

DaimlerChrysler (Chrysler Group) Customer-Specific Requirements

For Use With ISO/TS 16949 Second Edition
September, 2005

1. Scope

ISO/TS 16949 and this document define fundamental quality system requirements for organizations supplying production and/or service parts to DaimlerChrysler (Chrysler Group). These requirements shall be included in any scope of registration/certification to **ISO/TS 16949** issued by an IATF-recognized and IATF-contracted certification body in order for the **ISO/TS 16949** certificate to be recognized as satisfying DaimlerChrysler organization criteria for third party registration/certification. (See **ISO/TS 16949** Foreword, Remarks for certification).

ISO/TS 16949 is also applicable to assemblers of production parts or materials and to Vehicle Assembly Plants.

Service parts and materials applicability does not include aftermarket (See Definitions 3.2) parts or organizations.

All **ISO/TS 16949** requirements and the requirements of this document shall be documented in the organization's quality system.

The English language version of **ISO/TS 16949** and this document shall be the official version for purposes of third party registration. Translations of ISO/TS 16949 published by SMMT (British), VDA (German), AFNOR (French), ANFIA (Italian), JAMA (Japanese), and STTG (Spanish) are acceptable for purposes of third party registration.

Sanctioned translations of this document shall:

- be for reference only,
- reference the English version as the official language, and
- include DaimlerChrysler in the copyright statement.

Any other translations are not authorized.

Copies of this document are available from AIAG.

2. References

- 2.1 DaimlerChrysler, Ford, General Motors **Measurement System Analysis (MSA), Third Edition**, March, 2002; Second Printing, May 2003
- 2.2 DaimlerChrysler, Ford, General Motors **Production Part Approval Process (PPAP), Third Edition** September, 1999. (Does not apply to Vehicle Assembly Plants)
- 2.3 **Advanced Product Quality Planning and Control Plan (APQP)** : 1995
- 2.4 Chrysler, Ford, General Motors **Statistical Process Control (SPC)** reference manual, Second Edition, 2005.
- 2.5 DaimlerChrysler, Ford, General Motors **Potential Failure Mode and Effects Analysis (FMEA)** Third Edition, 2001.
- 2.6 **ISO/IEC Guide 62:1996**
- 2.7 International Accreditation Forum Guidance on the **Application of ISO/IEC Guide 62**.
- 2.8 DaimlerChrysler Blue Dot Manuals
 - PSO (Process Sign-Off)
 - Product Assurance Testing
 - STAT (Statistical Tools and Analytical Techniques)

Copies of **APQP, MSA, PPAP, SPC, FMEA** and other related manuals are available from AIAG at 01-248-358-3003 and AdareCarwin at 44-1708-861333.

Additional references are listed as requirements in section 4.

3. Definitions

Where inconsistent terminology exists between **ISO/TS 16949** and this document, this document shall take precedence. Otherwise the definitions from **ISO/TS 16949** apply to this document.

3.1 Active Part

An active part is one currently being supplied to DaimlerChrysler for original equipment or service applications. The part remains active until tooling scrap authorization is given by the appropriate DaimlerChrysler activity. For parts with no DaimlerChrysler -owned tooling or situations where multiple parts are made from the same tool, written confirmation from the appropriate DaimlerChrysler activity is required to deactivate a part.

3.2 Aftermarket Parts

Replacement parts not procured or released by DaimlerChrysler for service part applications, which may or may not be produced to original equipment specifications.

3.3 Consulting

For the purpose of ISO/TS 16949 and supporting documents, consulting is the provision of training, documentation development, or assistance with implementation of quality systems to a specific customer. If these activities are open to the public, advertised, and not customer specific, they are considered training rather than consulting. Other products, processes or services may be offered directly or indirectly, provided they do not compromise confidentiality or the objectivity or impartiality of its certification process or decisions [refer to IAF Guidance on the **Application of ISO/IEC Guide 62**, Issue 2, dated 4 December 2001 to **ISO/IEC Guide 62:1996**.]

3.4 Customer

For the purposes of **ISO/TS 16949** references to “customer” in this document shall be interpreted as DaimlerChrysler for organizations pursuing third party registration to **ISO/TS 16949**.

