.1	Change Control	08090 07740 FPW.IFP059 (CSR Powertrain)
8.1.1 8.3.2	Planning of Product Realization – Supplemental	FGP 13
8.1.2	Confidentiality	9.01100 9.01102 FGP 23, Attachment 03 (Confidentiality Agreement)
8.2.2	Determination of Requirements related to the Product	9.01102 FGP 01, Attachment 06 Request For Quotation (RFQ) and SQ Sourcing Package
8.2.3.1.1	Review of the requirements for products and services – supplemental (Customer Waiver)	08090 FPW.IFP059 (CSR Powertrain)
8.2.3.1.2 8.3.3.3	Special Characteristics	9.01102 9.01102/10 9.01120 FGP 13 FPW.IFP053 (CSR Powertrain)
8.3.4.3	Prototype Programme	9.01103 FGP 13
8.3.4.4	Product Approval Process	07740 FPW.IFP059 (CSR Powertrain) FGP 13
8.4.1.3	Customer-directed sources (also known as “Directed-Buy”)	9.01100 FGP 01, Attachment 06 Request For Quotation (RFQ) and SQ Sourcing Package
8.5.1.1	Control Plan	9.01102 07171 FGP 13
8.5.5.1	Feedback of Information from Service	08018 71086 FPW.IFP012 (CSR Powertrain) Supply Quality Performance (SQP)

IATF 16949:2016	DESCRIPTION	CUSTOMER-SPECIFICS
8.5.2 8.5.2.1	Identification and Traceability	07170 9.01105 9.01106 9.01106/01 9.01106/02 9.01106/03
8.6.2	Layout Inspection and Functional Testing	07740 (ref. Standard Class LP.7XXX; for further specific detail, contact the PD reference)
8.6.6	Acceptance Criteria	9.01102 9.01102/08 9.01102/10
9.1.2.1	Customer Satisfaction – Supplemental	08018 Supply Quality Performance (SQP)
9.2.2.3	Manufacturing Process Audit	FGP–Procedure 14 FGP–Procedure 15
10.2.3	Problem Solving	08018
10.2.6	Customer complaints and field failure test analysis (Rejected Product Test/Analyses)	FGP–Procedure 14 08018 Supply Quality Performance (SQP) 9.01100

### **3.3. References cited in these Customer-Specific Requirements**

The principal manuals/documents involved are the following:

- *ISO 9001:2015 “Quality management systems – Requirements”*
- *IATF 16949:2016 “Fundamental quality management system requirements for automotive production and relevant service parts organizations”*
- *Automotive Certification Scheme for ISO/TS 16949; Rules for achieving and maintaining IATF recognition; 5th Edition for IATF 16949, 1 November 2016*


**NOTE:**

All references to the “Rules” in these Customer-Specific Requirements refer to this fifth edition of *Automotive Certification Scheme for IATF 16949*

- *IATF Manual – Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers (MAQMSR).*
- *AIAG Manual – Potential Failure Mode and Effects Analysis (FMEA)*
- *ANFIA Manual – AQ-009 FMEA*
- *AIAG Manual – Measurement Systems Analysis (MSA)*
- *ANFIA Manual – AQ-024 “Analisi dei Sistemi di Misurazione”*

- *AIAG Manual – Statistical Process Control (SPC)*
  - *ANFIA Manual – AQ-011 SPC “Controllo Statistico di Processo”*
  - *AIAG Quality Manuals*
    - *CQI-8: Layered Process Audit Guideline*
    - *CQI-9 Special Process: Heat Treat System Assessment*
    - *CQI-11 Special Process: Plating System Assessment*
    - *CQI-12 Special Process: Coating System Assessment*
    - *CQI-14 Automotive Warranty Management: A Guideline for Industry Best Practices*
    - *CQI-15 Special Process: Welding System Assessment*
    - *CQI-17 Special Process: Soldering System Assessment*
    - *CQI-19 Sub-tier Supplier Management Process Guideline*
    - *CQI-23 Special Process: Molding System Assessment*
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**4. FCA Italy S.p.A. Customer-Specific Requirements added to IATF 16949**

