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FCA (EMEA/LATAM Regions)

CUSTOMER-SPECIFIC REQUIREMENTS

for IATF 16949:2016

Revision 03 - November 19th, 2018


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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.
- FCA Poland S.A.
- FCA Serbia D.o.o.
- FCA Powertrain Poland Sp Z o.o.
- Abarth & C. S.p.A.
- Maserati S.p.A.
- SEVEL S.p.A.

LATAM Region:

- FCA Automobiles Argentina S.A.
- FCA Fiat 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 certification.

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. (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 classified as direct material suppliers (Tier I) contracted by FCA to provide Production and/or Mopar parts and components, This document is also applicable to those who provide assemblies of production parts or modular materials and of fully or partially assembled vehicles and work account. It does not include accessories.

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These requirements shall be included in any scope of 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 certification. (See IATF 16949, Remarks for certification).

NOTE: The official list of IATF recognized Certification Bodies can be found at <http://www.iafglobaloversight.org/certification-bodies/under-contract/>. 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 Certification Verification

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

NOTE: Unless the Organization's 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 Certification Status Change

Organizations shall notify FCA of any change in their IATF 16949 certification 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 certification as described above.

IATF 16949 Certification Exemption

FCA may, at its option, fully exempt certain Organizations from IATF 16949 certification. This exemption generally applies to those Organizations whose automotive business is of such low significance that they will not be certified IATF 16949, but are still needed as a Supplier to FCA.

Identification of candidate Organizations for full exemption from IATF 16949 certification, as well as verification and maintenance of exemption status is the responsibility of FCA Supplier Quality.

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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 supplier 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 Purchasing general terms and conditions FCA LATAM Region	9.01100 Available @ esupplierconnect.com
2	Quality of Supplies FCA	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	Advance Quality Planning (AQP) & Production Part Approval Process (PPAP)	SQ.00010
7	SEA (Supplier Eligibility Assessment)	SQ.00006
8	PDR – Production Demonstration Run	SQ.00008
9	IAA (Interim Approval Authorization) Management for Buy Components	08090 FPW.IFP059 (CSR Powertrain)
10	Reinforced Control Plan	SQ.00009
11	Quality Monitoring of Direct Materials Supplies At Manufacturing Plants and Mopar (Spare Parts) warehouses	08018
12	Controlled Shipping Level (CSL) 1/2/3	FGP 16
13	Top Problem Supplier Location (TPSL)	SQ.00014
14	Supplier Quality New Business Hold (NBH)	SQ.00015
13	8 Stages of Incoming Materials	FGP 32
Remarks:	<ul style="list-style-type: none"> ● FGP: FCA Group Purchasing. ● These documents can be reviewed, after Customer authorization, in the website https://bestandard.fcagroup.com/. The site beSTandard is also reachable through the portal www.esupplierconnect.com. 	

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3.2. Section B – Connection between FCA EMEA/LATAM Customer-Specifics and IATF 16949

IATF 16949:2016	DESCRIPTION	CUSTOMER-SPECIFICS
4.4.1.1 7.1.3.1	Basic Requirements Check-List	FGP.42 – Supplier Quality Sourcing Package
7.4	Forever Requirements	SQ.00012
7.5.3.2.1	Record Retention	9.01102 9.01120
8.1	Planning of Product Realization	SQ.00010
8.1	Change Control	08090 07740 FPW.IFP059 (CSR Powertrain)
8.1.1 8.3.2	Planning of Product Realization – Supplemental	SQ.00010
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.42 – Supplier Quality Sourcing Package /Sourcing Management CR-001 to CR-005 (Customer Specific Requirement Powertrain)
8.2.3.1.1	Review of the requirements for products and services – supplemental (Customer Waiver)	08090 FPW.IFP059 (CSR Powertrain)
8.3.3	Design and development Inputs	07471
8.2.3.1.2 8.3.3.3	Special Characteristics	9.01102 9.01102/10 9.01120 SQ.00010 FPW.IFN053 (CSR Powertrain) Report Characteristics Manual (LATAM Suppliers)
8.3.2.1	Advance Quality Planning (AQP) and Production Part Approval Process (PPAP)	SQ.00010
8.3.4.3	Prototype Programme	9.01103 SQ.00010
8.3.4.4	Product Approval Process	07740 FPW.IFP059 (CSR Powertrain) SQ.00010
8.4.1.3	Customer-directed sources (also known as “Directed-Buy”)	9.01100 FGP.42 – Supplier Quality Sourcing Package /Sourcing Management

