ÖZLER Plastik

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Customer Specific
Requirements

According to IATF 16949:2016

Effective Date: 01.01.2020

SUMMARY OF IATF16949 SECTIONS WITH CUSTOMER-SPECIFIC CONTENT

Contents

1. Scope

1.1 General

IATF 16949:2016, Customer Specific Requirements Ford, Renault & Daimler (http://www.iatfglobaloversight.org/oem-requirements/customer-specific-requirements/) and this document define the fundamental quality system requirements for the ÖZLER supply chain. This document contains the company specific requirements supplemental, IATF 16949:2016.

All IATF clauses which are listed in this document are special requirements from ÖZLER. For not listed clauses, see IATF and OEM CSR's (Ford, Renault & Daimler; http://www.iatfglobaloversight.org/oem-requirements/customer-specific-requirements/)

These supplemental requirements may also apply to ISO9001:2015 and other similar registrations as applicable and developed within this document. These supplemental requirements must be included in the certification audit in order to be recognized as satisfying the ÖZLER supplier criteria for third-party certification by an IATF recognized and contracted certification body.

The English language version of this document shall be the official version for purposes of third party registration. Any translations of this document shall be for reference only.

2. Normative references

See ISO 9001:2015 requirements.

See IATF 16949:2016 requirements.

2.1 Normative and informative references

The following reference documents are available through AIAG (http://www.aiag.org/) and shall be used to develop the quality system. The latest editions of AIAG reference manuals shall be used.

- Production Part Approval Process (PPAP)
- Statistical Process Control (SPC)
- Failure Mode and Effects Analysis (FMEA)
- Advanced Product Quality Planning (APQP)
- Control Plan
- Measurement Systems Analysis (MSA)

3. Terms and definitions for automotive industry

See ISO 9001:2015 requirements and
IATF 16949:2016 requirements.

4. Context of the organization

4.1 Understanding the organization and its context

No additional ÖZLER Customer Specific Requirements.

4.2 Understanding the needs and expectations of interested parties

No additional ÖZLER Customer Specific Requirements.

4.3 Determining the scope of the quality management system

The structure of this document aligns with the requirements with the applicable sections of IATF 16949. Several section headers are followed by the statement "No additional ÖZLER Customer Specific Requirements" to verify that there is no auditable ÖZLER specific requirement for this section. The presence of this statement does not mean that no other commercial or technical requirements exist for the subject addressed in the section, or that this statement supersedes existing commercial or technical requirements.

Tooling & Equipment suppliers to ÖZLER Plastik are not eligible for certification to IATF 16949. Registration to ISO 9001 is acceptable.

A sub-tier supplier hired by the organization to perform services not directly related to a ÖZLER Plastik contract (e.g. floor cleaning or grass cutting) is not impacted in any way by the sub-tier supplier development or other sub-tier supplier requirements stated in IATF 16949.

Evidence of IATF 16949 Certification Verification
Organizations shall share evidence of their certification to IATF 16949 by e-mail with ÖZLER.

Notification of IATF 16949 Registration Status Change
The organizations shall notify ÖZLER of any change in their IATF 16949 registration.
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.

IATF 16949 Certification Waiver
ÖZLER may, at its option, fully waive certain organizations from IATF 16949 certification. This waiver generally applies to those organizations whose quality management system is acceptable without certification to IATF 16949, but ÖZLER still requires the suppliers. Identification of candidate organizations for waiver from IATF 16949 certification is the responsibility of ÖZLER. Verification and maintenance of waiver status is the responsibility of ÖZLER.

4.3.1 Determining the scope of the quality management system – supplemental

No additional ÖZLER Customer Specific Requirements.

4.3.2 Customer-specific requirements

No additional ÖZLER Customer Specific Requirements.

4.4 Quality management system and its processes

4.4.1

No additional ÖZLER Customer Specific Requirements.

4.4.1.1 Conformance of products and processes

No additional ÖZLER Customer Specific Requirements.

4.4.1.2 Product safety

No additional ÖZLER Customer Specific Requirements.

4.4.2

No additional ÖZLER Customer Specific Requirements.

5. Leadership

5.1 Leadership and commitment

5.1.1 General

No additional ÖZLER Customer Specific Requirements.