**4 Context of the organization**

**4.1 Understanding the organization and its context**

*No FCA Customer-Specific Requirement for this section*

**4.2 Understanding the needs and expectations of interested parties**

*No FCA Customer-Specific Requirement for this section*

**4.3 Determining the scope of the quality management system**

*No FCA Customer-Specific Requirement for this section*

**4.3.1 Determining the scope of the quality management system – supplemental**

*No FCA Customer-Specific Requirement for this section*

**4.3.2 Customer-specific requirements**

*No FCA Customer-Specific Requirement for this section*

**4.4 Quality management system and its processes**

**4.4.1**

*No FCA Customer-Specific Requirement for this section*

**4.4.1.1 Conformance of products and processes**

*See 3.2 – table in Section B*

**4.4.1.2 Product safety**

*No FCA Customer-Specific Requirement for this section*

**4.4.2**

*No FCA Customer-Specific Requirement for this section*

**5 Leadership**

**5.1 Leadership and commitment**

**5.1.1 General**

*No FCA Customer-Specific Requirement for this section*

**5.1.1.1 Corporate responsibility**

*No FCA Customer-Specific Requirement for this section*

**5.1.1.2 Process effectiveness and efficiency**


*No FCA Customer-Specific Requirement for this section*

**5.1.1.3 Process owners**

*No FCA Customer-Specific Requirement for this section*

**5.1.2 Customer focus**

*No FCA Customer-Specific Requirement for this section*

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**5.2 Quality policy**

*No FCA Customer-Specific Requirement for this section*

**5.2.1 Establishing the quality policy**

*No FCA Customer-Specific Requirement for this section*

**5.2.2 Communicating the quality policy**

*No FCA Customer-Specific Requirement for this section*

**5.3 Organizational roles, responsibilities and authorities**

*No FCA Customer-Specific Requirement for this section*

**5.3.1 Organizational roles, responsibilities, and authorities – supplemental**

*No FCA Customer-Specific Requirement for this section*

**5.3.2 Responsibility and authority for product requirements and corrective actions**

The Organization’s Top Management shall individualize in its structure at least one Customer Representative in the Quality Department and/or in the Technical Area.

The Representative shall have responsibility and authority to ensure that these Customer requirements are addressed and implemented.

**6 Planning for the quality management system**

**6.1 Actions to address risks and opportunities**

**6.1.2.1 Risk analysis**

*No FCA Customer-Specific Requirement for this section*

**6.1.2.2 Preventive action**

*No FCA Customer-Specific Requirement for this section*

**6.1.2.3 Contingency plans**

*No FCA Customer-Specific Requirement for this section*

**6.2 Quality objectives and planning to achieve them**

**6.2.1**

*No FCA Customer-Specific Requirement for this section*

**6.2.2**

*No FCA Customer-Specific Requirement for this section*

**6.2.2.1 Quality objectives and planning to achieve them – supplemental**

*No FCA Customer-Specific Requirement for this section*

**6.3 Planning of changes**

*No FCA Customer-Specific Requirement for this section*

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**7 Support**

**7.1 Resources**

*No FCA Customer-Specific Requirement for this section*

**7.1.1 General**

*No FCA Customer-Specific Requirement for this section*

**7.1.2 People**

*No FCA Customer-Specific Requirement for this section*

**7.1.3 Infrastructure**

*No FCA Customer-Specific Requirement for this section*

**7.1.3.1 Plant, facility, and equipment planning**

*See 3.2 – table in Section B*

**7.1.4 Environment for the operation of processes**

The Organization, on its own liability, must provide evidence – when applicable – of Fire prevention Certificate, issued by the competent authority.