8.5.1.1	Control Plan	9.01102 07171 SQ.00010
8.5.1.4	Verification after shutdown	SQ.00009
8.5.5.1	Feedback of Information from Service	08018 FPW.IFP012 (CSR Powertrain) Supply Quality Performance (SQP)
8.5.2 8.5.2.1	Identification and Traceability	07170 9.01105 9.01105/01 9.01106 9.01106/01 9.01106/02 9.01106/03 FPW.IFP057
8.5.6.1	Control of changes — supplemental	07740 SQ.00012
8.6.2	Layout Inspection and Functional Testing	07740 (ref. Standard Class LP.7YXXX; 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	SQ.00010
10.2.3	Problem Solving	08018
10.2.6	Customer complaints and field failure test analysis (Rejected Product Test/Analyses)	SQ.00010 08018 Supply Quality Performance (SQP) 9.01100

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3.3. References cited in these Customer-Specific Requirements

- *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 Manual – Production Part Approval Process (PPAP) – 4th Ed.*
- *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.*
 - *CQI-27 Special Process: Casting System Assessment*

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4. FCA EMEA/LATAM 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

Only for FCA LATAM: the Organization shall perform the "Safety Characteristics Management", according to the FCA LATAM Manual, in a semester basis audits, sending the evidences and reports to the respective SQE.

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

During the application of any contingency plan at the Organization's facilities, due to any failure or disruption, FCA reserves the right to perform a so-called "Crash Audit" through one or more SQ Representatives, in order to support the Organization's activities, to verify the effectiveness of plans, and to assure the restoration of conformance as soon as possible.

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

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

For FCA LATAM, Organization must provide a Certificate of Operational License issued by governmental body, when applicable.

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.

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7.2 Competence

No FCA Customer-Specific Requirement for this section.

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 without specific training with proof of efficacy.

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's site 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 procedure SQ.00012

See 3.2 – table in Section B.

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 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

Any kind of document exchanged with the customer should be written in the native language of the customer's interface. If this is difficult or even impossible, in any case English language shall be used.

8.2.2 Determination of requirements related to products and services

The AQR is a technical document developed by FCA to determine what additional quality requirements the product and the process the supplier must meet for manufacturing / delivery. This shall be submitted by the Organization at the "Offer Review stage", in the system: GST - Global Sourcing Tool, to verify compliance with FCA requirements.

See also 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.

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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

See 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

See 3.2 – table in Section B.

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

See 3.2 – table in Section B.

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

See 3.2 – table in Section B.

8.3.4 Design and Development Controls

No FCA Customer-Specific Requirement for this section.

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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

The Organization shall use FCA EMEA/LATAM 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.

8.3.5 Design and development outputs

No FCA Customer-Specific Requirement for this section.

8.3.5.1 Design and development outputs – supplemental

No FCA Customer-Specific Requirement for this section.

8.3.5.2 Manufacturing process design output

No FCA Customer-Specific Requirement for this section.

8.3.6 Design and development changes

No FCA Customer-Specific Requirement for this section.

8.3.6.1 Design and development changes – supplemental

No FCA Customer-Specific Requirement for this section.

8.4 Control of externally provided product & services

No FCA Customer-Specific Requirement for this section.

8.4.1 General

8.4.1.1 General – supplemental

No FCA Customer-Specific Requirement for this section.

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 Audit (according to SQ.00010) and PDR – Production Demonstration Run (according to SQ.00008);

8.4.1.2 b)

The Organization shall have a documented process and use appointed personnel to monitor and manage performance (according to SQ.00010, ref. 17.76 on PPAP Matrix).

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

If the Organization has one or more Directed parts/Suppliers:

- The Organization (Tier 1 Supplier) is responsible for the Process Planning Review, Process Audit, and PDR activities up to and including Product Approval, working with FCA to resolve issues, 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.

Definitions

Consigned Parts

A purchased part or component released by FCA Engineering and supplied to a Tier 1 Supplier by a FCA managed Supplier. FCA has full commercial control of the part or component (FCA Purchasing issues the Purchase Order and Tool Purchase Order). FCA controls the inventory and retains quality responsibility for life of the part or component.

Directed Parts

A purchased part or component released by FCA Engineering and supplied to a Tier 1 Supplier by a FCA selected Supplier. FCA has partial commercial control of the part or component (FCA Purchasing negotiates the purchase price and issues the Tool Purchase Order). The Tier 1 Supplier issues the part Purchase Order and controls the inventory. The Tier 1 Supplier assumes quality responsibility for volume production and service use. No other parts are considered Directed, even if FCA requests the Tier 1 use a sub-Tier.

8.4.2 Type and extent of control

No FCA Customer-Specific Requirement for this section.

8.4.2.1 Type and extent of control – supplemental

No FCA Customer-Specific Requirement for this section.

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

The Organization shall upload to the International Material Data System (IMDS), <http://www.mdsystem.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 SQ.00010, ref. 1.11 and 1.12 on PPAP Matrix).

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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’s 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), as the first step beyond 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.

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 section.

