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Introduction

1 Scope

1.1 General

This document defines certain customer-specific requirements (CSR) for organizations supplying production and/or service parts to Chrysler Group LLC.

This document is also applicable to organizations supplying assemblies of production parts or materials (“modular suppliers”) and to organizations supplying partially or fully assembled vehicles (“contract vehicle assembly plants”).

References to “Chrysler” in this document shall be interpreted as applying to all of Chrysler Group LLC unless otherwise specified.

The English language version of this document shall be the official version for purposes of third party registration.

Sanctioned translations of this document shall:

- Be for reference only.
- Reference the English version as the official language.
- Include Chrysler Group LLC in the copyright statement.

Any other translations are not authorized.

NOTES:

1. Service parts and materials applicability does not include aftermarket parts or the organization facilities that produce them.

2. Comments or questions concerning this document may be sent to Chrysler at ts16949@chrysler.com. (Please include the phrase “CSR ISSUE” in the subject line of the e-mail). Comments or questions on documents or standards cited within this document should be addressed to their respective authors.


1.2 Application

ISO/TS 16949 and this document define fundamental quality system requirements for organizations supplying production and/or service parts to Chrysler Group LLC. These requirements shall be included in any scope of registration/certification to ISO/TS 16949 issued by an IATF-recognized and IATF-contracted certification body in order for the ISO/TS 16949 certificate to be recognized as satisfying Chrysler organization criteria for third party registration/certification. (See ISO/TS 16949 Foreword, Remarks for certification).

All ISO/TS 16949 requirements and the requirements of this document shall be addressed in the organization’s quality system.
Beginning with the August 2014 release, this document is structured to strictly align the requirements with the applicable sections of ISO/TS 16949:2009. Several section headers are followed by the statement “No Chrysler Customer-Specific Requirement for this section” to verify that there is no auditable Chrysler-specific requirement for this section.

The presence of this statement shall not be interpreted to mean that other commercial or technical requirements do not exist for the subject addressed in the section, or that existing commercial or technical requirements are superseded by this statement.

NOTE: A table cross-referencing the location of Chrysler customer-specific requirements in this document to their location in the January 2013 release appears as Appendix B.

This document is not applicable to organizations supplying Tooling and Equipment (T&E) to Chrysler. T&E suppliers to Chrysler shall be third-party registered to ISO 9001:2008.

Third-Party Registration

All Production and Service Part organizations to Chrysler shall be third-party registered to ISO/TS 16949:2009 through an IATF-recognized Certification Body. The official list of IATF-recognized Certification Bodies can be found at http://www.iatfglobaloversight.org/certBodies.aspx.

ISO/TS 16949 Registration Verification

Organizations shall submit proof of registration by sending a submission package (including a digital copy (PDF) of their current registration certificate) to Chrysler at ts16949@chrysler.com. Submission instructions are available from the Chrysler TS 16949 website, accessible through eSupplierConnect.

Notification of ISO/TS 16949 Registration Status Change

Organizations shall notify Chrysler of any change in their ISO/TS 16949 registration status via e-mail to ts16949@chrysler.com. Such changes include, but are not limited to:

- Initial certification.*
- Recertification.*
- Transfer of certification to a new Certification Body*
- Certificate suspension.
- Certificate reinstatement.
- Certificate withdrawal.
- Certificate cancellation without replacement.

*These changes require submitting proof of registration as described above.

ISO/TS 16949 Registration Exemption

Chrysler may, at its option, fully exempt certain organizations from ISO/TS 16949 registration. This exemption generally applies to those organizations whose automotive business is of such low significance that they will not register to ISO/TS 16949, but are still needed as a supplier.
Identification of candidate organizations for full exemption from ISO/TS 16949 registration is the responsibility of Chrysler Supplier Quality. Verification and maintenance of exemption status is the responsibility of Chrysler Supplier Quality Operations.

Certain specific bulk metallic commodities are exempt from some requirements of this document. Eligible commodities are listed in Table 1 and the scope of the exemptions is listed in Table 2.

NOTE: Exemptions only apply to these Customer-Specific Requirements, not to the sections of ISO/TS 16949 with which they are aligned.