**7.1.4.1 Environment for the operation of processes – supplemental**

*No FCA Customer-Specific Requirement for this section*

**7.1.5 Monitoring and measuring resources**

*No FCA Customer-Specific Requirement for this section*

**7.1.5.1 General**

*No FCA Customer-Specific Requirement for this section*

**7.1.5.1.1 Measurement system analysis**

*No FCA Customer-Specific Requirement for this section*

**7.1.5.2 Measurement traceability**

*No FCA Customer-Specific Requirement for this section*

**7.1.5.2.1 Calibration/verification records**

*No FCA Customer-Specific Requirement for this section*

**7.1.5.3 Laboratory requirements**

*No FCA Customer-Specific Requirement for this section*

**7.1.5.3.1 Internal laboratory**

*No FCA Customer-Specific Requirement for this section*

**7.1.5.3.2 External laboratory**


*No FCA Customer-Specific Requirement for this section*

**7.1.6 Organizational knowledge**

*No FCA Customer-Specific Requirement for this section*

**7.2 Competence**

*No FCA Customer-Specific Requirement for this section*

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**7.2.1 Competence – supplemental**

*No FCA Customer-Specific Requirement for this section*

**7.2.2 Competence – On the job training**

Procedures shall be used in order to avoid that either contractors or agency personnel are assigned to quality critical jobs.

Each location shall have a sufficient number of trained individuals such that computer applications necessary for direct support of FCA manufacturing can be accessed during scheduled FCA operating times, and other applications can be regularly accessed during normal business hours. The specific computer applications required will vary with the scope of an organization site’s operations.

**7.2.3 Internal auditor competency**

*No FCA Customer-Specific Requirement for this section*

**7.2.4 Second-party auditor competency**

*No FCA Customer-Specific Requirement for this section*

**7.3. Awareness**

*No FCA Customer-Specific Requirement for this section*

**7.3.1 Awareness – supplemental**

*No FCA Customer-Specific Requirement for this section*

**7.3.2 Employee motivation and empowerment**

*No FCA Customer-Specific Requirement for this section*

**7.4 Communication**

Forever Requirements

The organization shall comply with the Forever Requirements activities described in procedures FGP.01, attachment 6C Source Package.

**7.5 Documented information**

*No FCA Customer-Specific Requirement for this section*

**7.5.1 General**

*No FCA Customer-Specific Requirement for this section*

**7.5.1.1 Quality management system documentation**

*No FCA Customer-Specific Requirement for this section*


**7.5.2 Creating and updating**

*No FCA Customer-Specific Requirement for this section*

**7.5.3 Control of documented Information**

**7.5.3.1**

*No FCA Customer-Specific Requirement for this section*

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**7.5.3.2**

*No FCA Customer-Specific Requirement for this section*

**7.5.3.2.1 Record retention**

Quality Control records (e.g. control charts, inspection and test results) shall be retained for two calendar years.

Supplier shall draw up a specific documentation related to qualification, and/or homologation, and/or environmental, and to production processes from which it must be evident, moreover, how, by whom and with which results the involved characteristics have been put on trial and approved. This documentation shall be stored by the Supplier for at least 15 years.

Supplier shall ensure that checks and inspections can be performed by competent authorities.

See also 3.2 – table in Section B

**7.5.3.2.2 Engineering specifications**

*No FCA Customer-Specific Requirement for this section*

**8 Operation**

**8.1 Operational planning and control**

*See 3.2 – table in Section B*

**8.1.1 Operational planning and control – supplemental**

*See 3.2 – table in Section B*

**8.1.2 Confidentiality**

*See 3.2 – table in Section B*

**8.2 Determination of requirements for products and services**

*No FCA Customer-Specific Requirement for this section*

**8.2.1 Customer communication**

*No FCA Customer-Specific Requirement for this section*

**8.2.1.1 Customer communication – supplemental**

*No FCA Customer-Specific Requirement for this section*

**8.2.2 Determination of requirements related to products and services**

*See 3.2 – table in Section B*

**8.2.2.1 Determining the requirements for products and services**

*No FCA Customer-Specific Requirement for this section*

**8.2.3 Review of requirements related to the products and services**

**8.2.3.1**




*No FCA Customer-Specific Requirement for this section*


**8.2.3.1.1 Review of the requirements for products and services – supplemental**

*See 3.2 – table in Section B*

**8.2.3.1.2 Customer-designated special characteristics**

A product characteristic is a potential "Key" characteristic when its variation out of the technical specifications (Non-Conformity) can compromise important aspects of the product itself, such as passenger safety (Report), Law/Legal approval Conformity, external Customer satisfaction, internal Customer satisfaction.