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8.4.2.4 Supplier monitoring

As long as the SLP is in force (SQ.00009 – See 3.1 – table in Section A; for the duration of SLP see paragraph 4.4.1 of SQ.00009), there must be in place an incoming inspection regarding all sub-components and raw materials according to supplier control plan to establish characteristics to be controlled.

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's 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

In addition to the requirements listed in the ISO 9001:2015 [points a) through f)], the Organization shall communicate to its external suppliers also the evaluation criteria of production capacity of labor intensive processes as defined by FCA.

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 section.

8.5.1.3 Verification of job set-ups

No FCA Customer-Specific Requirement for this section.

8.5.1.4 Verification after shutdown

See 3.2 – table in Section B.

8.5.1.5 Total productive maintenance

No FCA Customer-Specific Requirement for this section.

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

No FCA Customer-Specific Requirement for this section.

8.5.1.7 Production scheduling

No FCA Customer-Specific Requirement for this section.

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 SQ.00010, ref. 17.8 on PPAP Matrix.

All FCA-owned tooling shall be included in the Organization maintenance plan.

For FCA LATAM: all Organizations shall make use of Characteristics for development, modification and conservation of tooling. In this case, the suppliers shall request the procedure to Tooling Management Team.

8.5.4 Preservation

No FCA Customer-Specific Requirement for this section.

8.5.4.1 Preservation – supplemental

No FCA Customer-Specific Requirement for this section.

8.5.5 Post-delivery activities


No FCA Customer-Specific Requirement for this section.

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 section.

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8.5.6. Control of changes

For FCA LATAM: Exceptions (derogation) shall be requested and forwarded to the SQE, supported by documentation required for technical analysis, as well as details to suit the requirement (Action Plan, Deadlines and Responsibles).

Exceptions, when granted, must meet the following criteria:

- Average analysis time of 15 working days, after receipt and validation of the SQE supervision.
- Maximum length is up to (02) two years.

8.5.6.1 Control of changes – supplemental

See Table 3.2 – Section B

8.5.6.1.1 Temporary change of process controls

For FCA LATAM: Deviation Request Procedure for LATAM plants: FCA Betim, FCA Campo Largo and FCA Cordoba, follows “Deviations System” web access by through “eSupplierConnect” . User guide, tutorial and explanatory videos are also available for download on: <https://esupplierconnect.com> / LATAM / My Applications / LATAM Deviation System

8.6 Release of products and services

No FCA Customer-Specific Requirement for this section.

8.6.1 Release of products and services – supplemental

No FCA Customer-Specific Requirement for this section.

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 requires a complete Self-Qualification, dimensional and material controls, once per year (unless otherwise specified by the Customer in the SPV (Supplier Product Validation Form));

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 section.

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

No FCA Customer-Specific Requirement for this section.

8.6.5 Statutory and regulatory conformity

No FCA Customer-Specific Requirement for this section.

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 section.

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8.7.1.2 Control of nonconforming product – customer-specified process

No FCA Customer-Specific Requirement for this section.

8.7.1.3 Control of suspect product

No FCA Customer-Specific Requirement for this section.

8.7.1.4 Control of reworked product

No FCA Customer-Specific Requirement for this section.

8.7.1.5 Control of repaired product

No FCA Customer-Specific Requirement for this section.

8.7.1.6 Customer notification

No FCA Customer-Specific Requirement for this section.

8.7.1.7 Nonconforming product disposition

No FCA Customer-Specific Requirement for this section.

8.7.2

No FCA Customer-Specific Requirement for this section.

9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

No FCA Customer-Specific Requirement for this section.

9.1.1.1 Monitoring and measurement of manufacturing processes

No FCA Customer-Specific Requirement for this section.

9.1.1.2 Identification of statistical tools

No FCA Customer-Specific Requirement for this section.

9.1.1.3 Application of statistical concepts

No FCA Customer-Specific Requirement for this section.

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's site performance at a commodity level is the Monthly Supplier Scorecard ("scorecard").

The scorecard reports ratings in two categories:

- Quality;
- Delivery.

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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 Certification Body a notification letter that will:

- Identify the Organization's site;
- Summarize substance of the complaint;
- Document the affected element(s) of IATF 16949;
- Request a copy of the Organization's site last audit report.

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 Certification Body shall investigate the complaint in accordance with Section 8.0 of the *Rules*. At the conclusion of their investigation, the Certification Body 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 Top Problem Supplier Location (TPSL) action.

The Certification Body findings from an OEM complaint investigation may be used by FCA to establish the need to place an Organization's site in TPSL or New Business Hold (NBH).

Top Problem Supplier Location Reporting

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

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

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

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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*.

