

Welcome to the first edition of the Industry Forum Newsletter for 2010 Happy New Year to you all

We have taken the opportunity to update and further improve all our courses for 2010. All courses are aligned with ISO/TS16949: 2009 and the relevant editions of the Core Tools Reference Manuals. We have also further enhanced the 'Learn by Doing' methodology of all the courses by including even more case studies and delegate exercises.

The full programme of open training can be found at www.industryforum.co.uk, alternatively we can offer to deliver any of the courses at your company premises. If you have up to 12 delegates that need training, this is by far the most cost effective solution, with training often costing less than £100 per delegate.

For further information contact Jenna Porph on 0121 717 6614
or e-mail jenna.porch@industryforum.co.uk.

Through our network of international partners we can also offer training in many countries throughout the world. For more information contact Paul Hardiman at paul.hardiman@industryforum.co.uk.

Partnership with Bywater Training

Industry forum are pleased to announce a relationship with Bywater Training. Bywater - established in 1982 - are recognised as a leading provider of Management Systems and Business Improvement Training to all sectors of industry and are dedicated to assisting organisations in the achievement of more effective Quality, Environmental and Health & Safety Management.

The relationship focuses on jointly promoting a wide range of mutually compatible training programmes, including IRCA

Certified ISO 9001 Lead Auditor Training, IEMA Approved ISO 14001 Lead Auditor Training and a wide range of other Management Systems training

Bywater Training will promote training programmes delivered by Industry Forum, including courses related to ISO/TS16949, Core Tools and Process Improvement Techniques.

Further details can be found at www.industryforum.co.uk or you can contact Jenna Porph on 0121 717 6614.

For more information on anything mentioned in this Newsletter please contact
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IATF Global Oversight Website

The Global Oversight Offices - responsible for the management of the ISO/TS 16949 scheme - have developed a new website: www.iatfglobaloversight.co.uk which was launched at the beginning of June 2009.

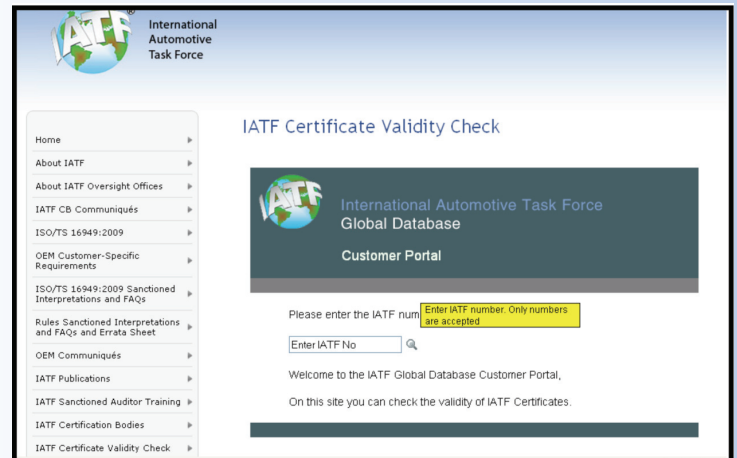
This website contains information on -

- ISO/TS 16949
- IATF (International Automotive Task Force)
- Oversight Offices
- IATF approved Certification Bodies
- Customer Specific Requirements
- Sanctioned Interpretations and FAQ's for the Rules for Achieving IATF Recognition & ISO/TS 16949 Technical Specification
- Certification Body & OEM Communiqués
- Publications
- Training providers for ISO/TS 16949 3rd party auditor training and certification

A new function has recently been added to the website which allows organizations in the supply chain to check the validity of IATF certificates provided to them by their suppliers.

To check an ISO/TS16949 certificate validity:

- log onto www.iatfglobaloversight.org
- click on IATF Certificate Validity Check (at the bottom of the menu list)
- enter the IATF certificate number stated on the IATF certificate in box provided



The website will advise if the certificate is valid and confirm the company name, city and country.

If you have any questions about this new function or queries about certificates that do not match the information on this validity check, please contact one of the IATF Oversight Offices, contact details can be found on www.iatfglobaloversight.org.

SMMT Oversight has also launched their own website www.smmtoversight.co.uk.