POTENTIAL EFFECTS ON THE PRODUCT CAUSED TO THE DEVIATION FROM TECHNICAL SPECIFICATIONS	CLASS OF IMPORTANCE TO BE ASSIGNED	DESIGNATION SYMBOL ON DWG
Deviation from required specification, that can compromise efficiency and / or use of the product, mainly related to Safety	REPORT	
Deviation from required specification, that can compromise efficiency and / or use of the product, with particular attention to easy assembly and component functionality	CRITICAL	
Deviation from required specification, that can create potential problems of efficiency, utilization and installation.	MAJOR	
Deviation from required specification, that can create problems considering the internal and/or final customer.	ALL OTHER CHARACTERISTICS	-

The Key characteristics related to the last two type of product aspects shall be pointed out on technical documentation with the symbol 

See also 3.2 – table in Section B

**8.2.3.1.3 Organization manufacturing feasibility**

*No FCA Customer-Specific Requirement for this section*

**8.2.3.2**

*No FCA Customer-Specific Requirement for this section*

**8.2.4 Changes to requirements for products and services**

*No FCA Customer-Specific Requirement for this section*

**8.3 Design and development of products and services**

**8.3.1 General**

*No FCA Customer-Specific Requirement for this section*

**8.3.1.1 Design and development of products and services – supplemental**

*No FCA Customer-Specific Requirement for this section*


**8.3.2 Design and development planning**

*See 3.2 – table in Section B*

**8.3.2.1 Design and development planning – supplemental**

FCA 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.

NOTE: All FCA Regions share common advance quality planning methods.

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A FCA-led Process Planning Review / Process Audit (PPR/PA) program shall be performed for parts that have a Customer-monitored initial risk as identified by the Supplier Quality Engineer. Supplier-monitored 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 and shall be completely approved prior to a Full Approval/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, the organization shall implement quality management system changes in time to be in conformance during their next new product development program.

**8.3.2.2 Product design skills**

*No FCA Customer-Specific Requirement for this section*

**8.3.2.3 Development of products with embedded software**

*No FCA Customer-Specific Requirement for this section*

**8.3.3 Design and development Inputs**

*No FCA Customer-Specific Requirement for this section*

**8.3.3.1 Product design input**

*No FCA Customer-Specific Requirement for this section*

**8.3.3.2 Manufacturing process design input**

*No FCA Customer-Specific Requirement for this section*

**8.3.3.3 Special characteristics**

NOTE: see 8.2.3.1.2 for FCA requirements regarding customer-defined symbols.

**8.3.4 Design and Development Controls**

The Organization shall use FCA Italy or similar methodologies (07740 or FPW.IFP059 for Powertrain) for product approval process of its Suppliers. In case the Organization cannot afford this requirement, the product approval process adopted shall be validated by FCA's Supplier Quality.

**8.3.4.1 Monitoring**

*No FCA Customer-Specific Requirement for this section*

**8.3.4.2 Design and development validation**

*No FCA Customer-Specific Requirement for this section*

**8.3.4.3 Prototype programme**

Supplier will provide all delivered prototype parts with Certification of Quality and Conformance of Prototypes (Ref. to 9.01103).


See also 3.2 – table in Section B

**8.3.4.4 Product approval process**

*See 3.2 – table in Section B*

**8.3.5 Design and development outputs**

*No FCA Customer-Specific Requirement for this sections*

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**8.3.5.1 Design and development outputs – supplemental**

*No FCA Customer-Specific Requirement for this sections*

**8.3.5.2 Manufacturing process design output**

*No FCA Customer-Specific Requirement for this sections*

**8.3.6 Design and development changes**

*No FCA Customer-Specific Requirement for this sections*

**8.3.6.1 Design and development changes – supplemental**

*No FCA Customer-Specific Requirement for this sections*

**8.4 Control of externally provided product & services**

*No FCA Customer-Specific Requirement for this sections*

**8.4.1 General**

**8.4.1.1 General – supplemental**

*No FCA Customer-Specific Requirement for this sections*

**8.4.1.2 Supplier selection process**

**8.4.1.2 a)**

To assess its Suppliers, the organization shall conduct at least an on-site Process Audit (according to FGP.14) and PDR – Production Demonstration Run (according to FGP15);

**8.4.1.2 b)**

The organization shall have a documented process and use appointed personnel to monitor and manage performance (according to FGP.14, ref. 8B on PPA Matrix).

