1 SCOPE

QS 9000: Introduction, applicability
new: In addition to the applicability for supplier sites for production and services and their subcontractors for:
  - parts or materials, or
  - services like heat and surface treatment,
the customers may extend the applicability to specified products, throughout the automotive supply chain.

4 QUALITY SYSTEM REQUIREMENTS

4.1 Management responsibility

4.1.1 Quality policy

4.1.1.1 Quality policy - ISO 9001:1994

QS 9000: Element: 4.1.1
new: No change.

4.1.1.2 Objectives

QS 9000: Element: 4.1.1
new: Originating from the quality policy, measurable goals are to be established for all functions. The goals are to be included in the company's business plan.

4.1.1.3 Customer satisfaction

QS 9000: Elements: 4.1.6; 4.1.6.1
new: The comparison of competitor data or appropriate benchmarks as well as a review by senior management has been removed. Also, the requirement to notify the certification body/registrar when a customer was placed into negative status was removed.

4.1.1.4 Continuous improvement

QS 9000: Elements: 4.2.5; 4.2.5.1; 4.2.5.3
new: The quality policy shall include the continuous improvement of quality, service, cost and technology. Improvement projects to increase quality and productivity shall be initiated, where possible. The list of situations, which might lead to improvement projects, is not included in ISO/TS 16949.
4.1.2 Organization

4.1.2.1 Responsibility and authority

4.1.2.1.1 Responsibility and authority - ISO 9001:1994

QS 9000: Element: 4.1.2.1
new: Sub item f) has become a separate section (4.1.2.1.2).

4.1.2.1.2 Customer representative

QS 9000: Element: 4.1.2.1 f)
new: No change.

4.1.2.1.3 Quality responsibility

QS 9000: Elements: 4.1.2.5; 4.1.2.a)
new: Following note: "Personnel responsible for quality should have the responsibility to stop production, if necessary to correct quality problems" has been changed to a requirement.

4.1.2.2 Resources

4.1.2.2.1 Resources - ISO 9001:1994

QS 9000: Element: 4.1.2.2
new: No change.

4.1.2.2.2 Shift resources

new: During all shift operations, especially in production processes, personnel in charge off or with delegated responsibility and authority for quality control shall be present.

4.1.2.3 Management representative

QS 9000: Element: 4.1.2.3
new: No change.

4.1.2.4 Organizational interfaces

QS 9000: Element: 4.1.2.4
new: All customer manuals are referenced instead of only APQP. Necessary information is to be transmitted in a language used by the customer (waiver is possible). The note with the typical functions has been dropped.

4.1.3 Management review
4.1.3.1 Management review - ISO 9001:1994

QS 9000: Element: 4.1.3
new: No change.

4.1.3.2 Management review - supplement

QS 9000: Element: 4.1.3.1
new: The review is considered an important subject of the continuous improvement process. Beyond strategic quality goals, the periodic reporting of quality related losses/costs shall be part of the review. (See also 4.2.8). In the notes, the multidisciplinary approach has been deleted and the conduct of the review in appropriate intervals has been added.

4.1.4 Business plan

QS 9000: Element: 4.1.4
new: No change. (Quality goals see 4.1.1.2)

4.1.5 Analysis and use of company level data

QS 9000: Element: 4.1.5
new: The supplier needs to have an information system for timely reporting of product information arising from usage. The comparison of the data with those of other companies is no longer a requirement but a note.

4.1.6 Employee motivation, empowerment and satisfaction

new: Motivation of personnel and the introduction of a process to measure employee satisfaction and their understanding of the quality goals.

4.1.7 Impact on society

4.1.7.1 Product safety

QS 9000 Element: 4.2.3.4
new: Includes product safety and minimization of potential risk for personnel, customers, users and the environment, especially in design control and process control.

4.1.7.2 Regulations

new: It shall be ensured that safety and environmental constraints are satisfied, including those concerning handling of dangerous materials.