5.1.1.1 Corporate responsibility

The organization shall comply with Basic Working Conditions in the Global Terms and Conditions and the related Supplier Social Responsibility and Anti-Corruption Requirements. The organization is also encouraged to adopt and enforce a similar code with Supplier Code of Conduct and Sustainability Principles.

5.1.1.2 Process effectiveness and efficiency

No additional ÖZLER Customer Specific Requirements.

5.1.1.3 Process owners

No additional ÖZLER Customer Specific Requirements.

5.1.2 Customer focus

The supplier shall demonstrate customer satisfaction through meeting continuous improvement objectives consistent with a well-developed Action Plan Package. In addition, ÖZLER reserves the right to conduct plant audits and facility reviews upon request.

5.2 Policy

5.2.1 Establishing the quality policy

No additional ÖZLER Customer Specific Requirements.

5.2.2 Communicating the quality policy

No additional ÖZLER Customer Specific Requirements.

5.3 Organizational roles, responsibilities and authorities

5.3.1 Organizational roles, responsibilities, and authorities – supplemental

The organization shall notify Özler Plastik project manager in writing within 10 working days of any changes to senior management responsible for Product Quality or company ownership.

5.3.2 Responsibility and authority for product requirements and corrective actions

No additional ÖZLER Customer Specific Requirements.

6. Planning

6.1 Actions to address risks and opportunities

6.1.1 and 6.1.2

No additional ÖZLER Customer Specific Requirements.

6.1.2.1 Risk analysis

No additional ÖZLER Customer Specific Requirements.

6.1.2.2 Preventive action

No additional ÖZLER Customer Specific Requirements.

6.1.2.3 Contingency plans

The Organization shall notify the ÖZLER plant, the buyer and the total quality engineer within 24 hours of organization production interruption. Production interruptions may include (but are not limited to) natural disasters, political unrest, war, capacity issues, quality issues, labor strikes and cyber-attacks or other events that prevent the supplier from meeting the specified capacity volumes.
The organization shall communicate the nature of the problem to ÖZLER and take immediate actions to assure the supply of the product.
Note: Production interruption is defined as an inability to meet the ÖZLER specified production capacity volume.
Supply Chain Risk Analysis
The Organization shall share a documented Supply Risk Management Operating System in place upon request – The Organization shall ensure that its Quality Operating System Supply Risk Management process includes:

- The application of the requirements for Risk analysis, preventive actions and contingency planning described in section 6.1.2.1 through 6.1.2.3 of IATF 16949:2016 through the Organization's supply chain.
- Documentation of the Organization's supply chain (supplier name, location, parts) for all ÖZLER-specified parts and associated raw materials
- A system to assess and monitor supply chain financial and operational risks.

ÖZLER reserves the right to review the documented information of the supply chain risk assessment reviews

6.2 Quality objectives and planning to achieve them

6.2.1 and 6.2.2

No additional ÖZLER Customer Specific Requirements.

6.2.2.1 Quality objectives and planning to achieve them – supplemental

No additional ÖZLER Customer Specific Requirements.

6.3 Planning of changes

No additional ÖZLER Customer Specific Requirements.

7. Support

7.1 Resources

7.1.1 General

No additional ÖZLER Customer Specific Requirements.

7.1.2 People

No additional ÖZLER Customer Specific Requirements.

7.1.3 Infrastructure

No additional ÖZLER Customer Specific Requirements.

7.1.3.1 Plant, facility, and equipment planning

No additional ÖZLER Customer Specific Requirements.

7.1.4 Environment for the operation of processes

No additional ÖZLER Customer Specific Requirements.

7.1.4.1 Environment for the operation of processes – supplemental

No additional ÖZLER Customer Specific Requirements.

7.1.5 Monitoring and measuring resources

7.1.5.1 General

No additional ÖZLER Customer Specific Requirements.

7.1.5.1.1 Measurement system analysis

Gaug/check fixture requirements

All gauges used for checking ÖZLER components/parts per the control plan shall have a gauge R&R performed in accordance with the appropriate methods described by the latest AIAG Measurement Systems Analysis Manual (MSA) to determine measurement system variability. The Gauge R&R is to be completed using ÖZLER parts.

The control plan identifies which gauges are used for each measurement.