### Table 1: Bulk Metallic Commodities

<table>
<thead>
<tr>
<th>Code</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>03AB</td>
<td>Flat Rolled Steel, Hot Rolled Steel</td>
</tr>
<tr>
<td>03BA</td>
<td>Flat Rolled Steel, Cold Rolled Steel</td>
</tr>
<tr>
<td>03CC</td>
<td>Flat Rolled Steel, Galvanized Steel-Both Sides</td>
</tr>
<tr>
<td>03IA</td>
<td>Tailor Welded Blanks</td>
</tr>
<tr>
<td>03KF</td>
<td>Welded Carbon Steel Tube</td>
</tr>
<tr>
<td>03NA</td>
<td>Structural Steel, Hot Rolled Carbon-Bars</td>
</tr>
<tr>
<td>03RA</td>
<td>Welded Wire</td>
</tr>
<tr>
<td>05AD</td>
<td>Aluminum Flat Products, Flat Rolled Aluminum</td>
</tr>
<tr>
<td>05AG</td>
<td>Aluminum Braze Sheet</td>
</tr>
</tbody>
</table>
### TABLE 2: CSR Section Exemptions for Bulk Metallic Commodities

<table>
<thead>
<tr>
<th>ISO/TS 16949 Section</th>
<th>Chrysler Customer-Specific Requirement</th>
</tr>
</thead>
</table>
| 7.2.1.1 Customer-designated special characteristics | The Shield <S>; also <E>  
The Diamond <D> |
| 7.3.2.2 Manufacturing process design input | PFMEAs and Control Plans |
| 7.3.5 Design and development verification | Design Verification (DV) |
| 7.3.6 Design and development validation | Production Validation (PV) |
| 7.3.6.3 Product approval process | Process Approval  
Production Part Approval Process (PPAP) |
| 7.3.7 Control of design and development changes | Design Changes |
| 8.2.4.1 Layout inspection and functional testing | Annual Layout |
| 8.2.4.2 Appearance items | Appearance Master Samples |
| 8.5.2.4 Rejected product test/analysis | Consumer-Centric Warranty Management (CCWM)  
CCWM Exceptions  
CCWM Exemptions  
Returned Parts Analysis |

#### 2 Normative references

References cited by this document are the latest versions available at the date of publication. When a cited document is revised after the date of publication, the newer version shall apply.

NOTE: If a conflict is perceived between a newer version of a cited reference and this document, contact Chrysler at ts16949@chrysler.com for guidance. (Please include the phrase “CSR ISSUE” in the subject line of the e-mail)

### A. References cited in these Customer-Specific Requirements

Automotive Industry Action Group (AIAG) North American Automotive Quality Core Tool Manuals


AIAG Quality Manuals
• CQI-8: Layered Process Audit Guideline, 2nd Edition
• CQI-9 Special Process: Heat Treat System Assessment, 3rd Edition
• CQI-11 Special Process: Plating System Assessment
• CQI-12 Special Process: Coating System Assessment
• CQI-14: Consumer-Centric Warranty Management, 2nd Edition
• CQI-15 Special Process: Welding System Assessment
• CQI-17 Special Process: Soldering System Assessment
• CQI-19: Sub-tier Supplier Management Process Guideline
• CQI-23: Special Process: Molding System Assessment

• ISO 9001:2008 “Quality management systems – Requirements”
• ISO/IEC 17011:2004 “Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies”
• ISO/IEC 17021:2006 “Conformity assessment — Requirements for bodies providing audit and certification of management systems”
• ISO/IEC 17025:2005 “General requirements for the competence of testing and calibration laboratories”
• ISO/TS 16949:2009 “Quality management systems – Particular requirements for the application of ISO 9001:2008 for automotive production and relevant service part organizations”

International Automotive Task Force (IATF) Publications
• Automotive Certification Scheme for ISO/TS 16949; Rules for achieving and maintaining IATF recognition; 4th Edition for ISO/TS 16949, 1 October 2013
• SI 1 09 October 2009; ISO/TS16949: 2009 7.4.1.2 Supplier Quality Management System Development
• Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers (MAQMSR)
All references to the “Rules” in these Customer-Specific Requirements refer to the fourth edition of Automotive Certification Scheme for ISO/TS 16949.

NOTE: The effective date for the 4th edition of the Rules established by the IATF is 1 April 2014.