4.2 Quality system
### Comparison

<table>
<thead>
<tr>
<th>4.2.1</th>
<th>General</th>
</tr>
</thead>
<tbody>
<tr>
<td>QS 9000</td>
<td>Element: 4.2.1</td>
</tr>
<tr>
<td>new:</td>
<td>No change.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4.2.2</th>
<th>Quality system procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2.2.1</td>
<td>Quality system procedures - ISO 9001:1994</td>
</tr>
<tr>
<td>QS 9000</td>
<td>Element: 4.2.2</td>
</tr>
<tr>
<td>new:</td>
<td>No change.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4.2.2.2</th>
<th>Quality system documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>new:</td>
<td>The requirements of ISO/TS 16949 are to be included in the quality system documentation, but not necessarily in individual procedures (previously part of QS-9000 Introduction).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4.2.3</th>
<th>Quality planning</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2.3.1</td>
<td>Quality planning - ISO 9001:1994</td>
</tr>
<tr>
<td>QS 9000</td>
<td>Element: 4.2.3</td>
</tr>
<tr>
<td>new:</td>
<td>No change.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4.2.3.2</th>
<th>Quality plan requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>new:</td>
<td>A quality plan with customer requirements and relevant technical specifications shall be available.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4.2.4</th>
<th>Product realization</th>
</tr>
</thead>
<tbody>
<tr>
<td>new:</td>
<td>Note: &quot;Product realization&quot; includes all quality planning activities or a project management system, based on defect prevention and continuous improvement.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4.2.4.1</th>
<th>General</th>
</tr>
</thead>
<tbody>
<tr>
<td>QS 9000</td>
<td>Elements: 4.2.3.1; 4.4.11</td>
</tr>
<tr>
<td>new:</td>
<td>Introduction of a process to ensure timely compliance with customer requirements (quality, cost and delivery).</td>
</tr>
<tr>
<td></td>
<td>For reference to APQP see 4.2.4.5.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4.2.4.2</th>
<th>Measurements</th>
</tr>
</thead>
<tbody>
<tr>
<td>new:</td>
<td>During process development, indicators like quality risks, costs, lead times, critical paths and others, as appropriate, must be defined, analyzed and reported to management.</td>
</tr>
</tbody>
</table>
4.2.4.3 Review cycle
new:
The process of product realization is to be reviewed (coordinate with design phases and include process development).

4.2.4.4 Multidisciplinary approach

4.2.4.5 Tools and techniques
QS 9000 Element: 4.2.3.1
new: No change.

4.2.4.6 Computer-aided design (CAD)
QS 9000 Element: 4.4.4.1
new: The requirement for CAD has to be contractually agreed upon. The supplier shall be able to use numerical design and drawing data for the manufacture of production tools and prototypes.

4.2.4.7 Special characteristics
QS 9000 Element: 4.2.3.2
new: Suitable methods for the identification of special characteristics (product characteristics or process parameters) shall be applied.

4.2.4.8 Feasibility reviews
QS 9000 Element: 4.2.3.3
new: Reference to APQP and the Team Feasibility Commitment Form have been removed.

4.2.4.9 Management of process design

4.2.4.9.1 General
QS 9000 Element: 4.2.3 / APQP
new: Documented procedures have to be used for development and verification of production processes.

4.2.4.9.2 Process design input
QS 9000 Element: 4.2.3 / APQP
Comparison

new: Requirements for process design are to be identified, documented and reviewed including:
- results of the product design,
- goals for productivity, process capability and cost,
- experience from earlier developments, and
- others.

4.2.4.9.3 Process design output

QS 9000 Element: 4.2.3 / APQP
new: The process design output must be expressed in terms that can be verified and validated against process design input requirements. The results must include:
- specifications and drawings,
- process-FMEAs,
- acceptance criteria for process release, and
- others.

4.2.4.9.4 Process verification

QS 9000 Element: 4.2.3 / APQP
new: The process design output requirements must be verified against process design input requirements and must be recorded.

4.2.4.10 Control plan

QS 9000 Element: 4.2.3.7
new: Pre-launch control plans must be developed using an interdisciplinary approach (also valid for prototype phase, if contractually agreed upon).
Reference to PPAP has been removed.

4.2.4.11 Product approval process

QS 9000 Elements: 4.2.4.1; 4.2.4.2; 4.2.4.3; 4.4.9.1
new: The supplier shall comply with the procedure recognized by the customer. This process shall also be applied to subcontractors.
If there is no customer requirement, the supplier should use one of the customer manuals listed in the bibliography.
All changes are to be reported to the customer and may require customer approval.
All changes, including those from subcontractors, shall be validated.
When required, additional customer requirements for verification/identification shall be met.

