

1 **APPLICABILITY** 

VDA 6.1: Section: 3.1; 7

new: In addition to the applicability for supplier sites for production, services

and their subcontractors for:

products and production materials, or

services like heat and surface treatment.

the customers may extend the applicability to specified products.

Subcontractors can be included.

**General** On the following pages the phrase "new requirements" could come up,

which is already included in the VDA 6.1 standard. This is by intent since VDA 6.1 includes many explanations and examples of activities, methods etc. which not necessarily have to be implemented. The here listed requirements have to be implemented in any case to be in

accordance with ISO/TS 16949.

To a great extent the VDA 6.1 requirements are much more detailed than those outlined in ISO/TS 16949 (or QS 9000). This was not, or only in a few cases (e.g. 4.1.3.2), highlighted in this document as a difference/deviation.

To Implement a quality system in accordance with ISO/TS 16949 the more detailed requirements of VDA 6.1 might be used as a guideline.

### 4 QUALITY SYSTEM REQUIREMENTS

### 4.1 Management responsibility

### 4.1.1 Quality policy

4.1.1.1 Quality policy - ISO 9001:1994

VDA 6.1: Questions: 01.1; 02.2

new: No change.

4.1.1.2 Goals

VDA 6.1: Questions: 01.2: 04.7

new: Objectives for quality are to be included in the business plan.

4.1.1.3 Customer satisfaction

VDA 6.1: Question: Z1.4



new: The procedure to determine customer satisfaction has to include the

timely performance of analyses and the way to achieve objective and

validated results.

Indicators are to be documented and supported by objective

information.

Internal and external customers are to be considered.

### 4.1.1.4 Continuous improvement process

VDA 6.1: Questions: 01.3; Z1.2

new: The quality policy shall provide for continuous improvement in quality,

service, cost and technology.

Opportunities for quality and productivity improvement shall be

identified, where appropriate.

Note 1 lists possible techniques to be used: control charts, design of experiments, value analysis, benchmarking, mistake proofing and

others.

### 4.1.2 Organization

### 4.1.2.1 Responsibility and authority

### 4.1.2.1.1 Responsibility and authority - ISO 9001:1994

VDA 6.1: Questions: 02.2; 02.3

new: No change.

### 4.1.2.1.2 Responsibility for customer needs

new: Appropriate personnel have to be assigned responsibility to represent

customer needs (e.g. selection of special characteristics, setting quality

objectives etc.)

### 4.1.2.1.3 Responsibility for quality

new: Management with responsibility and authority for corrective action shall

be promptly informed of products or processes which become

noncompliant with specified requirements.

Personnel responsible for quality shall have the authority to stop

production to correct quality problems.

#### 4.1.2.2 Resources

### 4.1.2.2.1 Resources - ISO 9001:1994

VDA 6.1: Question: 01.4 new: No change.



4.1.2.2.2 Resources in shift operation

new: During all shifts, especially concerning production, personnel shall be

present who have delegated responsibility and authority for quality

control.

4.1.2.3 Management representative

VDA 6.1: Question: 01.5

new: The requirements of VDA 6.1 with regard to responsibility and authority

are more extensive than those outlined in ISO/TS 16949 (e.g. control

of strategic quality goals, control and coordination of quality management tasks with multidisciplinary coorperation).

4.1.2.4 Organizational interfaces

VDA 6.1: Questions: 02.3: 02.4; 02.5; 02.6; 17.1; 18.1; 18.3; 18.4

new: Necessary information is to be transmitted in the language of the

customer (waiver is possible).

Data is to be communicated in the customer-prescribed format.

4.1.3 Management review

4.1.3.1 Management review - ISO 9001:1994

VDA 6.1: Questions: 01.6; 20.1

new Records of the reviews are to be retained.

Refer also to 4.1.3.2.

4.1.3.2 Management review - supplement

VDA 6.1: Question: 01.6

new: The periodic review of a minimum once a year, required by VDA 6.1, is

not a requirement of ISO 9001:1994 or ISO/TS 16949. The intervals

shall be adequate.