**8.4.1.3 Customer-directed sources (also known as “Directed–Buy”)**

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

- FCA is responsible for the Process Planning Review, Process Audit, and PDR activities up to and including Product Approval, with input from and participation of the organization (Tier 1 Supplier) unless specifically requested by the Customer also through formalization with RASI Chart.
- The organization (Tier 1 Supplier) is responsible for managing the on-going quality of the Tier 2 components following Product Approval and working with FCA to resolve issues.

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

See also 3.2 – table in Section B

**8.4.2 Type and extent of control**


*No FCA Customer-Specific Requirement for this sections*

**8.4.2.1 Type and extent of control – supplemental**

*No FCA Customer-Specific Requirement for this sections*

**8.4.2.2 Statutory and regulatory requirements (IMDS and Procurement Specific CS.9003)**



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The Organization shall upload to the International Material Data System (IMDS), <http://www.mdssystem.com>, the data related to the chemical composition of its products. The Organization is even responsible for the data uploaded in IMDS related to the products of its own Suppliers (according to FGP.13 and FGP.14, ref. 9D on PPA Matrix).

#### **8.4.2.3 Supplier quality management system development**

##### Management of Supplier Quality Management System (QMS) Development

Supplier QMS development effectiveness shall be evaluated on the basis of evidence that the organization has processes in place that include such elements as:

- Supplier QMS development strategy (8.4.2.5).
  - Criteria for designating “exempt” suppliers.
  - Criteria for granting waivers to select suppliers for compliance to specified elements of ISO 9001 or IATF 16949.
- Second-party audit administration (8.4.2.4.1).
  - Identification of second-party auditors.
  - Criteria for granting self-certification status to qualified suppliers.
  - A schedule for second-party audits.
- Organization-controlled record keeping (7.5.3.2.1).
- Progress monitoring.

**NOTE:**

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

##### Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers:

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 - Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers), 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.

##### Supplier Development Not Required of Suppliers Certified to IATF 16949

Supplier QMS certification by an IATF-recognized Certification Body to IATF 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 Certification Body, the organization shall establish and implement a plan for second-party audits to ensure continued compliance to IATF 16949 until such time as the supplier is recertified.

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Exemption shall not be granted as an alternative to recertification without approval from FCA Supplier Quality management.

**8.4.2.3.1 Automotive product-related software or automotive products with embedded software**

*No FCA Customer-Specific Requirement for this sections*

**8.4.2.4 Supplier monitoring**

*No FCA Customer-Specific Requirement for this sections*

**8.4.2.4.1 Second-party audits**

Supplier self-certification

The organization shall have a documented process for identifying and qualifying suppliers for whom self-certification is an effective alternative to second-party audits for QMS development. 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 (7.5.3.2.1).

**8.4.2.5 Supplier development**

Supplier exemptions / waivers

The organization strategy for supplier development of its active suppliers shall include a documented process for designating "exempt" suppliers – those suppliers who are unable or unwilling to fully certify a quality management system to IATF 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 IATF 16949 do not apply.

Except as noted in Section 8.4.2.3, declaring a supplier as “exempt” does not relieve the organization of the responsibility for supplier QMS development for any sections of ISO 9001 or IATF 16949 not explicitly waived.

Supplier development 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.


