CUSTOMER SPECIFIC REQUIREMENTS RELATED TO ISO/TS 16949 APPLIED TO FIASA/Powertrain SUPPLIERS

This letter updates and replaces, from 12/02/2013 on, the previous “Customer Specific Requirements” from FIASA/Powertrain dated from 07/27/2012.

This document defines the specific requirements to product and/or service supplier organizations to FIASA/Powertrain, classified as direct material.

This document content also has the role to ensure the organization’s efficient quality management system and its continuous improvement, besides the use of specific process control tools. The final goal is to guarantee a perennial product supply according to the quality level specified/required during the product life cycle.

The correlation between this letter requirements and ISO/TS 16949 are indicated after each item.

This letter and its attachments, including the Frequently Asked Questions and all the rules and capitoloatos mentioned on it, and technical documentation can be accessed at FGPS portal (www.fgps.com.br). The supplier is responsible for updating the applicable versions to its products, processes and quality management systems.

FIASA/Powertrain uses APQP Management for its developments and accepts the AIAG manuals (APQP, CEP, MSA, PPAP, FMEA) when are relevant.

The foreseen and mentioned procedures on this letter number 1 Item are not applicable to raw material suppliers, except for FIAT 08018, 9.01102, 9.01107 standards and Report Management.
1) Additional procedures to ISO TS 16949 (4.2.3 item)

1.1) Common procedures and forms between FIASA and Powertrain

- Test plan – Annex 1;
- Features for development, modification and maintenance of tooling – Annex 3;
- Waivers approval – Annex 4;
- Program Review – Annex 5;
- PA – Process Audit (previous PCPA) – Annex 6;
- PDR – Production Demonstration Run (previous 1DP) – Annex 7;
- QSB Manual and Checklist – Annex 8;
- Development schedule - Annex 9;
- Master Dot – Annex 10;
- CSL NBH FGP 16 Procedure – Annex 12;
- FIAT Management APQP Strategies – Annex 13;
- FAQs, rev. 04 – Frequently asked questions about specific requirements FIASA / Powertrain - Annex 14;
- Tier II e III Management Manual – Annex 21;
- Shut down Check List – Startup – Annex 22;
- Sending new or modified parts form – Annex 23;
- Yard Block Flow + “Quality Form”.

1.2) FIASA specific procedures and forms

- Certificate of Quality and Compliance (CQC) – Annex 2;
- Test report – Annex 15;
- Prototype Quality Certificate and Compliance Cover – Annex 16;
- Deviations Management Procedure – Annex 17;
- Manual of export packing FIASA;

1.3) Powertrain specific procedures and forms

- Customer Requirements (CR-001, CR-003 a CR-005) – Annex 18;
- Key Characteristics Definition System – KCDS – FPT,IFN053 – Annex 19;

2) Process of development and modification

2.1) Development, modification and tolling preservation features (ISO TS 16949, 7.5.4.1 item)

The available development, modification and tolling preservation criteria to all FIASA/Powertrain park suppliers are defined in the correspondent lending contract and must fulfill the exposed requirements on annex 3 (stamping and plastic injection molds).
2.2) Development and Product Approval Process (ISO TS 16949, item 7.3.6.3)

- Supplier must use the product development process according to item 3 from Capitolo 9.01102 and Program Review (annex 5).

- Farther to the development process above, Powertrain suppliers must use FPT IFP059 (annex 20) procedure.

- Samples delivered to FIASA must be followed by CQC (annex 2) and the respective documents according to Capitolo 9.01103.

- During sample fabrication time, the operational processes must be evaluated according to PA (annex 6) and in case there are products with Safety features, they also must be evaluated according to Safety Management Manual (annex 11).

- All products provided to FIASA/Powertrain must be properly approved by the client according to item 3 of capitolo 9.01102. Exceptions must be authorized according to Deviation Request procedure in annex 17.

- Suppliers must use Parts Production Approval Process (PPAP Manual from last edition of AIAG) for all direct material sub suppliers. Level 5 will be applied to functional 1D class products (containing Safety features), others PPAP levels must be approved with the SQE.

- Supplier must organize a listing with all part numbers (current and in development) including the historic with all implemented alterations and/or in implementation, besides its final (CCQ or PSW) or Interim (deviation or IRW) approval record by FIASA/Powertrain. This listing must be available and must be sent monthly to the responsible SQE highlighting the alterations referents to the previous version.

- Fiat methodologies: Program Review (annex 5), PA (annex 6) and PDR (annex 7) must be used by supplier to continuously monitor the development of new products. An action plan for each FIAT Methodology pendency (open issues) must be established and concerted with SQE.

- Supplier must have a Project Manager for all development that assure a FIAT Methodology enforcement and that guarantee at least FIAT APQP Strategies Management enforcement (Anexx 11).

- Supplier must fill/enforce Shut Down Check List/Start Up (annex 22) in case of long start up, Holidays return, even when the productive activities are kept integrally and use Capitolo FIAT 07171 at the time of production return.

2.3) Requalification – FIASA/ Re-submission PPAP – Powertrain (ISO TS 16949, item 8.2.4)

System/product self-qualification, including subcomponents, must be redone every 2 years, except when concerted with SQE. Layout (dimensional verification) and raw material inspection must be performed at least once a year. For Safety items Safety Management Manual must be followed (annex 11).