For the review all elements of the quality system have to be reported

on

Beyond the strategic quality goals, part of the review shall also be the regular reporting about costs of poor quality (which are only required in

that detailed by VDA 6.1, questions 05.1 and 05.4)

Refer also to 4.2.8.

4.1.4 Business plan

VDA 6.1: Questions: Z1.1; Z1.2; Z1.3; Z1.4; 02.5



new:

The business plan has to be a controlled document and shall include short term (one to two years) and long term (three or more years) goals and plans. Methods for control, updating and review shall be documented.

(for quality goals refer to 4.1.1.2)

### 4.1.5 Analysis and use of company level data

VDA 6.1: Questions: Z1.2; Z1.3

new: Company data (like quality, production performance, actual quality

level on characteristics of key products) are to be documented in

trends to support, for example:

- the development of priorities for solving customer problems,

- usage of an information system for the timely reporting of product

data arising from usage.

The comparison of the data with those of other companies is referred

to in a note.

### 4.1.6 Motivation empowerment and satisfaction of personnel

VDA 6.1 Question: Z1.5, 04.6

new: Processes are required for:

- motivation of employees to achieve quality objectives and make

continuous improvements,

- measure employee satisfaction and understanding of appropriate

quality goals.

### 4.1.7 Effect on the society

### 4.1.7.1 Product safety

VDA 6.1 Questions: 06.1; 06.3

new: No change.

### 4.1.7.2 Governmental regulations

VDA 6.1 Question: 01.2, 02.2, 02.3

new: It shall be ensured that safety and environmental constraints are

satisfied including those for the handling of dangerous materials.

### 4.2 Quality system

#### 4.2.1 General

VDA 6.1 Question: 02.1 new: No change.

### 4.2.2 Quality system procedures



4.2.2.1 Quality system procedures - ISO 9001:1994

VDA 6.1 Question: 02.1 new: No change.

4.2.2.2 Quality system documentation

VDA 6.1 Question: 02.1

new: The requirements of ISO/TS 16949 are to be included in the quality

system documentation but not necessarily in individual procedures.

4.2.3 Quality planning

4.2.3.1 Quality planning - ISO 9001:1994

VDA 6.1 Questions: 02.4; 02.5; 02.6

new: No change.

4.2.3.2 Requirement for a quality plan

VDA 6.1 Questions: 02.5; 02.6; 14.3; 15.1

new: A quality plan with the customer requirements and the relevant

technical specifications shall be available.
The German version of ISO/TS 16949 defines:

- QM-Plan, Prozeßablaufplan und Produktionslenkungsplan (control

plan)

different / with other content than VDA 6.1 does for:
- QM-Plan, Prozeßablaufplan und Prüfablaufplan

Refer also to 4.2.4.10 and 4.9.3.

4.2.4 Product realization

new: Note: " Product realization " includes all quality planning activities of all

phases before going into the market.

4.2.4.1 General

VDA 6.1 Questions: 02.4; 02.5

new: Introduction of a process to ensure timely compliance with customer

requirements (quality, costs, delivery).

4.2.4.2 Indicators

new: During product realization, indicators like quality risk, costs, lead times,

critical paths and similar shall be defined, analysed and reported to

executive management.

4.2.4.3 Review



new: The process of product realization is to be reviewed (coordinated with

design phases and include process design).

4.2.4.4 Multidisciplinary approach

VDA 6.1 Questions: 02.4; 02.5

new: No change.

4.2.4.5 Methods and tools

VDA 6.1 Questions: 06.2; 06.3

new: For product quality planning and control plans general reference is

given to the customer manuals (bibliography).

Process-FMEAs have to include all special characteristics. Customer requirements to review and release FMEAs are to be

considered.

New processes shall be analysed for process capability and to identify

additional requirements for process control.

Goals for process capability, reliability, maintainability and availability

as well as acceptance criteria shall be documented.

4.2.4.6 Computer aided design (CAD)

VDA 6.1 Questions: 08.2; 09.3

new: The requirement for CAD has to be contractually agreed upon.

It shall be possible to use numeric design and engineering data for the

production of production tools or prototypes.

Technical leadership shall be provided by the supplier if manufacturing

of production tools and prototypes are subcontracted.