**8.4.3 Information for external providers**

*No FCA Customer-Specific Requirement for this section.*

**8.4.3.1 Information for external providers – supplemental**

With respect to external providers to the organization (i.e. “sub-tier suppliers”), the organization shall:

- Cascade and communicate all FCA quality requirements (e.g., Quality Planning, Process Audit, PDR, Forever Requirements, etc.) throughout the organization’s supply chain.
- Apply the Requirements defined in 9.01102 (§.5.5.5 – 5.13) for any proposed process change throughout the supply chain.

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**8.5 Production and service provision**

**8.5.1 Control of production and service provision**

*No FCA Customer-Specific Requirement for this section.*

**8.5.1.1 Control plan**

*See 3.2 – table in Section B*

**8.5.1.2 Standardised work – operator instructions and visual standards**

*No FCA Customer-Specific Requirement for this sections*

**8.5.1.3 Verification of job set-ups**

*No FCA Customer-Specific Requirement for this sections*

**8.5.1.4 Verification after shutdown**

*No FCA Customer-Specific Requirement for this sections*

**8.5.1.5 Total productive maintenance**

*No FCA Customer-Specific Requirement for this sections*

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

*No FCA Customer-Specific Requirement for this sections*

**8.5.1.7 Production scheduling**

*No FCA Customer-Specific Requirement for this sections*

**8.5.2. Identification and traceability**

*See 3.2 – table in Section B*

**8.5.2.1 Identification and traceability – supplemental**

*See 3.2 – table in Section B*

**8.5.3 Property belonging to customers or external providers (Customer Owned Production Tooling)**

According to FGP.14, ref. 2D on PPA Matrix.

All FCA-owned tooling shall be included into the organization’s maintenance plan.

**8.5.4 Preservation**

*No FCA Customer-Specific Requirement for this sections*

**8.5.4.1 Preservation – supplemental**

*No FCA Customer-Specific Requirement for this sections*

**8.5.5 Post-delivery activities**

*No FCA Customer-Specific Requirement for this sections*

**8.5.5.1 Feedback of information from service**

*See 3.2 – table in Section B*

**8.5.5.2 Service agreement with customer**


*No FCA Customer-Specific Requirement for this sections*

**8.5.6. Control of changes**

*No FCA Customer-Specific Requirement for this sections*

**8.5.6.1 Control of changes – supplemental**

*No FCA Customer-Specific Requirement for this sections*

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**8.5.6.1.1 Temporary change of process controls**

*No FCA Customer-Specific Requirement for this sections*

**8.6 Release of products and services**

*No FCA Customer-Specific Requirement for this sections*

**8.6.1 Release of products and services – supplemental**

*No FCA Customer-Specific Requirement for this sections*

**8.6.2 Layout inspection and functional testing**

Organization shall plan dimensional inspections and functional tests even if not expressly required by the Customer; this plan shall fulfill with a complete Self-Qualification, dimensional and material controls, once per year (unless otherwise agreed specified by the Customer);

Records shall be available for Customer review and results must be submitted to Customer for revision.

See also 3.2 – table in Section B

**8.6.3 Appearance items**

*No FCA Customer-Specific Requirement for this sections*

**8.6.4 Verification and acceptance of conformity of externally provided products and services**

*No FCA Customer-Specific Requirement for this sections*

**8.6.5 Statutory and regulatory conformity**

*No FCA Customer-Specific Requirement for this sections*

**8.6.6 Acceptance criteria**

*See 3.2 – table in Section B*

**8.7 Control of nonconforming process outputs, products and services**

**8.7.1**

*No FCA Customer-Specific Requirement for this section*

**8.7.1.1 Customer authorization for concession**

*No FCA Customer-Specific Requirement for this sections*

**8.7.1.2 Control of nonconforming product – customer-specified process**

*No FCA Customer-Specific Requirement for this sections*

**8.7.1.3 Control of suspect product**

*No FCA Customer-Specific Requirement for this sections*

**8.7.1.4 Control of reworked product**


*No FCA Customer-Specific Requirement for this sections*

**8.7.1.5 Control of repaired product**

*No FCA Customer-Specific Requirement for this sections*

**8.7.1.6 Customer notification**

*No FCA Customer-Specific Requirement for this sections*

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**8.7.1.7 Nonconforming product disposition**