Family of gauges

Where multiple gauges of the same make, model, size, method of use and application (including range of use) are implemented for the same part, use of a single gauge R&R covering those multiple gauges (family of gauges) requires ÖZLER project manager approval.

Parts and operators for Gauge R&R studies

At a minimum:

Variable gauge studies should utilize a minimum of 10 parts, 3 operators and 3 trials. Attribute gauge studies should utilize a minimum of 50 parts, 3 operators, 3 trials.

7.1.5.2 Measurement traceability

No additional ÖZLER Customer Specific Requirements.

7.1.5.2.1 Calibration/verification records

No additional ÖZLER Customer Specific Requirements.

7.1.5.3 Laboratory requirements

7.1.5.3.1 Internal laboratory

No additional ÖZLER Customer Specific Requirements.

7.1.5.3.2 External laboratory

The organization shall approve commercial/independent laboratory facilities prior to use. The acceptance criteria should be based on the latest ISO/IEC 17025 (available through ISO https://www.iso.org/home.html), or national equivalent, and shall be documented.

Accreditation to ISO/IEC 17025 or national equivalent is not required.

7.1.6 Organizational knowledge

No additional ÖZLER Customer Specific Requirements.

7.2 Competence

7.2.1 Competence – supplemental

The supplier shall ensure that only trained and qualified personnel are involved in all aspects of the design and manufacturing of products supplied to ÖZLER.

7.2.2 Competence – on-the-job training

No additional ÖZLER Customer Specific Requirements.

7.2.3 Internal auditor competency

No additional ÖZLER Customer Specific Requirements.

7.2.4 Second-party auditor competency

No additional ÖZLER Customer Specific Requirements.

7.3 Awareness

No additional ÖZLER Customer Specific Requirements.

7.3.1 Awareness – supplemental

No additional ÖZLER Customer Specific Requirements.

7.3.2 Employee motivation and empowerment

No additional ÖZLER Customer Specific Requirements.

7.4 Communication

No additional ÖZLER Customer Specific Requirements.

7.5 Documented information

7.5.1 General

No additional ÖZLER Customer Specific Requirements.

7.5.1.1 Quality management system documentation

No additional ÖZLER Customer Specific Requirements.

7.5.2 Creating and updating

No additional ÖZLER Customer Specific Requirements.

7.5.3 Control of documented information

Production inspection and test records (e.g., control charts, inspection and test results) shall be retained for the length of time that the part (or family of parts) is active for production and service requirements plus fifteen calendar years. Records of inspection shall be maintained for each inspection or test performed. Where practical, the actual test result (variable or attribute) should be recorded.
Simple pass/fail records of inspection are not acceptable for variables measurements.

Records for internal quality audits and management review shall be retained for Current Year (CY) + three years.
The above does not supersede any regulatory requirements.

7.5.3.1 and 7.5.3.2

No additional ÖZLER Customer Specific Requirements.

7.5.3.2.1 Record retention

Documentation Record Keeping
The organization shall keep all documents related with Özler Plastik for 15 years.

8. Operation

8.1 Operational planning and control

No additional ÖZLER Customer Specific Requirements.

8.1.1 Operational planning and control — supplemental

No additional ÖZLER Customer Specific Requirements.

8.1.2 Confidentiality

No additional ÖZLER Customer Specific Requirements.

8.2 Requirements for products and services

8.2.1 Customer communication

No additional ÖZLER Customer Specific Requirements.

8.2.1.1 Customer communication — supplemental

No additional ÖZLER Customer Specific Requirements.

8.2.2 Determining the requirements for products and services

No additional ÖZLER Customer Specific Requirements.

8.2.2.1 Determining the requirements for products and services – supplemental

No additional ÖZLER Customer Specific Requirements.

8.2.3 Review of the requirements for products and services

8.2.3.1

No additional ÖZLER Customer Specific Requirements.

8.2.3.1.1 Review of the requirements for products and services — supplemental

No additional ÖZLER Customer Specific Requirements.

8.2.3.1.2 Customer-designated special characteristics

The organization shall follow ÖZLER Key Characteristic Designation. Key characteristics shall be applied as per IATF16949:2016 8.3.3.3 Special Characteristics.

For internal use, the organization may develop its own special characteristics symbols.