You can find details on this website about ISO/TS16949 certification body auditor training / qualification and also details of how to purchase publications, including ISO/TS16949: 2009, The Rules for Achieving IATF recognition and the IATF Auditor Guide.

Materials Management Logistics Guidelines

For sometime many Original Equipment Manufacturers (OEM) Customer Specific Requirements for ISO/TS16949 have mandated organisations comply with the Materials Management Operations Guidelines Logistics Evaluation (MMOG LE).

MMOG LE is an assessment tool that can be used to identify weaknesses in an organisations logistics process. The requirements are broken down into 6 chapters and 206 criteria.

SMMT Industry Forum has been working with a global group to further develop the requirements and is developing a training programme to help organisations understand the requirements and improve their logistics process.

More details on this will be announced in the next newsletter but if would like more details please contact jeff.turner@industryforum.co.uk

Continuing Personal Development (CPD)

For third party ISO/TS16949 auditors, the IATF Rules for Achieving IATF Recognition, 3rd Edition require 20 hours continued personal development per year.

SMMT Industry Forum offer a number of training courses on directly related and related subject matters that could contribute towards auditors CPD.

Delegates passing the knowledge and application exam will receive a certificate that is underwritten by SMMT Oversight. The following courses include SMMT Oversight verified CPD hours:

5 Day Core Tools Certification Training

This course offers certified training based upon practical 'Learn by Doing' case studies. It is designed for people involved in, or who plan to be involved in, the implementation and for auditing of Advanced Product Quality Planning activities (SPC, MSA, FMEA) including the preparation of PPAP packages.

SMMT Oversight approved as representing 32.5 hours CPD.

1 Day Advanced Product Quality Planning/Control Plan Training

This course is designed to help delegates understand the purpose of APQP and the methods of planning for APQP. It also covers the structure and content of Control Plans.

SMMT Oversight approved as representing 6.5 hours CPD.

1 Day Production Approval Process Training (PPAP)

This course is designed to help delegates understand the purpose of PPAP and the structure and content of PPAP files and submissions. The training includes interactive exercises and case studies.

SMMT Oversight approved as representing 6.5 hours CPD.

1 Day Measurement Systems Analysis Training (MSA)

This course is designed to help delegates understand the purpose of MSA and how to undertake MSA studies for variable and attribute equipment. The training includes interactive exercises and case studies.

SMMT Oversight approved as representing 6.5 hours CPD.

1 Day Statistical Process Control Training (SPC)

This course is designed to help delegates understand the purpose of SPC, variable and attribute data and types of chart used for each. Methods of constructing control charts and calculating control limits is also covered. This course also covers process capability and methods of calculation. The training includes interactive exercises and case studies.

SMMT Oversight approved as representing 6.5 hours CPD.

1 Day Failure Mode and Effects Analysis Training (FMEA)

This course is designed to help delegates understand the purpose of FMEA and how to create design and process FMEA's. It also covers when an FMEA should be created and who should be involved in the creation. The training includes interactive exercises and case studies.

SMMT Oversight approved as representing 6.5 hours CPD.

1 Day Problem Solving Training

This course is designed to help delegates understand effective Problem Solving and how to use the tools and techniques available such as 5 Why analysis, Fishbone Diagrams, Root Cause and Systemic Corrective Actions. The training includes interactive exercises and case studies.

SMMT Oversight approved as representing 6.5 hours CPD.

To view the SMMT Industry Forum training courses please go to www.industryforum.co.uk/activities/training_courses/ or contact Jenna Porch at jenna.porch@industryforum.co.uk for more information.

ISO/TS16949: 2009

IATF has issued clarification on the transition process from ISO/TS 16949: 2002 to ISO/TS 16949: 2009, namely:

The certification status to ISO/TS 16949: 2002 remains in effect for the certification life. Certification to ISO/TS 16949: 2009 is recognized with the effective date of the release of ISO/TS 16949: 2009. The certification to ISO/TS 16949: 2009 is not an upgrade and its term is the same as the current ISO/TS 16949: 2002 certificate.

IATF recognized certificates to ISO/TS 16949: 2009 may be issued upon request by an organization (client) after official publication and after a regularly scheduled surveillance audit, but are not required until the next recertification audit.

What does an organisation need to do to be able to upgrade?