3.5 Initial Process Study

Initial Process Studies are short-term studies conducted to obtain early information on the performance of new or revised processes relative to internal or customer requirements. In many cases, initial process studies should be conducted at several points in the evolution of new processes (e.g. at the equipment or tooling supplier’s plant, after installation at the organization’s plant). These studies should be based on variables data evaluated using control charts. See **Production Part Approval Process** manual.

3.6 PPM (Part Per Million quality metrics)

PPM is a method of stating the performance of a process in terms of actual nonconforming material. PPM data can be used to prioritize corrective actions. Definition of nonconforming units varies with customer (e.g. all sorted, only those found to be wrong, all in box).

3.7 Site

Includes Vehicle Assembly Plants

4. Requirements

4.1 ISO/TS 16949 Related Requirements

4.1.1 Records Retention (ISO/TS 16949 cl. 4.2.4.1)

Production part approvals, tooling records, purchase orders and amendments shall be maintained for the length of time that the part (or family of parts) is active (see 3.1 Definitions) for production and service requirements plus one calendar year unless otherwise specified by DaimlerChrysler.

NOTE: All DaimlerChrysler purchase orders/amendments are included in this requirement. Organization purchase orders/amendments for DaimlerChrysler-owned tooling are included in this requirement.

Quality performance records (e.g. control charts, inspection and test results) shall be retained for one calendar year after the year in which they were created.

Records of internal quality system audits and management review shall be retained for three years.

Retention periods longer than those specified above may be specified by an organization in their procedures. The organization shall eventually dispose of records.

These requirements do not supersede any regulatory requirements. All specified retention periods shall be considered "minimums".

4.1.2 Design Changes (ISO/TS 16949 cl. 7.3.7)

All design changes, including those proposed by suppliers, shall have written DaimlerChrysler approval, or waiver of such approval, prior to production implementation. See **ISO/TS 16949** cl. 7.3.7 and the **Production Part Approval Process** manual.

For proprietary designs, impact on form, fit, function, performance, and/or durability shall be determined with DaimlerChrysler so that all effects can be properly evaluated.

4.1.3 Production Part Approval Process (ISO/TS 16949 cl. 7.3.6.3)

The organization shall comply with the DaimlerChrysler, Ford, & GM **Production Part Approval Process (PPAP)** manual to comply with **ISO/TS 16949**, cl. 7.3.6.3. (Does not apply to Vehicle Assembly Plants who use the Pilot Vehicle Process) The organization shall require PPAP from its suppliers.

4.1.4 Certification Body/Registrar Notification

An organization shall notify their certification body/registrar in writing within five (5) working days when DaimlerChrysler places the site in the "Needs Improvement" category. Being in this category is a violation of 8.2.1.1 of ISO/TS 16949.

4.1.5 Supplier Quality Management System Development (ISO/TS 16949 cl. 7.4.1.2)

Assessment by an OEM or an OEM approved second party will be recognized as meeting the supplier compliance requirements to cl. 7.4.1.2. The organization must be certified by an accredited certification body to the current version of the ISO/TS 16949.

Supplier Development of Small Suppliers

When a supplier (subcontractor) to an organization is so small as to not have adequate resources to develop a system according to ISO/TS 16949:2002 or ISO 9001:2000, the organization shall have decision criteria for designating "small suppliers". Such decision criteria shall be in writing, applied consistently in the application of this provision, and verified by the 3rd party auditor.

Small suppliers shall be developed in accordance with 7.4.1.2 of ISO/TS 16949:2002, but can use 2nd party audits (as described below in this section).

NOTE: "Small" may also refer to relative volume supplied to automotive.

Second Party DaimlerChrysler Approval Guidelines

1. The 2nd Party must be ISO/TS 16949 registered.
2. The 2nd Party cannot be on TS Probation.

3. The 2nd Party must utilize a qualified Lead Auditor, or qualified Internal Auditor with evidence of successful completion of training, such as AIAG "Internal Auditing for ISO/TS 16949:2002".
4. The 2nd Party must audit annually each qualifying supplier for whom it has performed the 2nd Party service, and maintain records of these audits.
5. The duration of these audits must conform to the full application of the Audit Day Requirements table of the "Automotive Certification Scheme for ISO/TS 16949:2002".
6. Any of the ISO/TS 16949:2002 accredited Registrars (Certification Bodies) may be utilized as an OEM-approved 2nd Party.