4.2.4.7 Special characteristics

VDA 6.1 Questions: 02.5; 06.2

new: All special characteristics shall be included in the control plans.

Suitable methods for the identification of special characteristics (product characteristics or process parameters) shall be applied.

4.2.4.8 Feasibility review

VDA 6.1 Questions: 02.5; 07.2

new: Records of investigation and confirmation of feasibility shall be

maintained.

4.2.4.9 Management of process development

4.2.4.9.1 General

VDA 6.1 Question: 09.1 new: No change.



4.2.4.9.2 Process design input

VDA 6.1 Questions: 09.1: 09.2: 09.3: 09.7

new: Goals for productivity have to be identified.

4.2.4.9.3 Process design output

VDA 6.1 Questions: 09.2 - 09.6; 13.2

new: Data for reliability and maintainability have to be available.

4.2.4.9.4 Verification of process development

VDA 6.1 Questions: 09.2 - 09.6; 14.1

new: No change.

4.2.4.10 Control plans

VDA 6.1 Questions: 02.5; 02.6; 14.3; 15.1

new: Refer to 4.2.3.2.

Control plans also have to be updated in case of changes to inspection

and test method, frequency etc.

4.2.4.11 Release of production process and product

VDA 6.1 Questions: 09.4; 09.5; 14.1; 14.2; 14.3

new: The procedure used by the supplier should be recognized by the

customer and should be applied to the subcontractor.

Where no customer procedure exists the supplier should comply with

one of the part approval manuals listed in the bibliography.

All changes are to be validated.

All changes, including those from the subcontractor, shall be verified

and accepted.

Additional customer requirements for verification/identification have to

be fulfilled.

4.2.5 Planning of plants, facilities and equipment

VDA 6.1 Questions: 09.1; 09.2; 14.6; 14.7

new: During planning by an interdisciplinary team the following has to be

considered:

Minimize material travel and handling,

- facilitate synchronous material flow,

- maximise value-added use of floor space.

During the evaluation of the effectiveness of existing operations and

processes the following factors are to be considered:

operator and line balance,

- storage and buffer inventory level etc.



4.2.6 Tool management

VDA 6.1 Questions: 09.1; 09.2; 14.4

new: Resources for development and manufacturing of tools, measurement

and test equipment are to be made available.

Tool management includes:

maintenance and repair facilities,

storage and recovery,

- set-up,

 documentation of changes to the tool design including technical change index/status,

- documentation of tool status, e.g. production, repair or scrap etc.. Follow-up and review these tasks in case they are subcontracted.

### 4.2.7 Process improvement

VDA 6.1 Question: 09.7

new: Refer also to 4.1.1.4.

Highest priority is to be put on special characteristics.

### 4.2.8 Performance of the quality system

VDA 6.1 Question: 01.6

new: A review of the efficiency of the procedures of the quality system has

to be conducted as a minimum on the:

- goals from the quality policy,

- goals out of the business plan,

customer satisfaction.

- (refer also to 4.1.3.2)

### 4.3 Contract review

### 4.3.1 General

VDA 6.1 Questions: 02.1; 07.2

new: No change.

#### 4.3.2 Review

#### 4.3.2.1 Review - ISO 9001:1994

VDA 6.1 Questions: 07.1; 07.2

### 4.3.2.2 Review - supplement

VDA 6.1 Questions: 07.1; 07.2; 07.3; 07.4; 07.5

new: No change.



4.3.3 Amendment to a contract

VDA 6.1 Questions: 07.2 new: No change.

4.3.4 Records

VDA 6.1 Questions: 07.2; 20.1

new: No change.

4.4 Design control

4.4.1 General

VDA 6.1 Questions: 02.1; 08.1

new: No change.

4.4.2 Design and development planning

4.4.2.1 Design and development planning - ISO 9001:1994

VDA 6.1 Question: 08.1 new: No change

4.4.2.2 Required skills

VDA 6.1 Question: 04.5

new: Additional, appropriate skills are required:

geometric dimensioning and tolerancing (GD&T),
 design for manufacturing and assembly (DFM/DFA),

finite-element-analysis (FEA),

reliability planning.