The IATF communiqué stated:

“Certification Bodies and Organizations are expected to understand and apply the amendments to ISO/TS 16949: 2009. Application of the clarifications related to ISO 9001: 2008 requirements in the boxed text of ISO/TS 16949: 2009 is effective not later than 120 days after the release of ISO/TS 16949: 2009. IATF Official release date 1st July 2009”

What are the changes?

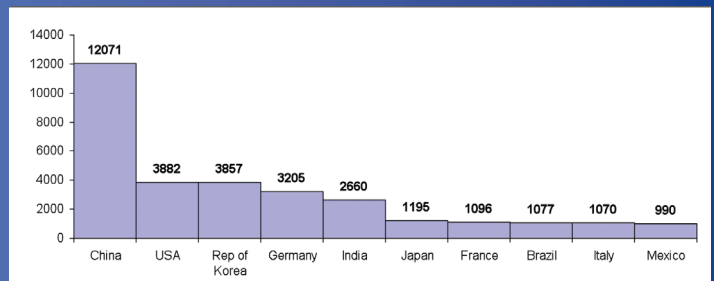
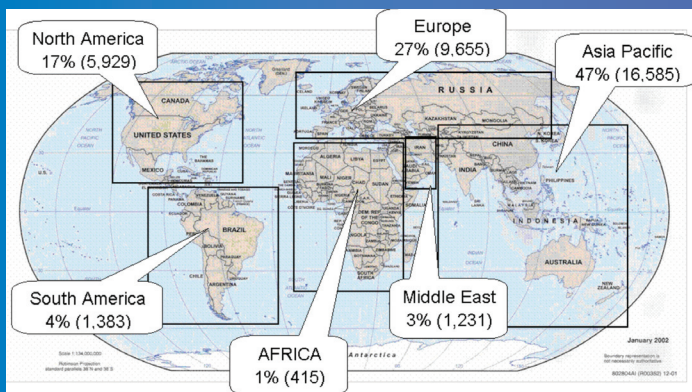
The main thing to remember is there are no new requirements.

Some of the amendments/clarifications include:

- 4.1 More focus on outsourced process control
- 4.2.1 Clarification that a procedure requirement may be covered in more than one document
- 6.3 Information systems added
- 6.4 Definition of work environment
- 7.4.1.2 Update to align with ISO9001: 2008
- 7.6 Measuring devices changed to equipment
- 8.2.1 Note on monitoring customer perception
- 8.2.2 Correction added

Prior to any upgrade audit to the 2009 edition, organisations should be able to demonstrate they have reviewed their management system and made any amendments to address the changes.

ISO/TS16949 Certificates



At the end of 2009 there was a total of 41,241 valid certificates to ISO/TS16949, a growth of 5% in 2009.

2009 showed a continued growth in China, Korea and India, while some of the other regions, such as UK and France, showed a decrease in registrations due to the global economic downturn.

Discussion on ISO/TS16949 Requirements

The following section of the newsletter is intended to stimulate discussion on the practical application of ISO/TS16949. Certification bodies and organisations in the automotive supply chain are invited to provide questions for future newsletters.

Please forward any questions to paul.hardiman@industryforum.co.uk

If you have any comments on the answers given below please do not hesitate to contact paul.hardiman@industryforum.co.uk

An organisation states in their quality system that they have an annual management review. Is this acceptable?

The first thing we need to consider is the requirement 5.6.1:

“Top Management shall review the organisation’s quality management at planned intervals.....”

So how can auditor make a decision of when the planned intervals established by an organisation is acceptable?

Firstly any customer specific requirements need to be taken into account.

For example the Ford ISO/TS16949 customer specific requirement, 4.7, states:

“The organization management shall hold monthly QOS (Quality operating system) performance meetings.....”

They also add a note:

“The management review need not be held as one meeting, but may be covered in a series of meetings, covering each of the metrics monthly”.

The second thing that needs to take into account is the performance of the Quality Management System and specifically the performance against the quality objectives.

ISO/TS16949 5.6.1.1 states:

“Part of the management review shall be the monitoring of quality objectives and the regular reporting and evaluation of the cost of poor quality.”

If an organisation states they have an annual review, they are therefore saying they only review performance annually which in most companies is not reality.