2.4) Previous Approved Products and Process Modifications by FIASA/Powertrain (ISO TS, item 7.1.4)

Suppliers and sub suppliers shouldn’t make any product, process, raw material source or tooling used on production not authorized alteration that were already approved by FIASA/Powertrain. All intention of product and process modification covering all supply chain, must be previously informed SQE. In case of noncompliance of this requirement, the supplier must inform its certifier organ until 5 working days.

Notices for items 2.4 and 3.2 of this letter, must be sent with a copy to its FIASA/Powertrain SQE Analyst.

2.5) Comercial Lab Use/ External Assay and Calibration Services  (Ref. ISO TS 16949 - item 7.6.3.2)

Supplier must use assay and calibration labs belonged to RBLE (Rede Brasileira de Laboratórios de Ensaios – Brazilian Assay Labs Net) and to RBC (Rede Brasileira de Calibração – Brazilian Calibration Net) and/or certified by ISO/IEC 17025.
2.6) Waivers

Waiver requests must be referred to FIASA/Powertrain SQE according to its own form (annex 4), supported by the required documents for technical analysis, as well as the details for the adequacy to requirement (Action Plan, Deadlines and Responsible Person).

When the waivers are granted, it obeys the following criteria:

• Average analysis time of 15 working days, after the receipt and SQE Supervisor validation.
• Maximum waiver duration is up to 2 years.

Waiver analysis is done by SQE, approved by its supervisor and Business Process department.

3) Current Product Management

3.1) Special Notification to the Certifier Organism for Quality Problems (ISO TS 16949, item 8.2.1.1)

Supplier must notify its Certifier Organism until 5 working days in case of a quality issue indicated on BID LIST:

• NBH (New Business Hold);
• Yard Hold;
• Controlled shipping level 2 open;
• Controlled Shipping Level 1 open which exceeds 90 days;
• Responsibility on “Recall” or field interventions;
• QSB certification suspended or canceled by FIAT/Powertrain.

OBS.: Responsible SQE may notify the certifier organism in the cases mentioned above.

3.2) Safety Features (ISO TS 16949, item 7.3.2.3)

Supplier must accomplish SAFETY Features Management according to SAFETY Features Manual (annex 11).

3.3) Special Processes (ISO/TS16949, item 7.5.2 e 8.2.2.2)

Supplier must accomplish process audits with a minimal frequency of once every 6 months in all its special processes including sub suppliers as written in Special Processes Evaluation Manuals from AIAG.

• CQI 9 = For heat treatment processes;
• CQI 11/12 = For superficial and dying processes;
• CQI 15 = For welding process;
• CQI 17 = For electrical/electronic welding.

3.4) Management Review (ISO/TS 16949, item 5.6)

Supplier senior management must accomplish critical analysis monthly that includes at least:
3.7) Materials in bulk

• Qualitative Performance Results;
• Non quality costs, including waste, rework, contention actions, special deliveries, client production stops due to qualitative issues (intern fails), client returns and warranty, including fines and penalties applied by FIASA/Powertrain;
• Results of Safety Features Management enforcement (including audits);
• Results of QSB strategies enforcement (including audits);
• Special notifications to certifier organism as 3.1 item of this letter;
• Process product approval status (2.2 item of this letter) relative to pre-established by FIASA/Powertrain deadlines fulfillment.

The final result of these monthly analyses must be a strategic action plan (Master Dot – Annex 10) and also be available when solicited by SQE or an outsourced certifier organism.

3.5) QSB (Quality System Basics)

Supplier must be certificated according to the requirements on QSB Manual (annex 8). The certifications performed by the previous version are still since the annual audit of maintenance is performed and approved according manual.

3.6) Field Problems Management (Ref. ISO TS 16949 - Item 8.5.2.4)

Supplier must analyze returned field parts according to requirements on SCP portal (Parts Control System) website: https://scp.fiat.com.br.

ECA (effect, cause and action) report must be used via web, containing the corrective implemented actions to eliminate each occurred failure, as well as the management of the correspondent cutoffs.

3.7) Materials in bulk

FIASA/FPT direct raw material suppliers must use Part Production Approval Process (PPAP Manual from AIAG) to all bulk products and the following processes are waived:

• Accordance Quality Certification (CQC) – Annex 2;
• Development, modification and tooling preservation features- Annex 3;
• Program Review – Annex 5;
• PDR – Production Demonstration Run (1DP) – Annex 7;
• QSB Manual and Checklist – Annex 8;
• Quality Certificate Cover and Prototype Accordance – Annex 16;
• Deviation Management Procedure– Annex 17;
• Lay-out inspection.

3.8) Tier II e III Management

It is recommendable the adoption of Tier II and III Suppliers Management according to Tier II e III Management Manual (Annex 21).

3.9) Shipping Information for New or Modified Parts

To ensure the Shipping information for new or modified parts and the Traceability, the supplier must send to FIAT (Industrial Quality and SQE), Sending new or modified parts form (Anexx 23) filled together the first shipment parts.

The requirements here presented are valid indeterminately until the emission of a new letter for all FIASA/Powertrain park supplier and its certifier organisms

Marco Aurélio Speziali
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