4.4.2.3 Research and development

new: Through access to research and development facilities the innovation

of products and processes shall be ensured.

4.4.3 Organisational and technical interfaces

VDA 6.1 Questions: 02.4; 08.1

new: No change.

4.4.4 Design input

4.4.4.1 Design input - ISO 9001:1994

VDA 6.1 Question: 08.2 new: No change.



4.4.4.2 Reliability goals

new: Goals for product life, reliability, durability and maintainability are to be

included in the design input.

4.4.4.3 Use of design data

VDA 6.1 Question: 08.7 new: No change.

4.4.5 Design output

4.4.5.1 Design output - ISO 9001:1994

VDA 6.1 Questions: 08.1 - 08.6

new: No change.

4.4.5.2 Design optimisation

VDA 6.1 Question: 08.4 new: refer to 4.4.2.2

4.4.6 Design review

VDA 6.1 Questions: 02.4; 08.1 - 08.5

new: No change.

4.4.7 Design verification

VDA 6.1 Questions: 02.4; 08.1 - 08.4

new: No change.

4.4.8 Design validation

4.4.8.1 Design validation - ISO 9001:1994

VDA 6.1 Questions: 02.4; 08.1 - 08.4

new: No change.

4.4.8.2 Design validation - supplement

VDA 6.1 Questions: 02.4: 08.1 - 08.4

new: Design validation shall be conducted in compliance with customer

timing requirements.

Design failures shall be documented in the validation records and

necessary actions are to be taken.

4.4.8.3 Prototype program

VDA 6.1 Questions: 02.6; 08.4; 08.5



new: Wherever possible use the same subcontractors, tools and processes

as in the production.

Performance testing to be monitored for timely completion, and

conformance to requirements.

Technical leadership shall be provided in case of subcontracted

services.

4.4.9 Design changes

4.4.9.1 Design changes - ISO 9001:1994

VDA 6.1 Questions: 08.1 - 08.6

new: Design changes and modifications are to be identified, documented,

reviewed and released (ISO). Suppliers own design is included.

4.4.9.2 Design changes - review

VDA 6.1 Questions: 08.1 - 08.6

new: Review effects of a design change on a system in which the product

will be used, the customer assembly process, or other related products

and systems.

4.5 Document and data control

4.5.1 General

VDA 6.1 Questions: 02.1; 10.1 - 10.5

new: No change.

4.5.2 Document and data approval and issue

4.5.2 Document and data approval and issue - ISO 9001-1994

VDA 6.1 Questions: 10.1 - 10.5

new: No change.

4.5.2.2 Design input

VDA 6.1 Questions: 10.2; 10.4

new: No change.

4.5.3 Document and data changes

VDA 6.1 Questions: 10.1 - 10.4

new: Changes to the documents and data shall be reviewed and approved

by the same functions/organizations that performed the original review

and approval (ISO).



4.6 Purchasing

4.6.1 General

4.6.1.1 General - ISO 9001:1994

VDA 6.1 Questions: 02.1; 11.1

new: No change.

4.6.1.2 Customer approved subcontractors

new: Products, materials and services have to be purchased from approved

subcontractors (e.g. in the customer drawing or in specifications), if

contractually agreed upon.

Other subcontractors can only be used if approved by the customer.

The responsibility for quality remains with the supplier.

4.6.1.3 Governmental regulations

new: Products and material used in the manufacture of product have to

comply with the individual governmental regulations applicable to the

country of manufacture and sale.

4.6.2 Evaluation of subcontractors

4.6.2.1 Evaluation of subcontractors - ISO 9001:1994

VDA 6.1 Questions: 11.2; 11.4

new: No change.

4.6.2.2 Development of subcontractors

new: Development shall be performed with the goal that the requirements of

the standard or of an existing quality system requirements manual will

be fulfilled.

Note 1, audits at subcontractors as part of the development shall be

performed by a 2<sup>nd</sup> or 3<sup>rd</sup> party, recognized by the customer.

4.6.2.3 Scheduling of deliveries

new: The supplier shall require 100 % on-time delivery performance from

subcontractors. This requires providing of appropriate planning

information and purchase commitments.

Implement a system to monitor delivery performance.