*No FCA Customer-Specific Requirement for this sections*

**8.7.2**

*No FCA Customer-Specific Requirement for this sections*

**9 Performance evaluation**

**9.1 Monitoring, measurement, analysis and evaluation**

**9.1.1 General**

*No FCA Customer-Specific Requirement for this sections*

**9.1.1.1 Monitoring and measurement of manufacturing processes**

*No FCA Customer-Specific Requirement for this sections*

**9.1.1.2 Identification of statistical tools**

*No FCA Customer-Specific Requirement for this sections*

**9.1.1.3 Application of statistical concepts**

*No FCA Customer-Specific Requirement for this sections*

**9.1.2 Customer Satisfaction**

Incoming Material Quality (IMQ)

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

The scorecard reports ratings in two categories:

- Quality;
- Delivery.


**9.1.2.1 Customer satisfaction – supplemental**

OEM Performance Complaint

FCA 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 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 IATF 16949;
  - Request a copy of the organization site's last audit report.
-

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NOTE:

As FCA Italy 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 Italy 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 to establish the need to place an organization site in TPSL or New Business Hold.

Top Problem Supplier Location Reporting

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

FCA 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 Italy 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 reserves the right to file a performance complaint at any point within the TPSL process.

FCA 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 IMQ quality measures and other key performance indicators, FCA may notify an organization that they have been placed in New Business Hold (NBH) status. This indicates that the organization site's quality performance is persistently below expectations and corrective action is required.

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The organization will be ineligible to bid on new FCA 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 NBH 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 Supplier Quality representative for the complaint.

The CB shall:

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

NOTE:

As FCA Italy 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 NBH status beyond the reinstatement date while FCA monitors IMQ quality measures and other key performance indicators.

If the effectiveness of the implemented corrective actions cannot be verified, FCA 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 shall:

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

If the CB withdraws the certificate, FCA 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.

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If an organization site is seeking certification to IATF 16949, but is placed on NBH status before the stage 2 audit is conducted, the CB shall not conduct a stage 2 audit until the NBH status is lifted or FCA 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 NBH 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 *Rules*.  
If applicable, the suspension of the previous certificate shall be removed.

See also 3.2 – table in Section B

**9.1.3 Analysis and evaluation**

The Organization’s Board shall analyze the Customer satisfaction factors monthly;

The analysis shall at least include the following:

- i. Performance indicators available in SQP system (e.g. PIQ, PQ, CSL, ...)
- ii. Customer validated Action Plan monitoring, due to outcome of PPA and PDR.
- iii. Poor quality cost monitoring (e.g. scraps, reworks, sorts, CSL2 and CSL3 due to internal failures, warranty, penalties, recall campaigns for external failures).

Output of management reviews shall include detailed decisions and actions related to problems pointed out by Customer.

**9.1.3.1 Prioritization**

*No FCA Customer-Specific Requirement for this sections*

**9.2 Internal audit**

*No FCA Customer-Specific Requirement for this sections*

**9.2.1**

*No FCA Customer-Specific Requirement for this sections*

**9.2.2**

*No FCA Customer-Specific Requirement for this sections*


**9.2.2.1 Internal audit programme**

*No FCA Customer-Specific Requirement for this sections*

**9.2.2.2 Quality management system audit**

*No FCA Customer-Specific Requirement for this sections*



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### 9.2.2.3 Manufacturing process audit

#### Layered Process Audits

Organizations supplying production parts or components to FCA shall conduct Layered Process Audits (LPA) on all elements of manufacturing and assembly lines that produce production parts or components for FCA. 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.

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- The evaluation document shall be maintained as an organization-controlled record (7.5.3.2.1); reviewed annually and updated as required.

Organizations shall use the last available edition of CQI-8: Layered Process Audits Guideline, 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 (7.5.3.2.1);
- Supplier development process (8.4.2.5) identified for applicable suppliers to the organization.

Pursuant to IATF 16949 clause 8.4.3.1, this requirement shall also apply to suppliers to the organization who employ the above-listed special processes.


