

Groupe RENAULT

Customer-Specific Requirements for use with IATF 16949:2016

2nd Edition – version 2020

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Customer-Specific Requirements For Use With IATF 16949:2016 December 2020

Foreword: Part quality requirements are contractualized through the Groupe Renault's standard 00-10-415 and ANPQP which is formally conforming to expectations as mentioned in IATF 16949:2016 standard. Groupe Renault requests the organizations to deliver only good parts to its plants. The organizations shall define and implement continuous scheduled action plans.

The organizations shall demonstrate exhaustively and at any request that its entire production is conforming to Safety and Regulatory Characteristics in vigor for the commercialization countries.

1. Scope

IATF 16949:2016 and this document define the fundamental quality system requirements for organizations supplying production and/or service parts to Groupe Renault and its affiliates.

2. References

Information regarding the technical documents that are to be used when working with Groupe Renault are listed and transmitted through the RFQ package and available through the Groupe Renault B2B portal.

3. Definitions

ANPQP: Alliance New product Quality Procedure
APO: Alliance Purchasing Organization
ASES: Alliance Supplier Evaluation Standard
OO: IATF Oversight Office
PESES: Process Engineering Skills Evaluation and Support
RFQ: Request For Quotation
SAM: Supplier Account Manager
SAR: Supplier ANPQP Representative
SHC: Supplier Health Check

4. Requirements

4.1 Leadership and commitment (ISO 9001 requirement 5.1)

Groupe Renault requests that the organizations consider and implement good practices regarding sustainable development / social responsibility, especially in the following areas:

No child labor / No forced work / Working conditions / Health and Safety / Environmental protection.

Applicable evidence may include:

- having access to the Groupe Renault Corporate Social Responsibility guidelines, and having access to the organizations' signed commitment to DDSF (Déclaration des Droits Sociaux Fondamentaux)
- 2nd party evaluation (for example, customer evaluation)
- 3rd party evaluation, such as ISO 26000 evaluation, OHSAS 18001 / ISO14001 certification,

Any other system demonstrating that sustainable development / social responsibility concerns are taken seriously by the organization will be accepted.

4.2 Customer focus (ISO 9001 requirement 5.1.2)

The implementation of the organization's quality management system and its ability to meet Groupe Renault's requirements can be carried out by Groupe Renault using the Alliance audit tools such as ASES, PESES or SHC.

The organization shall achieve a minimum level of C rank after ASES evaluation.

In some cases, the organization may be requested to achieve a minimum ASES level of B rank. If the organization is evaluated at an ASES level of D rank, they will either receive no business or will be obliged to commit at top management level to provide the necessary resources and action plan to achieve the required Quality level.

4.3 Resources (ISO 9001 requirement 7)

The organizations must have a Supplier ANPQP Representative (SAR) responsible for ANPQP deployment within their organization.

The SAR can be at plant or at group level.

The SAR is a person who was trained to ANPQP and who has the authority to deploy ANPQP throughout the organization.

4.4 Skills and Training (ISO 9001 requirement 7.2)

The organization staff in contact with the Groupe Renault during the quotation phase, project development phase and mass production phase must have been trained to ANPQP.

Evidence may include, but are not limited to training records, explanation of ANPQP and demonstration on how to access to ANPQP requirements and templates.

The organization shall qualify workers on workstations producing Safety and/or Regulatory characteristics and on Final Control stations.

4.5 Design and Process/Facility Site Changes(IATF 16949 requirement 10.3.1)

The organization shall inform the relevant contact in Groupe Renault: Product Engineering, SAM in APO and the relevant Supplier Quality contact about change proposal using the formats Design Change Request or Process/Facility Change Request- available in ANPQP

The organization shall get feedback from Groupe Renault prior to start change implementation.

4.6 Control of non-conforming output (IATF 16949 requirements 8.7.1.2-8.7.1.7 and 10.2.3-10.2.4)

The organizations shall review FMEA by using Reverse FMEA (R-FMEA) tool.

In order to switch from corrective to preventive actions, the organizations shall check at shop floor level their existing FMEA and provide necessary activities to avoid occurrence or at minimum to improve detection of no- conformity.

4.7 Review of the requirements for products and services (IATF 16949 requirements 4.4.1.2, 8.3.3.1, 8.3.4.2, 8.4.2.2, 8.4.3.1, 8.6.5)

The organization shall demonstrate exhaustively that its entire production is conforming to Safety and Regulatory Characteristics.

Safety and Regulatory characteristics as mentioned on the part drawing must be taken into account in the Control Plan applied during production and Conformity Of Production Trials must be performed respectfully with defined methods and frequency.

The organization shall be compliant to updated Regulations in the country of commercialization. Evidence of tests with results and synthesis reports must be provided on customer’s request. Such evidences shall be kept available accordingly to defined storage period.