8.2.3.1.3 Organization manufacturing feasibility

No additional ÖZLER Customer Specific Requirements.

8.2.3.2

No additional ÖZLER Customer Specific Requirements.

8.2.4 Changes to requirements for products and services

No additional ÖZLER Customer Specific Requirements.

8.3 Design and development of products and services

8.3.1 General

No additional ÖZLER Customer Specific Requirements.

8.3.1.1 Design and development of products and services – supplemental

The organization should consider Incoming inspection when developing control strategies to prevent the use of non-conforming incoming material.

8.3.2 Design and development planning

No additional ÖZLER Customer Specific Requirements.

8.3.2.1 Design and development planning – supplemental

FMEA requirements

Organizations shall comply with the AIAG FMEA 4th Edition or IATF & VDA 1st Edition Handbook requirements.

Families of FMEAs
The organization may write FMEAs for families of parts, where typically the only difference in the parts is dimensional, not form, application or function.

FMEA documentation
Organizations are to provide copies of FMEA documents to ÖZLER upon request.

Documentation of Controls for Critical Characteristics
Both build-to-print and design responsible organizations identify in the APQP/PPAP Workbook the special controls to prevent shipment of any nonconformance to ÖZLER specified Critical Characteristics, regardless of the location of the special controls in the supply chain (tier 1 through tier N).

Control Plans
All ÖZLER parts shall have Control Plans.

Special Characteristic Traceability
Special Characteristics and control approach are traceable from the DFMEA through the PFMEA and to the Control Plan and recorded in the APQP/PPAP Workbook.

Ongoing Engineering Specification testing documentation
Any revisions to the Product Validation Engineering Specification or other inspection frequencies in the Control Plans and PFMEAs require ÖZLER approval.

8.3.2.2 Product design skills

No additional ÖZLER Customer Specific Requirements.

8.3.2.3 Development of products with embedded software

No additional ÖZLER Customer Specific Requirements.

8.3.3 Design and development inputs

No additional ÖZLER Customer Specific Requirements.

8.3.3.1 Product design input

All operations shall be analyzed for risk using a PFMEA. Product requirements shall be identified and failure modes comprehended in the PFMEA. Risk Priority Number/Action Priority (RPN/AP) values shall be consistently applied using Severity, Occurrence, and Detection ranking tables. Severity shall be based on all risks such as organization risk, customer risk, and end user risk.

8.3.3.2 Manufacturing process design input

No additional ÖZLER Customer Specific Requirements.

8.3.3.3 Special characteristics

No additional ÖZLER Customer Specific Requirements.

8.3.4 Design and development controls

If the design responsibility is at the supplier, the organization shall perform Design Verification (DV) to show conformance to the appropriate ÖZLER Engineering requirements. The organization shall record the Design Verification methods with the test results and submit to ÖZLER Product Development responsible upon request.

Engineering for approval.
For organizations responsible for component level Design Verification (DV) testing, the organization shall have a documented Design Verification Plan and Report (DVP&R) that includes organization /sub-tier supplier and ÖZLER responsible test(s) as applicable. The organization provides evidence of successful completion on all component level DV testing on the DVP&R. The organization shall obtain ÖZLER Product Development Responsible approval for all tests and results. These requirements apply to all organizations; regardless of the organization's or part's PPAP submission level or design responsibility.

8.3.4.1 Monitoring

No additional ÖZLER Customer Specific Requirements.

8.3.4.2 Design and development validation

No additional ÖZLER Customer Specific Requirements.

8.3.4.3 Prototype programme

The organization is responsible for the quality of the parts it produces and for any subcontracted services, including sub-tier suppliers specified by ÖZLER without a Multi-Party Agreement. This applies to all phases of product development, including prototypes.

8.3.4.4 Product approval process

Production Part Approval Process
For production parts and approval of components from sub-tier suppliers, the organization shall comply with the latest AIAG Production Part Approval Process (PPAP) manual.
For service parts, in addition to meeting the requirements of the AIAG Production Part Approval Process (PPAP) manual, the organization must comply with the AIAG Service Production Part Approval Process (Service PPAP) manual.

8.3.5 Design and development outputs

No additional ÖZLER Customer Specific Requirements.

8.3.5.1 Design and development outputs – supplemental

No additional ÖZLER Customer Specific Requirements.

