Description of the certification procedure
ISO/TS 16949:2009

Certification

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If you should require any further information then please do not hesitate to contact us. We will be please to help you.

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The rules and the specification for certification according to ISO/TS 16949:2009 apply in addition to the offer. They complement the general conditions of certification.

1 RULES

The Client is obliged to adhere to the applicable rules of the currently valid Rules for achieving and maintaining IATF recognition, 3rd edition for ISO/TS 16949:2009 (valid: 01. October 2013).These are, in particular:

- the Client shall notify the certification body of any changes relating to
  - legal status,
  - commercial status (e.g. joint venture, sub-contracting with other organizations),
  - ownership status (e.g. mergers and acquisitions),
  - organization and management (e.g. key managerial, decision-making, or technical staff),
  - contact address or location,
  - scope of operations under the certified management system,
  - IATF subscribing OEM customer special status (e.g. General Motors: New Business Hold, CSL-I, CSL-II, Ford: Q1- Revocation),
  - major changes to the management system and processes,
  - new / discontinued products,
  - new manufacturing processes,
  - Relocation,
  - Changes in scope of certification.

  Note: Failure by the client to inform the certification body of a change is considered as a breach of the legally enforceable agreement and may result in the withdrawal of the client's ISO/TS 16949 certificate by the certification body

- the Client cannot refuse an IATF witness audit of the certification body,
- the Client cannot refuse the presence of a certification body internal witness auditor,
- the Client cannot refuse the presence of an IATF representative or their delegates,
- the Client cannot refuse the request of the certification body to provide the final report to the IATF,
- the only use of the IATF logo related to this certification scheme is as displayed on the certificate issued by the certification body. Any other use of the IATF logo, separately or not, is prohibited,
  Note: The client can make copies of the ISO/TS 16949 certificate bearing the IATF logo for marketing and advertising purposes,
- consultants to the client cannot be physically present at the client's site during

the audit or participate in the audit in any way,

- the following documents must be sent to TÜV NORD CERT for preparation and planning of each audit:
  - Quality Management Manual with Revision including linking of the processes to elements of the ISO/TS 16949 standard
  - Current organisation chart of the company
  - Information about company website
  - Organisational processes, taking into account their sequence and interactions (process landscape) with Relationship of the remote location(s) and / or outsourced processes
  - Current internal performance data for the last 12 months
  - Customer satisfaction with Performance and / or assessments, Copy of the last customer assessments and/or customer scorecards (IATF-OEM Customers have to be prioritized)
  - Overview of customer complaints for the last 12 months (IATF-OEM Customers have to be prioritized)
  - Status of customer complaints - Customer Special Status Condition (e.g. General Motors: New Business Hold, CSL-I, CSL-II, Ford: Q1- Revocation)
  - Information about new clients since last audit
  - Results of internal audits within the last 12 months
  - Results of the management review since the last audit
  - List of qualified internal auditors
  - List of customer specific requirements
  - Status of processing of corrective / improvement actions from the last audit
  - Audit report, Nonconformity Management and audit plan from the certification body who conducts the audit in the remote location
  - Performance data of the management system for the entire last certification period of 3 years (additionally for recertification audits)
  - Information about the connection between production site and Headquarter (e.g. process landscape organization chart, reference list, interfaces) (additionally for corporate audit scheme)
  - Information about the knowledge of the results from Headquarter management review in the site (additionally for corporate audit scheme)
  - Information about centrally structured and managed information system for customer complaints and Customer Special Status Condition How is the information flow for customer complaints and Customer Special Status Condition from (number, ppm, etc? (additionally for corporate audit scheme)
  - Information about structured and managed internal audits. (additionally for corporate audit scheme)
  - Information about structured and managed quality management system (additionally for corporate audit scheme)
  - Audit report of the last 3 years and Nonconformity Management of the last certification body (additionally for transfer audits)
  - Evidence of the last certification body that nonconformities from the last audit are “closed” (additionally for transfer audit).
  - Certificates of the last certification body (additionally for transfer audits)

- Before every audit, the Client shall provide timely information for the certification authority on its company, products and customers in the questionnaire in preparation for an ISO/TS 16949:2009 audit.

Note: In situations where all of the required information is not provided by the client prior to the issuance of the audit plan, the audit plan shall include time allocated to collect and review the missing information prior to the start of the opening meeting. This activity has to be included as additional time and additional 8 hour day time in audit plan.

- the Client shall ensure the audit planning and auditing according to the Rules,
- the Client shall ensure it is possible to audit the supportive functions for the production site
- the Client shall ensure the auditing of all shifts
- the Client is obliged to submit, within a within a maximum of sixty (60) calendar days from the closing meeting of the site audit, evidence of the following:
  - implemented correction,
  - root cause including methodology used, analysis, and results,
  - implemented systemic corrective actions to eliminate each nonconformity, including consideration of the impact to other similar processes and products,
  - verification of effectiveness of implemented corrective actions
- the Client is informed for necessary for certification body to conduct special audits :
  - to investigate performance complaints,
  - in response to changes to the client's quality management system,
  - of significant changes at the client's site, or as a result of a suspended certificate,
  - to verify the effective implementation of identified corrective actions for major nonconformities, or
  - to verify the effective implementation of identified corrective actions for major nonconformities considered open, 100% resolved
- the Client is informed for starting of decertification process in following cases :
  - the certification body receives a performance complaint against the client from an IATF OEM member, its relevant IATF Oversight office, or any automotive customer of the client,
  - the client advises the certification body of a special status condition from an IATF subscribing OEM. Notification from the client to the certification body shall occur within ten (10) calendar days from receipt of the special status condition or otherwise specified by the customer,
  - the closing meeting date of a surveillance or recertification audit containing nonconformities,
  - the client voluntarily requests suspension due to significant changes of ownership or interruption of the manufacturing of product meeting the applicability for certification,
  - the surveillance audit is not conducted within the allowable intervals and timing,
  - the surveillance audit is terminated,

- failure to supply the required information to the certification body to undertake effective audit planning

- the Client is informed for timing between two transfer audits: minimum three years (-3 months), or 2 years 9 months

2 DESCRIPTION OF SERVICES

Audit preparation

- Planning based on the provided documents,
- Performance of the process analysis,
- Development of a process-oriented audit plan in agreement with the Client.

Performance of audit:

- Performance of audit according to audit plan,
- Evaluation of the implementation and effectiveness of the system
- Presentation of the audit results, including any deviations, and handover of the results report.

Audit follow-up:

- Evaluation of the effective implementation of corrective measures to any deviations (document evaluation or special audit),
- Writing of the final audit report.

Certification:

- Creation and registration of the certificate after verification of the certification procedure by veto person and the certification authority,
- Entry of the data into the IATF database.