Records of premium freight shall include both supplier and

subcontractor paid charges.



4.6.3 Purchasing data

VDA 6.1 Questions: 11.1; 11.3; 11.5; 11.7

new: No change.

4.6.4 Verification of purchased products

4.6.4.1 Supplier verification at subcontractor premises

VDA 6.1 Question: 11.6

new: Arrange for verification by the supplier of product at subcontractor site

(ISO), if applicable.

4.6.4.2 Customer verification of subcontracted products

VDA 6.1 Question: 11.1 new: No change.

4.7 Control of customer supplied products

4.7.1 Control of customer supplied products - ISO 9001:1994

VDA 6.1 Questions: 12.1 - 12.4

new: According to note 1, customer-owned returnable packaging is to be

included.

4.7.2 Customer owned tooling

new: The ownership on customer-owned tools and equipment shall be

clearly identified.

4.8 Product identification and traceability

VDA 6.1 Questions: 11.7; 13.1; 13.6

new: No change.

4.9 Process control

4.9.1 General

4.9.1.1 General - ISO:1994

VDA 6.1 Questions: 13.2 - 13.4; 14.1 - 14.7

new: No change.

4.9.1.2 Cleanliness of premises

VDA 6.1 Question: 14.6



new: The premises shall be maintained in a state of order.

4.9.1.3 Contingency plans

new: Contingency plans shall be prepared (e.g. utility interruptions, labor

shortages, key equipment failure).

4.9.1.4 Designation of special characteristics

VDA 6.1 Questions: 02.5; 06.2

new: Refer to 4.2.4.7.

4.9.1.4 Preventive maintenance

VDA 6.1 Questions: 13.4; 14.4

new: No change.

4.9.2 Work instructions

VDA 6.1 Questions: 10.1; 10.2; 13.2; 15.1

new: Detailed listing of possible content. (Refer to 4.2.3)

4.9.3 Process control in production

VDA 6.1 Questions: 14.1; 14.2; 14.3; 15.1

new: No change.

4.9.4 Verification of job set-up

VDA 6.1 Questions: 13.3; 13.7; 14.2; 14.3; 15.2

new: Use of statistical techniques, where applicable.

Last-off part comparisons are recommended.

4.9.5 Appearance items

new: For parts designated by the customer as "appearance items" the

supplier shall provide:

- appropriate lighting for inspection area,

- master parts,

qualification of personnel.

4.10 Inspection and testing

**4.10.1** General

4.10.1.1 General - ISO 9001:1994

VDA 6.1 Questions: 02.1; 02.6; 15.1

new: No change.



4.10.1.2 Acceptance criteria for attribute characteristics

VDA 6.1 Questions: 11.3; 11.6; 15.1; 15.3

new: Acceptance criteria for attribute data sampling plan shall be zero

defects.

Appropriate acceptance criteria for other cases (master for reference purpose / visual inspection) shall be documented by the supplier.

4.10.2 Receiving inspection and testing

VDA 6.1 Questions: 11.3; 11.6; 15.1; 15.3

new: No change.

4.10.2.4 Incoming product quality

new: Methods to assess incoming product quality are specified. A visual

inspection for transport damages and identification of products is not

possible.

The possibility of a customer waiver with regard to the listed methods

was added.

4.10.3 In-process inspection and testing

VDA 6.1 Question: 15.4 new: No change.

4.10.4. Final inspection and testing

4.10.4.1 Final inspection and testing - ISO 9001:1994

VDA 6.1 Questions: 13.4; 15.5

new: No change.

4.10.4.2 Periodic inspection and testing

VDA 6.1 Question: 15.6

new: On all products, a functional test and layout inspection have to be

performed. The frequency of the inspection and testing has to be

outlined in the control plan by the supplier.

4.10.5 Inspection and test records

VDA 6.1 QM-Element 15; Question: 20.1

new: The records have to indicate whether the product has passed the

inspection or test and the inspection authority (ISO).

4.10.6 Laboratory requirements

VDA 6.1 Question: 15.1



new: Internal laboratories have to fulfil the ISO/IEC 17025 requirements

taking the scope of the accreditation into account.