8.3.5.2 Manufacturing process design output

The organization shall have a method to identify, control, and monitor the high risk items on those critical operations.
There shall be rapid feedback and feed forward between inspection stations and manufacturing, between departments, and between shifts.

8.3.6 Design and development changes

No additional ÖZLER Customer Specific Requirements.

8.3.6.1 Design and development changes – supplemental

Supplier shall inform to Özler Plastik project manager for all kinds of design and development changes in writing.

8.4 Control of externally provided processes, products and services

8.4.1 General

No additional ÖZLER Customer Specific Requirements.

8.4.1.1 General – supplemental

No additional ÖZLER Customer Specific Requirements.

8.4.1.2 Supplier selection process

No additional ÖZLER Customer Specific Requirements.

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

No additional ÖZLER Customer Specific Requirements.

8.4.2 Type and extent of control

No additional ÖZLER Customer Specific Requirements.

8.4.2.1 Type and extent of control — supplemental

The organization shall have incoming product quality measures and shall use those measures as key indicators of sub-tier supplier product quality management.

8.4.2.2 Statutory and regulatory requirements

No additional ÖZLER Customer Specific Requirements.

8.4.2.3 Supplier quality management system development

This clause applies to suppliers of the organization who are providers of: a) production materials, b) production, service, and accessory parts, or c) heat treating, plating, painting or other finishing services.
This clause does not apply to indirect or providers of services that add no manufacturing value which include, but is not limited to distributers, logistics, sequencers, parts packagers, tooling and equipment.

Sub-tier supplier quality management system requirements

• Where a sub-tier supplier is not third party certified to IATF 16949, ÖZLER reserves the right to require the organization to ensure sub-tier supplier compliance with the "Minimum Automotive Quality Management System Requirements for Sub-tier Suppliers" available through http://iatfglobaloversight.org/default.aspx. Evidence of effectiveness shall be based on having a defined process and implementation of the process including measurement and monitoring.
• Where any organization has sub-tier suppliers not third party certified to IATF 16949, the organization is encouraged to require sub-tier supplier compliance with the "Minimum Automotive Quality Management System Requirements for Sub-tier Suppliers". ÖZLER or organization second party assessment or third party certification of subtier suppliers does not relieve the organization of full responsibility for the quality of supplied product from the sub-tier supplier.

Sub-tier supplier Management Process

Özler Plastik also expects the principles of this document to be applied from the sub-tier suppliers. Evidence of effectiveness shall be based on having a defined process and implementation of the process including measurement and monitoring.

Critical Characteristic Controls at the sub-tier suppliers

For Critical Characteristics, the responsible organization ensures that sub-tier suppliers have controls in place to prevent shipment of non-conforming product at the location where the associated physical characteristics are manufactured by sub-tier suppliers. The sub-tier supplier controls for the Critical Characteristics are identified by the organization in the APQP/PPAP Evidence Workbook. This also applies to ÖZLER-directed sub-tier suppliers without a Multi-Party Agreement.

8.4.2.3.1 Automotive product-related software or automotive products with embedded software

No additional ÖZLER Customer Specific Requirements.

8.4.2.4 Supplier monitoring

In support of ÖZLER's expectation of 100% on-time delivery, the organization shall also require 100% on-time delivery from sub-tier suppliers. The organization shall communicate any delay or risk to the ÖZLER Logistics department.
The organization should monitor and minimize any premium freight expenses related to sub-tier suppliers for late deliveries. These also apply to ÖZLER-directed sub-tier suppliers without a Multi-Party Agreement.
Özler evaluates and scores its suppliers on a monthly basis, notifies its suppliers every 3 months.

8.4.2.4.1 Second-party audits

Second-party auditors performing QMS audits must meet the requirements in clause 7.2.4 Second-Party Auditor Compliance in IATF16949:2016 plus meet these additional requirements:

1. The organization (2nd party) must be IATF16949:2016 certified and not on probation or suspension.
2. The organization (2nd party) must utilize a qualified ISO Lead Auditor, or a qualified internal auditor with evidence of their successful completion of training.

The organization (2nd party) must audit annually each qualifying supplier and maintain records of the audit. Qualifying supplier is defined by those suppliers determined to need second-party auditing per clause 8.4.2.4.1 Second-Party Audits.