4.2.5 Plant, facility and equipment planning,

QS 9000 Elements: 4.2.6; 4.2.6.1
new: No change.
### 4.2.6 Tooling management

**QS 9000**
- Element: 4.2.6; 4.2.6.2
- **new:** Tasks were added:
  - documentation of changes to tool design including engineering change level,
  - identification of tool status, e.g. production, repair or disposal.

### 4.2.7 Process improvement

**QS 9000**
- Elements: 4.2.5; 4.2.5.1
- **new:** refer to 4.1.1.4.

### 4.2.8 Performance of the quality system

**new:** The supplier shall evaluate the performance of the quality system to verify effectiveness of its operation, record the results and provide evidence of achievement of:
- objectives specified in the quality policy,
- objectives specified in the business plan,
- customer satisfaction.
(refer also to 4.1.3.2)

### 4.3 Contract review

#### 4.3.1 General

**QS 9000**
- Element: 4.3.1
- **new:** No change.

#### 4.3.2 Review

##### 4.3.2.1 Review - ISO 9001:1994

**QS 9000**
- Element: 4.3.2
- **new:** No change.

##### 4.3.2.2 Review - Supplement

**QS 9000**
- Element: 4.3.2
- **new:** Cost elements or price shall be considered during preparation of quotes.

#### 4.3.3 Amendment to a contract

**QS 9000**
- Element: 4.3.3
- **new:** No change.

#### 4.3.4 Records

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>4.4</strong></td>
<td>Design control</td>
</tr>
<tr>
<td><strong>4.4.1</strong></td>
<td>General</td>
</tr>
<tr>
<td><strong>4.4.2</strong></td>
<td>Design and development planning</td>
</tr>
<tr>
<td><strong>4.4.2.1</strong></td>
<td>Design and development planning - ISO 9001:1994</td>
</tr>
<tr>
<td><strong>4.4.2.2</strong></td>
<td>Required skills</td>
</tr>
<tr>
<td><strong>4.4.2.3</strong></td>
<td>Research and development</td>
</tr>
<tr>
<td><strong>4.4.3</strong></td>
<td>Organizational and technical interfaces</td>
</tr>
<tr>
<td><strong>4.4.4</strong></td>
<td>Design input</td>
</tr>
<tr>
<td><strong>4.4.4.1</strong></td>
<td>Design input - ISO 9001:1994</td>
</tr>
<tr>
<td><strong>4.4.4.2</strong></td>
<td>Reliability objectives</td>
</tr>
<tr>
<td><strong>4.4.4.3</strong></td>
<td>Use of information</td>
</tr>
</tbody>
</table>

#### QS 9000 Element: 4.3.4
- **new:** No change.

#### QS 9000 Element: 4.4.1
- **new:** No change. (for QS 9000, element 4.4.1.1 refer to 4.4.4.3)

#### QS 9000 Element: 4.4.2
- **new:** No change.

#### QS 9000 Element: 4.4.2.1
- **new:** No change.

#### QS 9000 Element: 4.4.2.3
- **new:** The supplier shall have access to research and development facilities, to ensure the innovation of products and processes.

#### QS 9000 Element: 4.4.3
- **new:** No change.

#### QS 9000 Element: 4.4.4
- **new:** No change. (for QS 9000, element 4.4.4.1 refer to 4.2.4.6).

#### QS 9000 Element: 4.4.10
- **new:** Goals for product life, reliability and durability are no longer listed under prototype support, but they are still required for design input. Maintainability has been added to these objectives.

#### QS 9000 Element: 4.4.1.1
Comparison

new: Information gained from analyses of competitive products or other sources shall also be used.