Chrysler Group LLC Quality & Reliability Manuals
- Packaging and Shipping Instructions
- Process Planning and Audit Edition 2.0
- Product Assurance Testing, Revision B

Chrysler Group LLC Engineering Standards
- AS-10119<A> General Requirements For Designated Appearance Items
- CS-9003 Environmental, Health And Occupational Safety Requirements For Regulated Substances Or Processes And Product Recycling Reporting Requirements
- CS-11405 Design For Environment Guidelines
- CS-11991 Substance Of Concern – Liability Statement For Suppliers
- PF-8500 Requirements For Verification, Validation And Continuing Conformance testing
- PF-EMISSIONS<E> Identification Of Emissions Items
- PF-HOMOLOGATION<H> Product Homologation
- PF-SAFETY<S> Product Safety – Use Of Safety Shields <S>
- PS-7300 Product Quality – Use Of Diamonds <D>
- PS-10125<T> Component Parts Traceability
- PS-11346 Warranty Returned Parts Testing and Analysis Procedures

Purchasing and Supplier Quality Documents and Applications
- 8-Step Corrective Action Plan Form
- Chrysler Customer-Specific Requirements for Use with PPAP 4th Edition
- External Balanced Scorecard (EBSC)
- Chrysler and FIAT Process Planning and Audit tools, including:
  - Process Planning Review
  - Process Audit
  - PFMEA and Control Plan Document Audit

B. Availability of references cited in these Customer-Specific Requirements
Industry Documents Availability

Automotive Industry Action Group publications are available from the AIAG at https://www.aiag.org/source/Orders/ [(248) 358-3003].


International Automotive Task Force documents SI 1 09 October 2009 and MAQMSR are available on the IATF web site http://iatfglobaloversight.org.

Chrysler Documents Availability

This document and Chrysler Customer-Specific Requirements for Use with PPAP 4th Edition are available from the International Automotive Task Force (IATF) at http://iatfglobaloversight.org/content.aspx?page=ChryslerOEMCustomer-SpecificRequirements.

Copies of Chrysler Group LLC Quality and Reliability Manuals are available from Ricoh Managed Services [(248) 475-4629].

Chrysler Group LLC Engineering Standards can be obtained through Engineering Standards Supplier Distribution (ESSD) at: https://essd.extra.chrysler.com/ESSD/Login.jsp.

Chrysler Group LLC Purchasing and Supplier Quality documents and applications are available through eSupplierConnect

3 Terms and definitions

3.1 Terms and definitions for the automotive industry

NOTE: Numbers in parentheses identify first use of term in this document.

3CPR (3rd Party Containment and Problem Resolution) (7.2.3.1)

3CPR is a Chrysler Group LLC program for managing third-party containment and sorting of nonconforming components and assemblies when:

- The nonconformance is the organization’s responsibility.
- The nonconformance has escaped the organization’s control and potentially nonconforming material has left the organization’s site.

Appearance Master (8.2.4.2)

An appearance master is a physical property whose color, gloss, surface texture or appearance conforms to the specified appearance requirements.

Aftermarket Parts (1.1)

Aftermarket parts are replacement parts not procured or released by Chrysler for service part applications. Aftermarket parts may or may not be produced to original equipment specifications.
Certification Body (1.2)
A firm recognized by the IATF to conduct audits to ISO/TS 16949 and issue certificates to clients. As an IATF OEM member, Chrysler only recognizes certificates issued by IATF-recognized Certification Bodies carrying the IATF logo and specific IATF number.

Consigned Part (7.4.1.3)
A part or component supplied to the organization by a Chrysler-managed supplier. Chrysler retains commercial and quality responsibility for the part or component.

Customer (1.1)
References to “customer” in this document shall be interpreted as Chrysler Group LLC for organizations who are third party registered or are pursuing third party registration to ISO/TS 16949.

Directed Part (7.4.1.3)
A part or component supplied to the organization by a Chrysler-selected supplier. (Such a supplier is often referred to as a directed source). The organization retains commercial and post-launch quality responsibility for the part or component.

External Balanced Scorecard (EBSC) (8.2.1)
The External Balanced Scorecard is a computer application used by Purchasing and Supplier Quality to store, analyze and report organization performance data collected from other sources within Chrysler. EBSC reports are used to monitor organization performance and are an input to Purchasing procurement decisions.

Forever Requirements (7.2.3)
The Forever Requirements are proactive communications from the organization to the customer about proposed product or process changes.

