



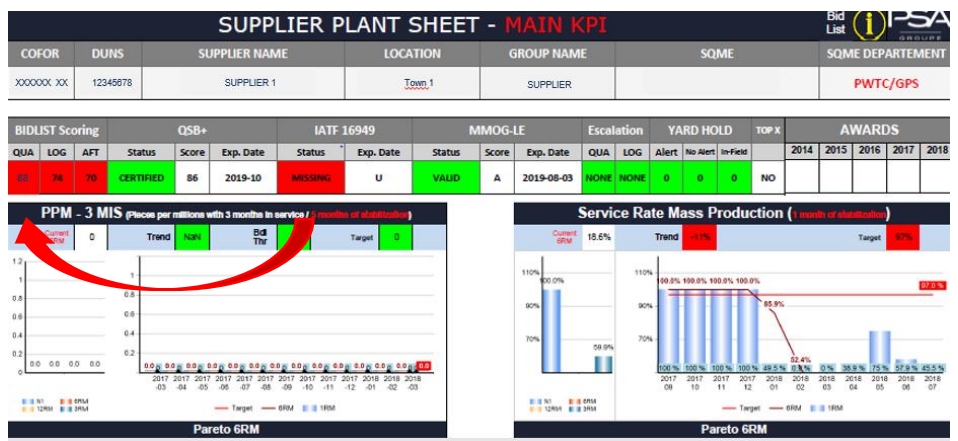
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# CERTIFICATION EQUALS QUALITY

IATF Stakeholder Conference  
16<sup>th</sup> October 2019  
Enghien-Les-Bains  
(Paris, France)



# Groupe PSA's position on Certification equals Quality

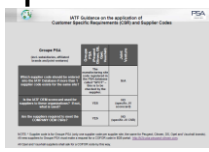


Certifications are part of the quality scoring for groupe PSA's suppliers:



## Increasing weight applied on IATF certification

- ➔ Not certified = No new business
- ➔ All suppliers to Peugeot Citroën DS Opel Vauxhall must be identified in the IATF database
- ⇒ See "Quick reference guide"



**To have a robust QMS in place ensures:**

- Quality "basics" applied
- Final product Quality
- Reactivity in case of 0 Km / In field incidents (incl. immediate containment)



## Groupe PSA's position on Certification equals Quality

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What does groupe PSA to help raising the bar?

- Launch of special status notification
- Observation of IATF audits
- 2<sup>nd</sup> part audit connected to IATF



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PSA launched several special status:

- Control Plan not well applied (frequency not respected, use of a different measurement mean,...)
- PSA not informed immediately after shipment of non compliant safety parts
- Not authorized rework of safety parts
- Product preservation and traceability not ensured,
- ...





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Groupe PSA observes around 30 audits per year

- Auditors see the non conformities
- Issues mostly due to quality basics not respected
- Suppliers negotiate
- Few major nonconformities raised
- Focus on non relevant IATF or CSR requirements (e.g: auditor training for LPA)
- Suppliers discover requirements that are NOT new



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What is the Groupe PSA's feeling on current level?

- Level of the standard has been raised
- Skilled auditors



- Soft grading
- Not relevant focus on quality basics





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What are Groupe PSA's expectations?

- Same level of requirements for all organizations/all regions
- Be more demanding based on risks for the final customer
  - When basics are not in place => raise major non conformity
    - 8D report not complete (e.g no FMEA review)
    - Parts without identification, or risk of damaged part
    - Control plan not strictly applied
    - Operators not trained
    - ...
  - ➔ *Groupe PSA's CSR focus on reverse FMEA, LPA, systematic quality wall in project phase,*
  - ➔ *2<sup>nd</sup> part audit still necessary*
- Please, help us understanding why we have such recurrent situations of different perception on the suppliers quality system