4.2 ISO/TS 16949 Related Requirements

4.2.1 DaimlerChrysler - Specific Requirements

4.2.1.1 Third-Party Registration Requirements

All Production and Service Part organizations to DaimlerChrysler shall be Third-Party Registered to **ISO/TS 16949 Second Edition**.

4.2.1.2 Product Creation Process

DaimlerChrysler has a documented method of **Product Assurance Planning (PAP)**. This method combined with the team's dedication and knowledge is the tool used throughout the product creation process to consistently develop and produce products that will satisfy the customer. All team members including organizations shall participate in producing products using DaimlerChrysler's PAP method. On occasions when DaimlerChrysler's PAP method is not required, products shall be developed according to the **Advanced Product Quality Planning (APQP) Process**. The applicable version of PAP shall be used.

4.2.1.3 Special Characteristics Not Identified with Symbols(ISO/TS 16949 cl. 3.1.12, 7.2.1.1, 7.3.1.1, 7.3.2.3, 7.3.3.1)

Those product or process characteristics chosen by DaimlerChrysler or the organization that affect fit, form, function or appearance which are not identified with a symbol. Suppliers (if applicable) should be knowledgeable of the following standards: PS-Homologation <H>, PS-10125<T>, and AS-10119<A>.

4.2.1.4 The Shield <S>; also <E>

The Shield identifies Special Characteristics that require special due diligence since the consequence of a likely assembly or manufacturing variation may cause a non-conformance to safety and regulatory product requirements. Suppliers (if applicable) shall be knowledgeable of the following standards: PF-SAFETY<S>, PF-Emissions<E>. <S> designates product safety/regulatory requirements. <E> designates government regulated vehicle emissions requirements.

4.2.1.5 The Diamond <D>

The Diamond identifies Characteristics of a component, material, assembly or vehicle assembly operation that are designated by DaimlerChrysler as key to the function and customer acceptance of the finished product. Diamonds also highlight important characteristics on fixtures and gauging procedures during design verification, product validation, or revalidation. The Symbol <D> identifies key but non-Safety/non-regulatory product characteristics or processes

that may be susceptible to manufacturing variation and require additional controls to assure conformance to specifications and customer satisfaction. A Diamond <D> requires that a process control plan be developed for that characteristic. (The use of a Diamond as specified in PS-7300 does not automatically require the use of SPC as other methods of control such as error/mistake-proofing may be more able to prevent or detect non-conformances and processes that demonstrate a high degree of capability ($C_{pk} > 3.0$, for example) for an extended period of time may require a less frequent method of control. The exact method to be used must be determined in advance and agreed to by the DaimlerChrysler Commodity Quality Specialist and Product Engineer.) Presence of a Diamond does not affect the significance to a Shield(s) on the same document. For further detail, organizations shall refer to PS-7300.

4.2.1.6 Annual Layout

To ensure continuing conformance to all DaimlerChrysler requirements, a complete annual layout inspection, including all sub-components, shall be required for all parts. (Unless waived in writing by DaimlerChrysler)

4.2.1.7 Design Verification (DV) and Production Validation (PV)

Design Verification are tests, inspections, and procedures that must be accomplished before production starts to verify design intent. Production Validation are tests validating the production tooling, methods, and processes used to manufacture a component. Refer to PF-8500 and to the DaimlerChrysler "Product Assurance Testing" manual. Design Verification and Production Validation must be satisfactorily completed before PSO can be completed.

4.2.1.8 Continuing Conformance

Continuing Conformance Inspection/Tests shall be performed during the model year to assure production items or products continue to meet specified requirements and tolerances. Refer to PF-8500 and to the DaimlerChrysler "Product Assurance Testing" manual. (Unless waived in writing by DaimlerChrysler)

4.2.1.9 Internal Quality Audits

The organization shall conduct an internal quality audit at least once per year.