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 (7.5.3.2.1). 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 (7.2.4) will satisfy the self-assessment requirement for suppliers to the organization.

See also 3.2 – table in Section B

**9.2.2.4 Product audit**

*No FCA Customer-Specific Requirement for this sections*

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### **9.3 Management Review**

#### **9.3.1 General**

*No FCA Customer-Specific Requirement for this sections*

##### **9.3.1.1 Management review – supplemental**

*No FCA Customer-Specific Requirement for this sections*

#### **9.3.2 Management Review inputs**

*No FCA Customer-Specific Requirement for this sections*

##### **9.3.2.1 Management review inputs – supplemental**

*No FCA Customer-Specific Requirement for this sections*

#### **9.3.3 Management Review outputs**

*No FCA Customer-Specific Requirement for this sections*

##### **9.3.3.1 Management review outputs – supplemental**

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

- Design and development planning – Supplemental (8.3.2.1)
- Supplier quality management system development (8.4.2.3)
- Customer satisfaction – Supplemental (9.1.2.1), except as noted below
- Quality management system audit (9.2.2.2)
- Manufacturing process audit (9.2.2.3)

Output from Automotive Warranty Management (10.2.5) shall be included in the management review of actual and potential field-failures and their impact upon quality, safety or the environment.

### **10 Improvement**

#### **10.1 General**

*No FCA Customer-Specific Requirement for this sections*

#### **10.2 Nonconformity and corrective action**

*No FCA Customer-Specific Requirement for this sections*

##### **10.2.1**

*No FCA Customer-Specific Requirement for this sections*

##### **10.2.2**


*No FCA Customer-Specific Requirement for this sections*

##### **10.2.3 Problem solving**

*See 3.2 – table in Section B*

##### **10.2.4 Error-proofing**

*No FCA Customer-Specific Requirement for this sections*

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### 10.2.5 Warranty management systems

#### Automotive Warranty Management (AWM)

Organizations providing production and non-exempt service parts and components to FCA shall support improvement in customer satisfaction through pursuit and achievement of warranty reduction targets established by FCA, where applicable.

Organizations shall use the last available edition of CQI-14: Automotive Warranty Management 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 (7.5.3.2.1);
- Progress monitoring (including monthly evaluation of organization's performance to warranty reduction targets established by FCA);
- A supplier development process (8.4.2.5) identified for applicable suppliers to the organization.

#### NOTE:

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

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 requirements and internal improvement goals or maintain goal-level performance.
-

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

<b>Organization's relationship to FCA</b>	<b>Existing Vehicle Program</b>	<b>New Vehicle Program</b>
<b>New Supplier</b>	Complete implementation through Stage 2 within six months of award of business. Implementation through Stage 3 to follow within one year of start of production.	Complete implementation through Stage 2 before Commercial Launch. Implementation through Stage 3 to follow within six months of Commercial Launch.
<b>Current Supplier</b>	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 exception apply to organizations that would otherwise be required to implement AWM:

Emergency Assumption of Business – Organizations who assume production of parts or components at FCA'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.

AWM Exemptions

Organizations that have been identified by FCA Group Purchasing and Supplier Quality management as exempt from ISO/TS 16949 or IATF 16949 registration are also exempt from FCA AWM requirements. Implementation is not required of organizations producing parts or components in commodity groups with historically-low warranty levels.

**10.2.6 Customer complaints and field failure test analysis**


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 and shall include analysis of the interaction of embedded software, if applicable.

Technical Support

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

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The analysis and support above mentioned can be carried on through Tutorship and Field Management programs.


See also 3.2 – table in Section B

### **10.3 Continual improvement**

*No FCA Customer-Specific Requirement for this sections*

#### **10.3.1 Continual improvement – supplemental**

*No FCA Customer-Specific Requirement for this sections*

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**5. Change History**

<i>Changes without a specified Effective Date are effective upon Publication Date</i>			
Publication Date	Effective Date	Section	Change
13 <sup>th</sup> April, 2017	13 <sup>th</sup> April, 2017	All	New Document