The problem is often the definition of the management review process in the organisation’s quality management system. Whereas many organisations have more regular management meetings, these meetings are often not included in the management review process. In addition, Managers often see the formal annual management review

meeting as a waste of time as the topics covered have already been covered in other meetings.

A possible solution is for organisations to take the opportunity to review the agenda and outputs of each meeting held and then relate this to the requirements defined in ISO/TS16949 5.6.2: Management Review input.

It may then be possible to demonstrate that all the requirements are met within the existing meeting structure, rather than as a standalone annual Management review

Conclusion: In a “perfect” organisation, where all objectives for effectiveness and efficiency are met, and where there are no customer specific requirements, an annual review may be justified. In other cases a more frequent review would be needed to fully meet the intent of the requirement.

An organisation states in their quality system that layout inspection is only undertaken where specified by the customer. Is this acceptable?

ISO/TS16949, Clause 8.2.4.1 defines the requirement

“A layout inspection and functional verification to applicable customer engineering material and performance standards shall be performed for each product as specific in the control plans. Results shall be available for customer review”

And the note adds *“Layout inspection is the complete measurement of all product dimensions shown in the design records”*

To judge acceptability firstly we need to take into account customer specific requirements. Some customer specifics state they require an annual layout inspection.

If there is no customer specific requirements an organisation needs to decide on a suitable frequency. To do this performance and risk needs to be taken into account. For a product with historic concerns, the frequency would be more often (maybe annual) than for a product with no concerns (maybe every 3 to 5 years). As performance will change over time, an organisation may elect have an annual

meeting to review the results of any layout inspections undertaken and plan the next cycle.

The control plan would need to be updated with the appropriate frequency established.

Conclusion: Even if there are no customer specific requirements for layout inspection, the requirement still needs to be addressed by the organisation. However the frequency is not dictated by the requirement, and as such, based on performance, the frequency may be longer than one year.

An organisation provides evidence that it undertakes a programme of internal audits. They demonstrate that all the requirements of ISO/ TS16949 are covered in an annual cycle by undertaking audits of each of its processes utilising the process approach. They have a separate programme of product audits. They do not have a separate programme of system audits. Is this acceptable?

ISO/TS16949 requirement 8.2.2 states that

“the organisation shall conduct internal audits at planned intervals to determine if the quality management system conforms to planned arrangements.... and is effectively implemented and maintained.”

According to ISO/TS16949 requirement 4.1, a quality management system should be based on the organisation processes. Therefore is an organisation audits each of the processes of the quality management system (product realisation and support processes) by inference they are auditing the quality management system, and hence undertaking system audits.

To meet the additional ISO/TS16949 requirements 8.2.2.1 and 8.2.2.2, any process based audits of the system audits would need to demonstrate they ensure the processes comply with ISO/TS16949 and any Customer Specific Requirements, and that the audits verify not only compliance, but effectiveness of processes.

Regarding product audits (8.2.2.3), these should be planned, undertaken by competent auditors, and records maintained.

Conclusion: An organisation needs to demonstrate their internal audit process addresses the requirements for system, process and product audits, but these do not have to be through separate programmes, for example system and process audits addressed together by undertaking audits of all the Quality Management System processes, and hence addressing all the system requirements.

An organisation states that their quality system documentation and records are maintained in electronic format, with no hard copies maintained anywhere in their facility. Is this acceptable?

ISO/TS16949 requirement 4.2.1, note 3 states

“the documentation can be in any form or type of media”

To audit effectiveness an auditor should question how the electronic documentation is controlled, who has the authority to revise/amend documentation, how do people throughout the organisation have access to the system documentation and how they are informed of any amendments.

Also the system back up should be questioned, if the electronic system fails, what is the contingency plan to allow access to the quality management system documentation.

The requirement 7.5.1.2 states Work Instructions:

“shall be available at the work station”

However this does not state hard copy. Organisations may elect to have terminals for electronic access at each workstation to address the requirement.

Conclusion: Yes, it is acceptable, subject to the the above points being addressed.

For more information on anything mentioned in this Newsletter please contact Jenna Porch SMMT Industry Forum, 2410 Regents Court, The Crescent, Birmingham Business Park, Birmingham, B37 7YE.

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