4.4.5 Design output

4.4.5.1 Design output - ISO 9001:1994
QS 9000 Element: 4.4.5
new: No change.

4.4.5.2 Design optimization
QS 9000 Element: 4.4.5.1
new: No change.

4.4.6 Design review
QS 9000 Element: 4.4.6
new: No change.

4.4.7 Design verification
QS 9000 Element: 4.4.7
new: No change.

4.4.8 Design validation

4.4.8.1 Design validation - ISO 9001:1994
QS 9000 Element: 4.4.8
new: No change.

4.4.8.2 Design validation – supplemental
QS 9000 Element: 4.4.8.1
new: No change.

4.4.8.3 Prototype program
QS 9000 Element: 4.4.10
new: No change. (refer also to 4.4.4.2).

4.4.9 Design changes

4.4.9.1 Design changes - ISO 9001:1994
QS 9000 Element: 4.4.9
new: No change. (suppliers own design is included).

4.4.9.2 Evaluation of design change
Comparison

<table>
<thead>
<tr>
<th>QS 9000</th>
<th>Element: 4.4.9.2</th>
</tr>
</thead>
<tbody>
<tr>
<td>new:</td>
<td>No change. (refer also to 4.2.4.11)</td>
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</tbody>
</table>

4.5 Document and data control

4.5.1 General

4.5.1.1 General - ISO 9001:1994

4.5.2 Document and data approval and issue

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

4.5.2.2 Engineering specifications

4.5.3 Document and data changes

4.6 Purchasing

4.6.1 General

4.6.1.1 General - ISO 9001:1994

4.6.1.2 Customer approved subcontractors

4.6.1.3 Regulatory compliance
new: No change.

4.6.2 Evaluation of subcontractors

4.6.2.1 Evaluation of subcontractors - ISO 9001:1994

QS 9000 Element: 4.6.2
new: No change.

4.6.2.2 Subcontractor development

QS 9000 Element: 4.6.2.1
new: Development shall be performed with the goal subcontractor compliance with the requirements of TS 16949 or other customer quality manual (bibliography).
Note 1 states that subcontractor's audits used for this of development activity shall be performed by a 2nd or 3rd party accepted by the customer.

4.6.2.3 Scheduling subcontractors

QS 9000 Element: 4.6.2.2
new: No change.

4.6.3 Purchasing data

QS 9000 Element: 4.6.3
new: No change.

4.6.4 Verification of purchased product

4.6.4.1 Supplier verification at subcontractor's premises

QS 9000 Element: 4.6.4.1
new: No change.

4.6.4.2 Customer verification of subcontracted product

QS 9000 Element: 4.6.4.2
new: No change.

4.7 Control of customer supplied product

4.7.1 Control of customer supplied product - ISO 9001:1994

QS 9000 Element: 4.7
new: No change.

4.7.2 Customer owned tooling

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Comparison

QS 9000 Element: 4.7.1
new: The note regarding identification has been removed.

4.8 Product identification and traceability
QS 9000 Element: 4.8
new: No change.

4.9 Process control

4.9.1 General

4.9.1.1 General - ISO:1994
QS 9000 Element: 4.9
new: No change.

4.9.1.2 Cleanliness of premises
QS 9000 Element: 4.9.b.1
new: No change.

4.9.1.3 Contingency plans
QS 9000 Element: 4.9.b.2
new: No change.

4.9.1.4 Designation of special characteristics
QS 9000 Element: 4.9.d.1
new: No change.

4.9.1.4 Preventive maintenance
QS 9000 Element: 4.9.g.1
new: No change.

4.9.2 Job instructions
QS 9000 Element: 4.9.1
new: No change.

4.9.3 Maintaining process control
QS 9000 Elements: 4.9.2; 4.9.3; 4.9.5
new: No change. (section 4.9.3 of QS 9000 was removed, with no effect on this clause)

4.9.4 Verification of job set-ups
QS 9000 Element: 4.9.4
Comparison

new: No change.

4.9.5 Appearance items

QS 9000 Element: 4.9.6
new: No change.

4.10 Inspection and testing

4.10.1 General

4.10.1.1 General - ISO 9001:1994

QS 9000 Element: 4.10.1
new: No change.

4.10.1.2 Acceptance criteria

QS 9000 Element: 4.10.1.1
new: No change.

4.10.2 Receiving inspection and testing

QS 9000 Elements: 4.10.2; 4.10.2.1; 4.10.2.2; 4.10.2.3
new: No change (including 4.10.2.1; 4.10.2.2 and 4.10.2.3.).