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's 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's site quality performance is consistently below expectations and corrective action is required. The Organization will be ineligible to bid on new FCA business supplied from the affected Organization's 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 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 Certification Body shall:

- Issue a Major nonconformance against the Organization and suspend the Organization's IATF 16949 certificate 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.

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If the Certification Body 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's 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's site(s), the Certification Body and the Oversight Office.

If the Certification Body 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 go through initial audit (stage 1/2) for a new certification.

If an Organization's site is seeking certification to IATF 16949, but is placed on NBH status before the stage 2 audit is conducted, the Certification Body shall not conduct a stage 2 audit until the NBH status is lifted or FCA Supplier Quality management notifies the Organization and the Certification Body in writing that the stage 2 audit may proceed.

If an Organization's site is placed on NBH status after a stage 2, transfer or recertification audit, but before the certificate is issued, the Certification Body:

- Shall immediately suspend the existing certificate, if applicable.
- Shall issue the new certificate in accordance with the *Rules*.
- 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 the Customer.

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9.1.3.1 Prioritization

No FCA Customer-Specific Requirement for this section.

9.2 Internal audit

No FCA Customer-Specific Requirement for this section.

9.2.1

No FCA Customer-Specific Requirement for this section.

9.2.2

No FCA Customer-Specific Requirement for this section.

9.2.2.1 Internal audit programme

No FCA Customer-Specific Requirement for this section.

9.2.2.2 Quality management system audit

No FCA Customer-Specific Requirement for this section.

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's 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).

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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 (7.5.3.2.1); reviewed annually and updated as required.

Organizations shall use the latest 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.*
- Casting – *CQI-27: Special Process: Casting System Assessment.*

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.

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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

Organization shall conduct an adequate product audit on a sample of finished parts previously accepted/approved lots that are ready to be shipped, inspecting them per the Control Plan and safe-launch activities (if any in place).

All the Product codes/Part Numbers belonging to FCA shall be taken in account; the Organization shall establish an audit schedule in order to cover all the codes/product families within a period of a calendar year.

Regardless of used sampling method (e.g. statistical random sampling), only one non-conformity detected in the sample must result in batch hold and in consequence 100% re-control / rework / scrapping.

Non-conformances found while performing the audit shall have root cause analyses performed, and corrective actions approved and implemented prior to next product audit session.

9.3 Management Review

9.3.1 General

No FCA Customer-Specific Requirement for this section.

9.3.1.1 Management review – supplemental

The frequency of critical analysis of the supplier performance shall be carried out on a monthly basis taking into account at least the entries specified in 9.3.2 and 9.3.2.1.

9.3.2 Management Review inputs

No FCA Customer-Specific Requirement for this section.

9.3.2.1 Management review inputs – supplemental

- Results of Qualitative Performance made available monthly in the SQP system;
- Result of application of the Safety Characteristics Management (including audits);
- Result of tickets of non-conformities opened in the SQP system, according to norm 08018;
- Special notifications to the body certifying body;
- Status of the product approval process in relation to the deadlines established by FCA;
- Where applicable, WCM development status as a strategy established by FCA.

9.3.3 Management Review outputs

No FCA Customer-Specific Requirement for this section.

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.
-

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- 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 section.

10.2 Nonconformity and corrective action

No FCA Customer-Specific Requirement for this section.

10.2.1

No FCA Customer-Specific Requirement for this section.

10.2.2

No FCA Customer-Specific Requirement for this section.

10.2.3 Problem solving

See 3.2 – table in Section B.

10.2.4 Error-proofing

No FCA Customer-Specific Requirement for this section.

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 latest available edition of CQI-14: Automotive Warranty Management to integrate warranty into their quality management system.

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.

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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:

Organization's relationship to FCA	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 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.
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 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 IATF 16949 certification 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.

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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.

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

For FCA LATAM: the supplier must analyze the returned parts of the field according to the requirements of the portal SCP - Parts Control System, site: <http://scpctag.fiat.com.br>. The ECA report (Effect, Cause and Action) shall be used, containing the corrective actions implemented to eliminate each failure, as well as the management of their respective clean point.

See also 3.2 – table in Section B.

10.3 Continual improvement

No FCA Customer-Specific Requirement for this section.

10.3.1 Continual improvement – supplemental

No FCA Customer-Specific Requirement for this section.

5. Change History

Changes without a specified Effective Date are effective upon Publication Date			
Publication Date	Effective Date	Section	Change
April 13 th , 2017	New release.		
March 1 st , 2018	March 1 st , 2018	All	General corrections and amendments Changed 8.4.1.3
		8.4.1.3 Customer-directed sources (also known as “Directed–Buy”)	Rewritten. Added definitions of Directed Parts and Consigned Parts
November 19 th , 2018	January 1 st , 2019	All	Additional requirements specific for FCA LATAM included. General corrections and amendment Reviewed all Standards and Procedures because of their renaming