IVECO GROUP

CUSTOMER SPECIFIC REQUIREMENTS

for use with

IATF 16949:2016

Revision 01 – 2025

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Scope of the Document

This document defines Customer Specifics of Iveco Group in order to complete the IATF 16949:2016 Quality System Requirements, and relates them with the technical documentation used in the relation between Iveco Group and the Organizations (Drawings, Norms, Procurement Specification, Request For Quotation and other documentation).

In this document, the terms “Organization” and “Supplier” are interchangeable, both representing the company (or site) being registered to IATF 16949 : 2016.

For additional Customer Guidance, contractual Statement of Requirements must be consulted as main reference.

Section A – General Procedures

The Customer Specific Requirements complement the already used general procedures that rule the supply relation between Iveco Group and the Organizations.

The fundamental procedures are the following:

#	PROCEDURE DESCRIPTION	SPECIFICATION NR.	
		IVECO	FPT
1	General Purchasing Conditions	General purchasing terms and conditions (one for EMEA and one for LATAM region)	
2	Quality of Supplies	IVG.IFG030	
3	Supply Material Certification Quality Document - Product Quality And Conformity Certificate	IVG.IFG030	IVG.IFG030 FPI 9.01103
4	Use Provisions For The I.M.D.S. (International Material Data System) System (ref Regulation (EC) No 1907/2006)	19-0500 IVG.IFG030	IVG.IFG030
5	Qualification Of Production Parts New Components (Buy)	IVG.IFG030	
6	Process Planning Review Procedure	PUR 13	
7	Process Audit and PSA (Potential Supplier Assessment) Procedure	PUR 14	
8	Production Demonstration Run	PUR 15	
9	Management of IRW (Buy Components)	IVG.IFG030	
10	Reinforced Control Plan	IVG.IFG030	IVG.IFG030 FPI MAP048
11	Quality Monitoring Of Direct Materials Supplies At Manufacturing Factories And Spare Parts Storehouses	QPS 08018	
12	CSL – New Business Hold	PUR 16	

Section B – Connection between FPT/IVECO Customer-Specifics and IATF16949:2016

IATF 16949:2016	DESCRIPTION	CUSTOMER-SPECIFICS	
		IVECO	FPT
7.5.3.2.1	Records Retention	IVG.IFG030	
8.1	Planning of Product Realization	PUR 13	
8.1.1 8.3.2	Planning of Product Realization - Supplemental	PUR 13	PUR 13 FPI.PLL002
8.2.2	Determination of Requirements related to the Product	PUR 01 Attachment 06 Request For Quotation (RFQ) and Statement Of Requirements (SOR)	
8.2.3.1.1	Review of the requirements for Products and Services – supplemental (Customer Waiver)	IVG.IFG030	
8.2.3.1.2	Special Characteristics	18-0011 18-0016	FPI.IFN053
8.3.4.3	Prototype Programme	18-0002 18-0011	FPI.PLL002
8.3.4.4	Product Approval Process	IVG.IFG030	
8.4.1.3	Customer Approved Sources	PUR 01 Attachment 06 Request For Quotation (RFQ) and Statement Of Requirements (SOR)	
8.5.1.1	Control Plan	18-0011 18-0016 IVG.IFG030	IVG.IFG030 FPI.MAP048
8.5.5.1	Feedback of Information from Service	QPS 08018 Supply Quality Performance (SQP)	
8.5.2 8.5.2.1	Identification and Traceability	IVG.IFG030 18-0015	IVG.IFG030 FPI.IFP057
8.6.2	Functional and dimensional Testing	IVG.IFG030	
9.1.2.1	Customer Satisfaction – Supplemental	QPS 08018 Supply Quality Performance (SQP) PUR 16	
9.2.2.3	Manufacturing Process Audit	PUR 14 PUR 15	
10.2.3	Problem Solving	QPS 08018	
10.2.6	Rejected Product Test/Analyses	QPS 08018	
		Supply Quality Performance (SQP)	

Section C – IVECO Group Specific Requirements added to IATF16949 : 2016

1. Sustainability (Ref. IATF 16949:2016 § 4.1 - 4.2 - 5.1.1)

The Organization shall give evidence of compliance to the main pillars of sustainability, showing compliance in terms of personnel safety (for example, as applicable and not complete: fire permission, work safety assessment), environmental safeguard (for example, as applicable and not complete: environmental operative licenses), interaction with the surrounding context (for example, as applicable and not complete: effective communication with third parties for social or environmental purposes, when needed).

NOTE: Sustainability assessment process is considered as an evidence of compliance to this point.

2. Customer Representative (Ref. IATF 16949:2016 § 5.3.2)

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.

3. Special Characteristics (Ref. IATF 16949:2016 § 8.2.3.1.2)

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 (PQC-S or CNH2-S), Law/Legal approval Conformity, external Customer satisfaction, internal Customer satisfaction.