External laboratories have to be accredited to ISO/IEC 17025 (or

national equivalent).

4.11 Control of inspection, measuring and test equipment

**4.11.1 General** 

4.11.1.1 General - ISO 9001:1994

VDA 6.1 Questions: 02.1; 16.1; 16.3

new: No change

4.11.1.2 Measuring system analysis

VDA 6.1 Question: 16.4

new: The requirement is valid for any type of measurement equipment or

system which is listed on the control plan.

A note with regard to good knowledge of the measuring system etc.

was added.

4.11.2 Control procedure

VDA 6.1 Questions: 16.1; 16.2; 16.3; 16.5

new: No change.

**4.11.3** Records

VDA 6.1 Questions: 13.2; 16.1; 20.1

new: Records of employee and customer owned inspection, measuring and

test equipment were added.
The records shall include:
- all measured values.

- statement of conformance to specification after calibration.

4.12 Inspection and test status

VDA 6.1 Questions: 13.1; 13.4; 17.1

new: No change.

4.13 Control of nonconforming products

4.13.1 **General** 

4.13.1.1 General - ISO 9001:1994

VDA 6.1 Questions: 02.1; 17.1; 19.4



new: No change.

4.13.1.2 Suspect material or product

VDA 6.1 Question: 17.1

new: Defect and suspect products / materials and the restricted area for

those items have to be identified / marked.

4.13.1.3 Corrective action plan

VDA 6.1 Questions: 17.1; 18.1; 19.4

new: No change.

4.13.2 Review and disposition of nonconforming products

VDA 6.1 Questions: 15.2; 17.1

new: No change.

4.13.3 Control of reworked product

VDA 6.1 Question: 17.3 new: No change.

4.13.4 Engineering Approved Product Authorisation

VDA 6.1 Question: 17.2

new: The request for customer authorization is also valid for product

purchased from subcontractors.

Deliveries shall be identified / marked accordingly.

Compliance is to be ensured with original or superseding specifications

and requirements when the authorization expires.

4.14 Corrective and preventive action

4.14.1 **General** 

4.14.1.1 General - ISO 9001:1994

VDA 6.1 Questions: 02.1; 18.1 - 18.4

new: No change.

4.14.1.2 Problem solving methods

VDA 6.1 Questions: 17.4; 18.1; 18.2; 18.4

new: For external nonconformities, the supplier shall respond in a manner

acceptable to the customer.

4.14.1.3 Mistake proofing

VDA 6.1 Questions: 18.1; 18.2



new: No change.

4.14.2 Corrective action

4.14.2.1 Corrective action - ISO 9001:1994

VDA 6.1 Questions: 17.4; 18.1; 18.4; 21.3

new: No change.

4.14.2.2 Corrective action impact

new: The supplier shall apply the corrective actions taken, and controls

implemented to eliminate the cause of a nonconformity, to other similar

products or processes.

4.14.2.3 Returned product test / analysis

VDA 6.1 Questions: 17.1; 17.4; 18.3; 18.4

new: The time for the analysis (including identification of cause, corrective

action and control of effectivity) shall be minimized.

4.14.3 Preventive action

VDA 6.1 Questions: 18.2; 18.3; 18.4 new: No change Refer also to 4.1.3.1.

4.15 Handling, storage, packaging, preservation and delivery

4.15.1 **General** 

VDA 6.1 Questions: 02.1; 19.1

new: No change.

4.15.2 Handling

VDA 6.1 Questions: 19.1; 19.3

new: No change.

**4.15.3** Storage

4.15.3.1 Storage - ISO 9001:1994

VDA 6.1 Questions: 19.1; 19.3; 19.5

new: No change.

4.15.3.2 Stock

VDA 6.1 Questions: 13.6; 19.1



new: Inventory turnover times are to be optimized (e.g. by first-in/first-out).

Products which are outdated or of old status are to be treated as

nonconforming products.

4.15.4 Packaging

4.15.4.1 Packaging - ISO 9001:1994

VDA 6.1 Question: 19.2 new: No change.

4.15.4.2 Packaging requirements of the customer

VDA 6.1 Question: 19.2 new: No change.