The duration of these audits must conform to the full application of the Audit Day Requirements table of the current edition of Automotive Certification Scheme for IATF16949 Rules for Achieving and Maintaining IATF Recognition.

The second-party audits shall identify an acceptable passing level and include a scoring or ranking to determine which suppliers have passed. The organization shall have documented evidence that they review and follow up on all non-conformances identified in the second-party audit with the intent to close these non-conformances.

8.4.2.5 Supplier development

No additional ÖZLER Customer Specific Requirements.

8.4.3 Information for external providers

8.4.3.1 Information for external providers – supplemental

No additional ÖZLER Customer Specific Requirements.

8.5 Production and service provision

8.5.1 Control of production and service provision

No additional ÖZLER Customer Specific Requirements.

8.5.1.1 Control plan

ÖZLER does not provide waivers to organizations for control plan approval because ÖZLER signatures on the Control Plan are not required.
The organization shall provide measurement, test, and inspection data which demonstrates that control plan requirements, sample sizes, and frequencies are being met when requested.
Sample sizes and frequencies shall be determined based on risk and occurrence of failure modes, and to ensure that the customer is adequately protected from receiving the product represented by the inspection/tests before the results of the inspection/tests are known.

The AIAG Advanced Product Quality Planning and Control Plan reference manual shall be used as a guide for the development and format of Control Plans along with Appendix A in IATF 16949:2016.

ÖZLER method approval is required for control plans for designated safety or regulatory items regardless of the site's PPAP level. Approval may take the form of PPAP approval by ÖZLER project manager, but the preferred method is to sign the documents. Approval of changes to these documents after initial acceptance is also required.

ÖZLER reserves the right to require approval of control plans for any ÖZLER purchased part from any supplier.

If a product rework procedure is authorized by ÖZLER all reworked product shall be re-inspected to all control plan requirements and documented procedures.

8.5.1.2 Standardized work – operator instructions and visual standards

Standardized work should include the what, how, and why tasks are performed. All standardized work shall be followed.
Visual standards throughout the facility shall be common, including between facilities building the same platform/product for global quality.
Visual standards shall be clearly communicated to all team members that are affected and referenced in the standardized work.
Visual standards that differentiate “good” from “bad” shall satisfy customer requirements and be controlled.
Operators shall use the most current work instructions.
The organization shall ensure that work instructions contain reaction plans for non-conformances showing the specific required steps.

8.5.1.3 Verification of job set-ups

No additional ÖZLER Customer Specific Requirements.

8.5.1.4 Verification after shutdown

No additional ÖZLER Customer Specific Requirements.

8.5.1.5 Total productive maintenance

No additional ÖZLER Customer Specific Requirements.

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

No additional ÖZLER Customer Specific Requirements.

8.5.1.7 Production scheduling

No additional ÖZLER Customer Specific Requirements.

8.5.2 Identification and traceability

No additional ÖZLER Customer Specific Requirements.

8.5.2.1 Identification and traceability — supplemental

No additional ÖZLER Customer Specific Requirements.

8.5.3 Property belonging to customers or external providers

No additional ÖZLER Customer Specific Requirements.

8.5.4 Preservation

No additional ÖZLER Customer Specific Requirements.

8.5.4.1 Preservation – supplemental

No additional ÖZLER Customer Specific Requirements.

8.5.5 Post-delivery activities

No additional ÖZLER Customer Specific Requirements.

8.5.5.1 Feedback of information from service

No additional ÖZLER Customer Specific Requirements.

8.5.5.2 Service agreement with customer

No additional ÖZLER Customer Specific Requirements.

8.5.6 Control of changes

No additional ÖZLER Customer Specific Requirements.

8.5.6.1 Control of changes – supplemental

The documented process shall require consideration of a production trial run for every product and process change. Results of the trial run shall be documented and shared with ÖZLER upon request.

8.5.6.1.1 Temporary change of process controls

No additional ÖZLER Customer Specific Requirements.

8.6 Release of products and services

No additional ÖZLER Customer Specific Requirements.

8.6.1 Release of products and services — supplemental

No additional ÖZLER Customer Specific Requirements.

