

SI 04 04 (New, adopted April 2004)

Automotive Process Approach Auditing

IATF expects ISO/TS 16949:2002 auditors to audit based upon the customer-oriented processes defined by the organization. This model was introduced further to ISO 9001:2000 and refers to the fact that any organization needs customer input to comply to specified and expected needs of the customer (output) in order to achieve customer satisfaction. This is accomplished by value adding processes of product realization and appropriate support processes, both enabled by management processes and provided resources.

The Automotive Process Approach to auditing for ISO/TS 16949:2002 must not be driven by a “clause” or a “section” driven checklist.

The Process Model and the introductory sections of ISO 9001:2000 and ISO/TS 16949:2002, the Technical Specification requirements, and the “Rules” specify the need to define an organization’s processes.

Any ISO/TS 16949:2002 auditor therefore must be capable of understanding the IATF Automotive Process Approach as well as the process approach and process map of the audited entity.

Automotive Process Approach auditing includes the following activities:

- Identification of the organization’s processes based on quality management system documentation and any additional information provided by the organization (see section 4.1 a) of ISO/TS 16949:2002), including evidence that all the requirements of ISO/TS 16949:2002 are addressed by the organization’s processes
- Analysis of processes according to the criteria
 - Products and/or services provided to customer
 - Risks to the customer
 - Interfaces (inputs/outputs)
 - Identification of group processes for economical and effective audit
- Prioritization of audit activities considering
 - Customer requirements, including customer-specific quality management system requirements
 - Follow up issues of prior audits (external and internal)
 - Customer satisfaction and complaints status, including customer reports and scorecards
 - Key indicators trends for the previous 12 months, minimum
 - Value (add) to audited organization
- Finalization of audit plan including sequence / process steps, timing, interview partners and application of Rules for achieving IATF recognition.
- Conducting the audit considering the following:
 - The organization’s definition of their processes including their sequence and interactions
 - Where practical, the auditor shall examine processes where they occur.
 - Objective evidence of both compliance and noncompliance with requirements shall be recorded.

During creation of the audit plan consider the IATF Automotive Process Approach, “customer oriented processes” support processes, “octopus”, and “turtle” models utilized during the IATF training/qualification course for third party auditors. See also, 1 Scope -1.1 General, and Readiness Evaluation Worksheet, IATF Guidance to ISO/TS 16949:2002.

For review of the audit, the following reference table or equivalent shall be used to verify the completeness of the audit. ([See SI 04 04 Table](#))