



**SUBJECT:** Launch of the IATF Performance Complaint Management System (IATF CMS) within the IATF Database  
**ISSUE DATE:** March 2022  
**REF:** 004

## IATF Global Oversight

### IATF Stakeholder Communiqué

The purpose of this Stakeholder Communiqué is to advise all IATF Stakeholders that the IATF has launched the IATF Performance Complaint Management System (IATF CMS) within the IATF Database.

#### **Scope of the launch**

With the launch of the IATF CMS, any performance complaint (including IATF OEM special status notification) against IATF 16949 certified organizations initiated by IATF OEMs or IATF Oversight offices, will be managed with the IATF CMS workflow tool. Future updates of this tool will enable a broader application, which will be communicated when available for use.

#### **Description of the IATF Performance Complaint Management System**

The IATF CMS is a workflow tool which provides a standard approach for the submission and management of performance complaints against IATF 16949 certified organizations. Performance complaints are inputs into the certificate decertification process (specifically section 8.1 a) and b)) of the IATF Rules 5th Edition. The workflow tool provides a standard template and decision points for input, analysis, decisions, and notifications, aligned with the certificate decertification process steps and timing for each of the relevant stakeholders: IATF OEM customer, certification body, certified organization and the IATF Oversight offices.

The IATF Performance Complaint Management System workflow tool is integrated into the IATF database such that:

- the IATF OEM (customer), their representative or an IATF Oversight office can initiate a performance complaint from within the Certificate Map of the IATF Database, using a standardized form;
- the relevant certification body receives the complaint and analyses the situation, determining whether the certificate is to be suspended or not;
- the certified organization, through a special access to the IATF CMS Client Portal, completes their analysis of the concern described in the performance complaint, documents their corrective action plan and submits their response to the certification body;



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- the certification body reviews the corrective action plan for adequacy and evaluates the method used by the certified organization for root cause analysis;
- the certification body then verifies the effective implementation of the corrective action plan by the certified organization through conducting a special audit;
- the certification body then determines whether to reinstate or withdraw the certificate.

All these steps are connected to and stored in the IATF database, including the suspension and reinstatement decisions of the certificate. The IATF database also provides full security access controls, so only the authorized users can see the performance complaints and follow the steps along the process. The functionality to create drafts and share performance complaints including attachments, has been integrated into the system.

The IATF Performance Complaint Management System manual (available through the IATF Database Latest News area on the Personal Desktop as well as through the IATF CMS Client Portal for the certified clients) provides detailed process flow charts, step by step instructions for each section of the workflow tool for each of the user types, and detailed explanations of the input required for both mandatory and optional fields.

If you have any questions, please [contact](#) IATF Oversight.

To provide feedback on the application, process, or documentation, please use this email-[link](#).