8.6.2 Layout inspection and functional testing

The organization shall perform annually a layout inspection (to all dimensional requirements) on at least 5 parts. Where tooling has multiple cavities, tools or centers, the organization conducts the annual layout on at least one part from each cavity, tool or center, with a minimum overall sample of 5 parts.
Note: 5 parts are not required from each cavity; tool or center, only a minimum of 1 part is required from each cavity, tool or center. The measurements are to be documented and unrequested shared with ÖZLER Total Quality Responsible.

8.6.3 Appearance items

Suppliers shall develop appearance acceptance standards or “boundary samples” for ÖZLER approval as appropriate.

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

No additional ÖZLER Customer Specific Requirements.

8.6.5 Statutory and regulatory conformity

No additional ÖZLER Customer Specific Requirements.

8.6.6 Acceptance criteria

For guidance on product monitoring and reaction plan techniques for product conformance to specification, see the references AIAG SPC and APQP. For ongoing process capability requirements, see Table A of this document.

8.7 Control of nonconforming outputs

Identification of nonconforming product:

a) The supplier shall implement immediate containment for any nonconforming product, agree to the terms for immediate containment at ÖZLER and evaluate the risk of any material contained in the supply chain. The supplier shall open an 8D investigation and report D3 "Interim Containment" within 24 hours via ÖZLER 8D format.

b) The supplier shall organize their own representatives or agree with the effected plant how to continue containment and sorting at ÖZLER facility within 24 hours.

c) The supplier, in consultation with ÖZLER Logistics and Quality department shall immediately replace the non-conforming stock if required.

d) Completion of the investigation shall be timely and agreed with ÖZLER.

Confirmation of corrective actions:

a) ÖZLER normally requires several consecutive batches of product free from the non-conformity before any exceptional containment measures at ÖZLER's receiving area will be removed.

The duration of the containment measures shall be at ÖZLER's discretion given the due weight of the concern.

b) If the level of containment is considered inadequate and the corrective actions are ineffective, a reduction will be made in supplier rating.

Any non-conforming product or process output shall be analyzed using the ÖZLER 8D methodology to ensure root cause corrective action and problem prevention.

8.7.1

No additional ÖZLER Customer Specific Requirements.

8.7.1.1 Customer authorization for concession

No additional ÖZLER Customer Specific Requirements.

8.7.1.2 Control of nonconforming product – customer-specified process

No additional ÖZLER Customer Specific Requirements.

8.7.1.3 Control of suspect product

No additional ÖZLER Customer Specific Requirements.

8.7.1.4 Control of reworked product

No additional ÖZLER Customer Specific Requirements.

8.7.1.5 Control of repaired product

No additional ÖZLER Customer Specific Requirements.

8.7.1.6 Customer notification

No additional ÖZLER Customer Specific Requirements.

8.7.1.7 Nonconforming product disposition

No additional ÖZLER Customer Specific Requirements.

8.7.2

No additional ÖZLER Customer Specific Requirements.

9. Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

ÖZLER reserves the right to request the data collected by the organization as defined in either the pre-launch or production Control Plans.

9.1.1 General

No additional ÖZLER Customer Specific Requirements.

9.1.1.1 Monitoring and measurement of manufacturing processes

The organization shall have a method for the employee to call or notify for help when an abnormal condition on the equipment or product occurs. A method to call or notify shall be available in all operational areas of the organization.
Sufficient alarm limits shall be established for escalation of abnormal conditions and shall match the reaction plan identified in the product's control plan.
Table A of this document details the on-going process capability requirements. All process controls shall have a goal of reduction of variability, using 6-sigma or other appropriate methods. The Statistical Process Control Manual in 2.1 of this document provides additional guidance where tool wear impacts variability.

9.1.1.2 Identification of statistical tools

The organization shall use the latest edition of the following references as appropriate:
See IATF 16949 for applicable references
Process Capability
The supplier should determine the process characteristics based on the product characteristics and make their competency analysis. (Reference: VDA Booklet, Band 4)
The supplier should choose the machines and equipment to be used in the production of the product in a way that guarantees the continuous qualifications of the specified process characteristics. Minimum values predicted as process capability are given below Table A and Table B.