4.15.4.3 Identification

VDA 6.1 Questions: 19.2; 19.5

new: No change.

4.15.5 Preservation

VDA 6.1 Questions: 19.1; 19.2; 19.3

new: No change.

4.15.6 Delivery

4.15.6.1 Delivery - ISO 9001:1994

VDA 6.1 Questions: 19.3; 19.4; 19.5

new: No change.

4.15.6.2 Supplier delivery performance monitoring

VDA 6.1 Question: 19.6

new: The supplier shall develop, evaluate and monitor adherence to lead

time requirements.

Records are to be maintained on supplier responsible premium freight. The supplier shall adhere to customer specified transportation mode,

routings and containers.

4.15.6.3 Production scheduling

new: The supplier shall schedule and control production in accordance with

customer requirements.

4.15.6.4 Electronic communication



new: A computerized system or another procedure outlined by the customer

shall be implemented.

4.15.6.5 Shipment notification system

VDA 6.1 Question: 19.6

new: A computerized system or another procedure outlined by the customer

shall be implemented.

A back-up method shall be available in case the online-system fails.

4.16 Control of quality records

4.16.1 Control of quality records - ISO 9001:1994

VDA 6.1 Questions: 06.2; 20.1 - 20.4

new: No change

4.16.2 Records retention

VDA 6.1 Questions: 06.2; 20.1 - 20.4

new: To meet the governmental and customer requirements retention

periods are to be outlined.

4.17 Internal quality audits

4.17.1 Internal quality audits - ISO 9001:1994

VDA 6.1 Questions: 02.1; 03.1 - 03.4

new: No change.

4.17.2 Internal quality audits - supplement

4.17.2.1 General

new: When internal / external nonconformances or customer complaints

occur, frequency shall be appropriately increased.

For each function, activity or process to be audited, a specific checklist

is to be used.

4.17.2.2 **System audit** 

VDA 6.1 Questions: 03.2

new: All shifts have to be audited.

The fulfilment of the requirements of the standard as well as of

additional system requirements has to be verified.

4.17.2.3 Process audit

VDA 6.1 Question: 03.4



new: The product realization process and the production processes are to

be audited.

4.17.2.4 Product audit

VDA 6.1 Question: 03.4

new: The supplier shall conduct product audits at suitable phases in the

production and the delivery process in appropriate frequencies. It shall verify the conformance to specified requirements (e.g. dimensions,

packaging and labelling).

4.17.3 Qualification of auditors

VDA 6.1 Questions: 03.1; 04.5

new: The customer requirements with regard to the qualification of internal

auditors for system and process audits have to be fulfilled.

4.18 Training

4.18.1 Training - ISO 9001:1994

VDA 6.1 Question: 04.1

new: Note 1 stresses that this requirement is valid for all members of the

suppliers organization.

4.18.2 Training effectivness

new: The effectivness of training shall be periodically reviewed.

Customer specific requirements shall be given special attention.

4.18.3 Work instruction/training

VDA 6.1 Questions: 04.4: 04.5

new: Personnel performing activities affecting quality have to be informed

about effects of failure for the customer if quality standards are not

met.

4.19 Servicing

4.19.1 Servicing - ISO 9001:1994

VDA 6.1 Questions: 02.1; 21.5

new: No change.

4.19.2 Feedback of information from service

VDA 6.1 Questions: 21.3; 21.4

new: No change.



4.19.3 Service - agreement with customer

VDA 6.1 Question: 21.4

new: In case of agreement with customer, service effectivness has to be

verified for:

service centers,use of special tools,

- training of service personnel.

4. 20 Statistical Techniques

4. 20.1 Identification of need

VDA 6.1 Questions: 22.1 - 22.6

new: No change.

4. 20.2 Procedures

VDA 6.1 Question: 22.1 new: No change.

4. 20.3 Selection of statistical tools

VDA 6.1 Questions: 22.1 - 22.6

new: As part of the quality planning activities, appropriate statistical tools

shall be defined for each process and documented in the control plan.

4. 20.4 Knowledge of basic statistical concepts

new: Basic concepts such as variation, control (stability), capability and

overadjustment shall be understood throughout the suppliers

organization as appropriate.