4.2.1.9.1 Layered Process Audits

Organizations supplying production parts or components to DaimlerChrysler shall conduct Layered Process Control Audits on all manufacturing and assembly lines that produce production parts or components for DaimlerChrysler. These shall include all error-proofing operations.

Organizations shall provide evidence of compliance to the following requirements:

- Audit process shall involve multiple levels of management, from line supervisor up to top management.
- Top management at plant shall conduct process control audits at least once per week. Delegation of this activity will not be accepted with the exception of extenuating circumstances.
- The organization shall have a documented audit structure with auditor level and frequency of inspection.
- Process control audits shall be conducted at least once per shift for build techniques and craftsmanship related processes.
- Error Proofing Audits shall be conducted at least once per day.
- Compliance charts shall be completed once per quarter and maintained for the life of the program. The following metrics should be included:
 - audit completion by all auditing layers

- By-Item percentage conformance by area
- Reaction plans shall be in place to immediately resolve all non-conformances.
- The organization shall show evidence of immediate corrective action, containment (as required), and root cause analysis (as required).
- Communication Procedure is required to address reoccurring non-conformances. Specific areas of focus shall include the following:
 - Resolution of non-conformances
 - Escalation of issue for management review
 - Lessons learned

4.2.1.10 Corrective Action Plan

A written corrective action plan following the “DaimlerChrysler 7-Step Corrective Action Process” format shall be submitted to the DaimlerChrysler Supplier Quality Specialist, as requested, for those issues not already included in the on-line e-CIMS system.

4.2.1.11 e-CIMS

An organization shall have at least two individuals at each of their locations that have completed all DaimlerChrysler Corporation e-CIMS training. These individuals shall regularly access the system.

4.2.1.12 Appearance Masters

Appearance masters for color, gloss and texture shall be approved by DaimlerChrysler’s Design Office.

4.2.1.13 Packaging, Shipping and Labeling

Organizations shall be familiar and comply with DaimlerChrysler Packaging, Shipping and Labeling Instructions.

4.2.1.14 Process Approval

A systematic and sequential review of the organization’s process shall be completed through a Process Sign-Off (PSO) performed by the Product Team. The purpose is to verify the organization’s process readiness and to assure understanding of complete program requirements, prior to a PPAP submittal.

A DaimlerChrysler-led Process Sign-Off shall be performed for parts that have a high or medium initial risk evaluation as identified by the Product Team. Low risk parts shall have an organization-led PSO to establish production readiness. Parts that have been out of production for 12 months or more, shall have an organization led PSO unless otherwise determined by the Product Team.

PSO should be completed prior to providing SØ level parts to DaimlerChrysler. The PSO shall be completed prior to S1 build. PSO shall be completely approved prior to a PPAP submission.

4.2.1.15 PFMEA’s & Control Plans

PFMEAs and control plans are required for prototype, pre-launch, and production phases. A DaimlerChrysler representative’s signature is not required on Control Plans, unless specifically requested by the Buyer or Quality Specialist.

4.2.1.16 “Forever” Requirements-Extended Enterprise™

The role of the organization in the Extended Enterprise™ network: The organization shall proactively communicate with DaimlerChrysler regarding changes that may impact product quality. Specifically, notification to Engineering, Supplier Quality and Purchasing shall be

completed verbally with written follow up, via the “Forever Requirements/ODD Box Form” before any of the following can be implemented at the organization’s location or any supplier location:

- Proposed Material Changes
- Proposed Process Changes
- Proposed Manufacturing Location Changes
- Supplier Issues
- Potential Supply or Capacity Issues

Note: Table I.3.3 in PPAP now requires Customer notification.

4.2.1.17 Electronic Communication

The organization shall establish a connection for electronic communication with DaimlerChrysler through the Global Supplier Portal. The Global Supplier Portal can be accessed at <http://daimlerchrysler.covisint.com>. Instructions for registering for the portal can also be found at this site. Assistance is available by calling the Covisint help desk at 866.273.5038. Note that the Global Supplier Portal has replaced the Extended Enterprise Network.