4.10.2.4 Incoming product quality

QS 9000 Element: 4.10.2.4
new: The possibility of a customer waiver with regard to the listed methods was added.

4.10.3 In-process inspection and testing

QS 9000 Element: 4.10.3
new: No change.

4.10.4 Final inspection and testing - ISO 9001:1994

4.10.4.1 Final inspection and testing - ISO 9001:1994

QS 9000 Element: 4.10.4
new: No change.

4.10.4.2 Layout inspection and functional testing

QS 9000 Element: 4.10.4.1
new: The frequency of inspection and testing must be outlined in the control plan by the supplier.
4.10.5 Inspection and test records

QS 9000 Element: 4.10.5
new: No change.

4.10.6 Laboratory requirements

QS 9000 Elements: 4.10.6; 4.10.7; 4.11.2.b.1
new: Internal laboratories have to comply with the requirements ISO/IEC 17025 or national equivalent and must have a laboratory scope. Details of QS-9000 have been dropped. External laboratories have to be accredited to ISO/IEC 17025 (or equivalent).

4.11 Control of inspection, measuring and test equipment

4.11.1 General

4.11.1.1 General – ISO 9001:1994

QS 9000 Element: 4.11.1
new: No change.

4.11.1.2 Measuring system analysis

QS 9000 Element: 4.11.4
new: No change. A note with regard to the knowledge of measuring system, etc. was added.

4.11.2 Control procedure

QS 9000 Element: 4.11.2
new: QS-9000 4.11.2.b.1 and the note with regards to calibration by the manufacturer have been removed. See also 4.10.6.

4.11.3 Records

QS 9000 Element: 4.11.3
new: Records of customer owned inspection, measuring and test equipment were added. The term calibration was expanded to calibration/verification.

4.12 Inspection and test status

QS 9000 Elements: 4.12; 4.12.1
new: QS-9000 clause 4.12.1 regarding supplemental verification has been removed.
### 4.13 Control of nonconforming products

#### 4.13.1 General


QS 9000 Element: 4.13.1

new: No change.

**4.13.1.2 Suspect material or product**

QS 9000 Elements: 4.13.1.1; 4.13.1.2

new: No change.

**4.13.1.3 Corrective action plan**

QS 9000 Element: 4.13.2.1

new: Customers are to be immediately informed when nonconforming products have been shipped.

**4.13.2 Review and disposition of nonconforming product**

QS 9000 Element: 4.13.2

new: No change.

**4.13.3 Control of reworked product**

QS 9000 Element: 4.13.3

new: The requirement for no rework visible on the exterior of products supplied for service applications has been removed.

**4.13.4 Engineering approved authorization**

QS 9000 Element: 4.13.4

new: No change.

### 4.14 Corrective and preventive action

#### 4.14.1 General


QS 9000 Element: 4.14.1

new: No change.

**4.14.1.2 Problem solving**

QS 9000 Element: 4.14.1.1

new: Problem solving methods have been clarified.
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>4.14.2.2</td>
<td>Corrective action impact</td>
<td>QS 9000 Element: 4.14.2.2</td>
<td>new: No change.</td>
</tr>
<tr>
<td>4.14.2.3</td>
<td>Returned product test/analysis</td>
<td>QS 9000 Element: 4.14.2.1</td>
<td>new: The cycle time for the analysis process shall be minimized.</td>
</tr>
<tr>
<td>4.15</td>
<td>Handling, storage, packaging, preservation and delivery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.15.1</td>
<td>General</td>
<td>QS 9000 Element: 4.15.1</td>
<td>new: No change.</td>
</tr>
<tr>
<td>4.15.2</td>
<td>Handling</td>
<td>QS 9000 Element: 4.15.2</td>
<td>new: No change.</td>
</tr>
<tr>
<td>4.15.3</td>
<td>Storage</td>
<td>QS 9000 Element: 4.15.3</td>
<td>new: No change.</td>
</tr>
<tr>
<td>4.15.3.1</td>
<td>Storage - ISO 9001:1994</td>
<td>QS 9000 Element: 4.15.3</td>
<td>new: No change.</td>
</tr>
<tr>
<td>4.15.3.2</td>
<td>Inventory</td>
<td>QS 9000 Element: 4.15.3.1</td>
<td></td>
</tr>
<tr>
<td>Section</td>
<td>Description</td>
<td></td>
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</tr>
<tr>
<td><strong>new:</strong></td>
<td>The requirement for minimizing inventory levels has been removed. Products that are obsolete are to be controlled as nonconforming products.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 4.15.4 Packaging

#### 4.15.4.1 Packaging - ISO 9001:1994

- **QS 9000:** Element: 4.15.4
- **new:** No change.