Supplier can use its proper symbology for the identification of Key characteristics. However, a correlation table must be established between Supplier and Customer documentary systems and must be quoted on the drawing. Standard FPT-FPI.IFN053 or Iveco Std. 18-0011 must always be considered.

4. **Special characteristics related documentation (Ref. IATF 16949:2016 § 8.2.3.1.2)**

   Supplier shall draw up a specific documentation related to qualification and/or homologation 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.

   Remarks:

   - FPT Special Characteristics related to components with Part level S (safety) are identified by “PQC-S”.
   - Iveco Special Characteristics related to components with Part level S (safety) are identified by “CNH2-S”

5. **REACH - IMDS (Ref. IATF 16949:2016 § 8.4.2.2)**

   The Organization, if requested (i.e. according Directive on End-of Life Vehicle 2000/53/EC, EU Regulation (EC) No 1907/2006), 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 to IMDS related to the products of its own Suppliers.

   In case of product under development, the data uploading shall be done before the Pilot Phase.

6. **Functional and dimensional testing (Ref. IATF 16949:2016 § 8.6.2).**

   Organization shall plan dimensional inspections and functional tests for every product family even if not expressly required by the Customer; this plan shall fulfill as minimum with the following (see IVG.IFG030 for details):

   - Complete Self-Qualification every 2 (two) years (unless otherwise agreed by SQE).
   - Complete dimensional and material controls once per year (unless otherwise agreed by SQE).

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

7. Prototype Programme (Ref. IATF 16949:2016, § 8.3.4.3)

Supplier will provide all delivered prototype parts with Certification of Quality and Conformance of Prototypes.

Prototypes must be properly and single identified, by means on method or according to customer required.

8. Field Management (Ref. IATF 16949:2016 § 10.2.6)

On demand, Organization shall actively participate in the Tutorship and Field Management programs, in order to improve the Quality level of the products and to reduce the related warranty costs.

9. Organizations Performance Analysis (Ref. IATF 16949:2016 § 9.1.2.1)

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. PPM, PIQ, CSL)
ii. Customer validated Action Plan monitoring, due to negative outcome (≤2) of Process Audit, Production Demonstration Run, Process Planning Review.
iii. FPT or Iveco Customer specific Implementation Plans monitoring.
iv. 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 (CSL1, CSL2, PPM, etc.).

10. Product approval process (Ref. IATF 16949:2016 § 8.3.4.4)

The Organization shall use Iveco Group - like methodologies (IVG.IFG030) for product approval process of its own Suppliers. In case the Organization cannot afford this requirement, the product approval process adopted shall be validated by SQE.

Sub-Suppliers with quality system in development that do not fulfill minimum requirements for PPAP completion, must – in accordance with the Supplier – work out an Action Plan for PPAP implementation.

11. On Job Training (Ref. IATF 16949:2016 § 7.2.2)

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

12. Incoming Material Quality (Ref. IATF 16949:2016 § 8.6.4)

Incoming material inspection and testing – if not in free pass – are mandatory for all materials and components.

13. Customer Owned Production Tooling (Ref. IATF 16949:2016 § 8.5.3)

All the Customer owned tools, specially the ones for the low volume productions, must be subjected to preventive maintenance in order to ensure their preservation (see Process Audit check list). Special attention must be paid to those tools used for either low volumes or sporadic productions.

14. Determination of requirements related to products and services (Ref. IATF 16949:2016 § 8.2.2)

Supplier has to follow – when existing - the MQR (Mandatory Quality Requirements) documents. MQR identify a specific minimum set of quality requirements to be followed by the supplier for the component manufacturing. This document supplements but does not supersede the product drawings and specifications, representing the official customer contractual requirements against which a successful product validation shall be completed and documented by the supplier.

15. Supplier Status Special Notifications (IATF 16949:2016, item 9.1.2.1)

Supplier will have to inform its own Certification Body within 5 working days in case of notification of Customer special quality issues:

- Supplier in NBH (New Business Hold);
- Supplier with Controlled Shipment Level Level 2 and Level 3 (opened)

16. Contingency Plans (IATF 16949:2016, item 6.1.2.3)

Supplier has to inform IVECO Group in case of disruptions generated from

- Equipments
- Purchased materials (components / raw materials) shortage
- Natural disasters
- Fires
- Service disruptions
- Workforce shortage

In case of sudden interruption, information must be assured to IVECO Group as soon as the information is known to the supplier, and – in any case - not more than 6 hours from the interruption.

In case of expectable events the communication shall be sent in time to ensure Iveco Group to execute contingency actions (e.g. depending on the minimum safety stock at disposal).

Information has to be forwarded as a minimum to:

- IVECO Group Purchasing referents
- IVECO Group Manufacturing referents

17. Plant, facility, and equipment planning (IATF 16949:2016, item 7.1.3.1)

Supplier must give evidence of maintaining the productive capacity required from IVECO Group both in case of dedicated and not dedicated product lines.

The evidence must be properly documented and available at any time.