IATF (International Automotive Task Force) (2)
The IATF is an ad hoc group of automotive manufacturers and their respective trade associations, formed to provide improved quality products to automotive customers worldwide. The IATF is responsible for:

- Developing a consensus regarding international fundamental quality system requirements, primarily for the participating companies’ direct suppliers of production materials, product or service parts or finishing services
- Developing policies and procedures for the common IATF third party registration scheme to ensure consistency worldwide.
- Providing appropriate training to support ISO/TS 16949 requirements and the IATF registration scheme.
- Establishing formal liaisons with appropriate bodies to support IATF objectives.
Oversight Office (8.2.1.1)
An organization established by the IATF to implement and manage its ISO/TS 16949 certification scheme. (All IATF-recognized Certification Bodies are managed through Oversight Offices). At present, there are five Oversight Offices:

- ANFIA (Associazione Nazionale Filiera Industria Automobilistica) / Italy
- IAOB (International Automotive Oversight Bureau) / US
- IATF France
- SMMT (Society of Motor Manufacturers and Traders) / UK
- VDA-QMC (Verband der Automobilindustrie – Qualitäts Management Center) / Germany

Process Audit (PA) (7.3.1)
The Process Audit is a “picture” of the Organization’s process in the project development phase. It is used to verify that the process is capable of producing parts or components that meet Chrysler requirements.

Production Demonstration Run (PDR) (7.4.1)
Production Demonstration Run (PDR) is a demonstration of organization process capability and production capacity, using a timed production run (300 pieces or 2 hours) to calculate an effective line speed and First Time Capability (FTC).

Production Part Approval Process (PPAP) (2)
Production Part Approval Process (PPAP) provides the evidence that all customer engineering design record and specification requirements are properly understood by the organization and that the manufacturing process has the potential to produce product consistently meeting these requirements during an actual production run at the quoted production rate.

Process Planning Review (PPR) (7.3.1)
Process Planning Review (PPR) details the tasks performed by the organization and Chrysler that ensure parts which meet all requirements are delivered on time to designated manufacturing facilities. It details critical tasks occurring during product creation in order to identify risk and appropriate risk mitigation activities.

Manufacturing (5.6.2.1)
“Manufacturing” includes partially or fully assembled vehicles.

Site (4.2)
“Site” includes contract vehicle assembly plants.

Supplier-Associated Warranty (8.2.1.1)
Warrantable vehicle service associated with dealer repair or replacement of organization-supplied parts or components. Association does not imply responsibility for failure. Responsibility for failure is determined after of root cause analysis of the failed part or component has been completed.
4 Quality management system

4.1 General requirements
No Chrysler Customer-Specific Requirement for this section.

4.2 Documentation requirements

4.2.1 General
No Chrysler Customer-Specific Requirement for this section.

4.2.2 Quality manual
No Chrysler Customer-Specific Requirement for this section.

4.2.3 Control of documents
No Chrysler Customer-Specific Requirement for this section.

4.2.3.1 Engineering specifications
No Chrysler Customer-Specific Requirement for this section.

4.2.4 Control of records

Organization-controlled Records

Records identified by Chrysler as “organization-controlled” shall be retained on-site, but made available for review by Chrysler or the Certification Body upon request.

4.2.4.1 Document Retention

Minimum Retention Requirements

Production part approvals, tooling records, purchase orders and amendments shall be maintained for the length of time that the part (or family of parts) is active for production and service requirements plus one calendar year unless otherwise specified by Chrysler.

All Chrysler purchase orders/amendments (including those for Chrysler-owned tooling) are included in this requirement.

Quality performance records (e.g. control charts, inspection and test results) shall be retained for one calendar year after the year in which they were created.

Records of internal quality system audits and management review shall be retained for three years.

Extended Document Retention

The requirements specified above do not supersede any foreign or domestic regulatory requirements.

Retention periods longer than those specified above may be required by Chrysler in the event of actual or reasonably anticipated litigation, official investigations, or audits. Organizations shall be notified by Chrysler management when extended retention is necessary.
Retention periods longer than those specified above may be specified by an organization in their procedures. The organization shall eventually dispose of records.

5 Management responsibility

5.1 Management commitment
No Chrysler Customer-Specific Requirement for this section.

5.1.1 Process efficiency
No Chrysler Customer-Specific Requirement for this section.

5.2 Customer focus
No Chrysler Customer-Specific Requirement for this section.

5.3 Quality policy
No Chrysler Customer-Specific Requirement for this section.

5.4 Planning

5.4.1 Quality objectives
No Chrysler Customer-Specific Requirement for this section.

5.4.1.1 Quality objectives — Supplemental
No Chrysler Customer-Specific Requirement for this section.

5.4.2 Quality management system planning
No Chrysler Customer-Specific Requirement for this section.

5.5 Responsibility, authority and communication
No Chrysler Customer-Specific Requirement for this section.

5.5.1 Responsibility and authority
No Chrysler Customer-Specific Requirement for this section.

5.5.1.1 Responsibility for quality
No Chrysler Customer-Specific Requirement for this section.

5.5.2 Management representative
No Chrysler Customer-Specific Requirement for this section.

5.5.2.1 Customer representative
No Chrysler Customer-Specific Requirement for this section.
5.5.3 Internal communication
No Chrysler Customer-Specific Requirement for this section.