The Control Chart indicates that the process:	ACTIONS ON THE PROCESS OUTPUT Based on Launch (Pre-Serial) Process Capability Performance (Ppk)	
	Less than 1.67	Equal to or Greater than 1.67
Is in control	100% inspect*	Accept product Continue to reduce product variation
Has gone out of control	Identify special cause 100% inspect* all product since the last in-control sample	

Table A

The Control Chart indicates that the process:	ACTIONS ON THE PROCESS OUTPUT Based on Ongoing (Serial) Process Capability (Cpk)	
	Less than 1.33	Equal to or Greater than 1.33
Is in control	100% inspect*	Accept product Continue to reduce product variation
Has gone out of control	Identify special cause 100% inspect* all product since the last in-control sample	

Table B

Process Capability Analysis should be done for all consecutive processes related to the product. Corrective actions and actions taken and foreseen and implemented in unstable / inadequate processes and inappropriate products should be recorded.

9.1.1.3 Application of statistical concepts

No additional ÖZLER Customer Specific Requirements.

9.1.2 Customer satisfaction

No additional ÖZLER Customer Specific Requirements.

9.1.2.1 Customer satisfaction – Supplemental.

No additional ÖZLER Customer Specific Requirements.

9.1.3 Analysis and evaluation

No additional ÖZLER Customer Specific Requirements.

9.1.3.1 Prioritization

No additional ÖZLER Customer Specific Requirements.

9.2 Internal audit

9.2.1 and 9.2.2

No additional ÖZLER Customer Specific Requirements.

9.2.2.1 Internal audit programme

No additional ÖZLER Customer Specific Requirements.

9.2.2.2 Quality management system audit

No additional ÖZLER Customer Specific Requirements.

9.2.2.3 Manufacturing process audit

The organization shall incorporate an internal layered process audit process to assess compliance to standardized processes, to identify opportunities for continuous improvement, and to provide coaching opportunities. The layered process audit is led by Management who are competent to conduct the audits. The organization shall make process audit each shift.

The process shall include:
1. A schedule including frequency of audits and locations of planned audits.
2. Audit layers must be used and include different levels of employees, including top management.
3. Customer complaints or rejections trigger a layered audit on the process that was cause of the issue.
4. All departments within the organization.
5. All findings are recorded and measured for improvement.
6. Findings that cannot be corrected during the audit shall move to an action plan for monitoring to closure.
7. Records of audits shall be maintained.
8. Layered audit questions shall be reviewed periodically and changed if needed to focus on the organization's weaknesses.
9. Layered process audit shall be done as part of corrective action verification activities.

9.2.2.4 Product audit

The organization shall perform quality focused checks.
The organization shall have a process for final inspection which shall be performed as required during launch and until released by the organization's assigned Supplier Quality Responsible.
1. Final inspection shall be performed on all finished product prior to shipping. This inspection can be 100% inspection or less based on risk.
2. Successive production/quality checks shall be increased in cases of high risks such as model launch, pass through components and characteristics pass through, major changes, shut down (see clause 8.5.1.4) or customer feedback.

9.3 Management review

9.3.1 General

No additional ÖZLER Customer Specific Requirements.

9.3.1.1 Management review – supplemental

No additional ÖZLER Customer Specific Requirements.

9.3.2 Management review inputs

No additional ÖZLER Customer Specific Requirements.

9.3.2.1 Management review inputs – supplemental

No additional ÖZLER Customer Specific Requirements.

9.3.3 Management review outputs

No additional ÖZLER Customer Specific Requirements.

9.3.3.1 Management review outputs – supplemental

No additional ÖZLER Customer Specific Requirements.

10. Improvement

10.1 General

No additional ÖZLER Customer Specific Requirements.

10.2 Nonconformity and corrective action

No additional ÖZLER Customer Specific Requirements.

10.2.1 and 10.2.2

No additional ÖZLER Customer Specific Requirements.

10.2.3 Problem solving

No additional ÖZLER Customer Specific Requirements.

10.2.4 Error-proofing

No additional ÖZLER Customer Specific Requirements.

10.2.5 Warranty management systems

No additional ÖZLER Customer Specific Requirements.

10.2.6 Customer complaints and field failure test analysis

No additional ÖZLER Customer Specific Requirements.

10.3 Continual improvement

No additional ÖZLER Customer Specific Requirements.

10.3.1 Continual improvement – supplemental

No additional ÖZLER Customer Specific Requirements.