#### 4.15.4.2 Customer packaging standards

- **QS 9000:** Element: 4.15.4.1
- **new:** No change.

### 4.15.5 Preservation

- **QS 9000:** Element: 4.15.5
- **new:** No change.

### 4.15.6 Delivery

#### 4.15.6.1 Delivery - ISO 9001:1994

- **QS 9000:** Element: 4.15.6
- **new:** No change.

#### 4.15.6.2 Performance monitoring of supplier delivery

- **QS 9000:** Element: 4.15.6.1
- **new:** No change.

#### 4.15.6.3 Production scheduling

- **QS 9000:** Element: 4.15.6.2
- **new:** The QS-9000 Notes have been revised and incorporated in the basic statement.

#### 4.15.6.4 Electronic communication

- **QS 9000:** Element: 4.15.6.3
- **new:** The computerized system can be substituted by another method agreed with the customer.
Comparison

4.15.6.5 Shipment notification system
QS 9000 Element: 4.15.6.4
new: The computerized system can be substituted by another method agreed with the customer.

4.16 Control of quality records

4.16.1 Control of quality records - ISO 9001:1994
QS 9000 Element: 4.16
new: No change.

4.16.2 Records retention
QS 9000 Element: 4.16.1
new: To meet governmental and customer requirements, retention time for documents and records must be defined. The specific retention periods of QS-9000 (e.g., PPAPs) have been eliminated.

4.17 Internal quality audits

4.17.1 Internal quality audits - ISO 9001:1994
QS 9000 Element: 4.17
new: No change.

4.17.2 Internal quality audits – supplement

4.17.2.1 General
QS 9000 Element: 4.17.1
new: An audit plan must be established in accordance with ISO 10011-1. The Note states that for each function, area or process audited, a specific checklist should be used.

4.17.2.2 System audit
QS 9000 Elements: 4.17: 4.17.1
new: All activities are to be audited. An audit plan must be established on a yearly basis. Compliance with the requirements of the standard as well as any additional system requirements must be verified.

4.17.2.3 Process audit
new: The product realization process and the production processes are to be audited to verify effectiveness of process performance.
Comparison

4.17.2.4 Product audit
QS 9000 Element: 4.10.4.2
new: Product audits must be done at appropriate stages of production and delivery. QS-9000 note has been eliminated.

4.17.3 Auditor qualification
new: The customer requirements for the qualification of internal system and process auditors must be complied with.

4.18 Training

4.18.1 Training - ISO 9001:1994
QS 9000 Element: 4.18
new: Note 1 stresses that this requirement is valid for all members of the supplier’s organization.

4.18.2 Training effectiveness
QS 9000 Element: 4.18.2
new: Customer specific requirements must be considered.

4.18.3 Training on the job
new: Personnel performing activities affecting quality must be:
- trained on the job for new or modified processes (also includes contract or agency personnel, and
- informed about customer consequences if quality standards are not met.

4.19 Servicing

4.19.1 Servicing - ISO 9001:1994
QS 9000 Element: 4.18
new: No change.

4.19.2 Feedback of information from service
QS 9000 Element: 4.19.1
new: No change.

4.19.3 Servicing agreement with customer
new: In case there is a servicing agreement with the customer, the supplier needs to verify the effectiveness of:
- supplier service centers,
- special purpose tools,
- training of service personnel.

4. 20 Statistical Techniques

4. 20.1 Identification of need
QS 9000 Element: 4.20.1
new: No change.

4. 20.2 Procedures
QS 9000 Element: 4.20.2
new: No change.

4. 20.3 Identification of statistical tools
QS 9000 Element: 4.20.3
new: No change.

4. 20.4 Knowledge of basic statistical concepts
QS 9000 Element: 4.20.4
new: No change.