4.8 Product audit (IATF 16949 requirement 9.2.2.4)

As systematic preventive action against non-conformity occurrence that could lead to major issue, the organizations shall reserve workstations and final control with Safety or/and Regulatory marks to workers with dully controlled experience and practice.

Regular observation reports can be requested during different audits at shop floor level.

4.9 Nonconformity and corrective action (IATF 16949 requirements 10.2.3-10.2.4)

The organizations shall define, implement and review necessary continuous and scheduled action plan in order to insure ZERO NON CONFORMING PART delivered to any Groupe Renault-plants. This road map heading to zero default shall be regularly recorded and be available during audits or Performance Reviews.

5. Additional Information regarding Groupe Renault position vs IATF 16949:2016

Groupe Renault and the core tools

FMEA	<p>As defined in ANPQP: Unless otherwise specific request from Renault-Nissan, the supplier can use his own standard or automotive industrial guideline for FMEA/AMDEC such as AIAG (Automotive Industrial Action Group), VDA (Verband der Automobilindustrie e.V.).</p> <p>FMEA/AMDEC should be a living document, used to evaluate risks and therefore updated regularly along with the latest changes (7.1.4)</p> <p>Reverse FMEA/AMDEC (R-FMEA) tool must be applied to review FMEA/AMDEC.</p>
MSA	<p>As defined in ANPQP:</p> <p>The gauge must be confirmed by the supplier for Bias/ Linearity/ Repeatability/Reproducibility and/or other methods as required and detailed on the Gauge Specification Sheet. The supporting documentation should be submitted with the Gauge Approval Sheet to Groupe Renault-Nissan on request.</p>
APQP	<p>As part of purchasing contracts, Groupe Renault requests the use of ANPQP .</p> <p>“ The organizations is required to rigorously apply ANPQP to identify all reasonably foreseeable potential safety issues and to take preventative actions to ensure that such safety issues do not occur during the use of the product”.</p> <p>The structure of ANPQP is similar to the structure of the AIAG APQP document. This has been done to facilitate the understanding of ANPQP</p> <p>Note : Though not forbidden, a detailed check of an ANPQP file is not requested from the certification</p>

	bodies
PPAP	<p>The equivalent for Groupe Renault of the “Production Part Approval Process” is the PSW package of the ANPQP (“Alliance New Product Quality Procedure”).</p> <p>The equivalent for Groupe Renault of the “PPAP submission” or “PPAP package” is the PSW (Part Submission Warrant) Package.</p>
SPC	<p>As defined in ANPQP:</p> <p>Identification of all characteristics to be studied</p> <p>These shall include items from the Special Characteristics and Key Features diagram as a minimum.</p> <p>Measurement data analysis method to be used (e.g. Cpk, TAG etc.)</p> <p>Target value of process capability for each identified characteristic</p> <p>Specification (nominal and tolerance) of each identified characteristic</p> <p>Sample size for each identified characteristic</p> <p>Schedule for collection and analysis of measurement data</p> <p>Device/Tool for measuring/inspect characteristics of a product (e.g. Coordinate Measuring Machine (CMM))</p>

Notification to certification bodies

Status	Notification to CB
<p>In addition to PPM Alerts, RANKING of organizations became a Key Quality indicator : high ranking lead the organizations to be enlisted in Red/Yellow list</p>	<p>Groupe Renault may notify the supplier with a copy to the OO related to the corresponding Certification Body, according to IATF rules, after detecting a serious quality problem such as repetitive car blockages, recall campaigns, recurrence of Quality alarms (Ranking, PPM), weak ASES results or insufficient involvement in Rank Up activities. These situations may also lead to a Business Hold through the Red/Yellow list procedure in use within Groupe Renault.</p>
<p>Blockages: Recall Campaigns, Warranty incidents, ...</p>	

Change Control for Version 2.0:

1. Change wording of IATF 16949 into IATF 16949:2016
2. Change wording of supplier into organization to be consistent with the IATF 16949:2016
3. Change the wording of the Foreword
4. Scope redefined to focus on CSR use for CB's, other items are inside the requirements chapters
5. Definitions updated
6. Requirements 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9: link to the corresponding requirements inside ISO 9001 and IATF 16949 added
7. Requirement 4.1 Leadership and commitment: rewording of the RSE requirements
8. Requirement 4.2 Customer focus: rewording
9. Requirement 4.3 Resources: complement on SAR training and authority.
10. Requirement 4.4 Skills and training: rewording of the qualified workers
11. Requirement 4.5 Design and Process/Facility Change request: rewording
12. Requirements to CB named "The certification body quality follow-up" deleted as they are already included in the IATF Rules
13. Focus on key items: deleted as it's already included in the requirements chapters
14. Groupe Renault and the core tools: rewording to be consistent with Groupe Renault's ANPQP
15. Groupe Renault Notification to Certification Bodies: rewording
16. Add Change control information