5.6 Management review

5.6.1 General
No Chrysler Customer-Specific Requirement for this section.

5.6.1.1 Quality management system performance
No Chrysler Customer-Specific Requirement for this section.

5.6.2 Review input
No Chrysler Customer-Specific Requirement for this section.

5.6.2.1 Review input — Supplemental
Output from Customer-Specific Requirements to the following sections shall provide management review input:

- Design and development planning (7.3.1)
- Supplier quality management system development (7.4.1.2)
- Customer satisfaction (8.2.1)
- Customer satisfaction — Supplemental (8.2.1.1)
- Quality management system audit (8.2.2.1)
- Manufacturing process audit (8.2.2.2)
- Rejected product test/analysis (8.5.2.4)

5.6.3 Review output
No Chrysler Customer-Specific Requirement for this section.

6 Resource management

6.1 Provision of resources
No Chrysler Customer-Specific Requirement for this section.

6.2 Human resources

6.2.1 General
No Chrysler Customer-Specific Requirement for this section.

6.2.2 Competence, training and awareness
No Chrysler Customer-Specific Requirement for this section.
6.2.2.1 Product design skills
No Chrysler Customer-Specific Requirement for this section.

6.2.2.2 Training
No Chrysler Customer-Specific Requirement for this section.

6.2.2.3 Training on the job
Each location shall have a sufficient number of trained individuals such that computer applications necessary for direct support of Chrysler manufacturing can be accessed during scheduled Chrysler operating times, and other applications can be regularly accessed during normal business hours.

NOTE: Chrysler Group LLC periodically offers training to organization personnel on selected Chrysler processes and procedures (including those referenced in this document), during Supplier Training Week. Information on content, scheduling and registration is available at www.chryslertraining.com.

6.2.2.4 Employee motivation and empowerment
No Chrysler Customer-Specific Requirement for this section.

6.3 Infrastructure
No Chrysler Customer-Specific Requirement for this section.

6.3.1 Plant, facility and equipment planning
No Chrysler Customer-Specific Requirement for this section.

6.3.2 Contingency plans
No Chrysler Customer-Specific Requirement for this section.

6.4 Work environment
No Chrysler Customer-Specific Requirement for this section.

6.4.1 Personnel safety to achieve conformity to product requirements
No Chrysler Customer-Specific Requirement for this section.

6.4.2 Cleanliness of premises
No Chrysler Customer-Specific Requirement for this section.

7 Product realization
No Chrysler Customer-Specific Requirement for this section.

7.1 Planning of product realization
No Chrysler Customer-Specific Requirement for this section.
7.1.1 Planning of product realization — Supplemental
No Chrysler Customer-Specific Requirement for this section.

7.1.2 Acceptance criteria
No Chrysler Customer-Specific Requirement for this section.

7.1.3 Confidentiality
No Chrysler Customer-Specific Requirement for this section.

7.1.4 Change control
No Chrysler Customer-Specific Requirement for this section.

7.2 Customer-related processes

7.2.1 Determination of requirements related to the product
No Chrysler Customer-Specific Requirement for this section.

7.2.1.1 Customer-designated special characteristics

The Shield <S>; also <E>
The Shield identifies Special Characteristics that require special due diligence since the consequence of a likely assembly or manufacturing variation may cause a non-conformance to safety and regulatory product requirements. Suppliers (if applicable) shall be knowledgeable of the following standards: PF-SAFETY<S>, PF-Emissions<E>. <S> designates product safety/regulatory requirements. <E> designates government regulated vehicle emissions requirements.

The Diamond <D>
The Diamond identifies Special Characteristics of a component, material, assembly or vehicle assembly operation that are designated by Chrysler as key to the function and customer acceptance of the finished product. Diamonds also highlight important characteristics on fixtures and gauging procedures during design verification, product validation, or revalidation. The Symbol <D> identifies key but non-Safety/non-regulatory product characteristics or processes that may be susceptible to manufacturing variation and require additional controls to assure conformance to specifications and customer satisfaction. A Diamond <D> requires that a process control plan be developed for that characteristic.

NOTE: The use of a Diamond as specified in PS-7300 does not automatically require the use of statistical process control. Other methods of control (such as error-proofing and mistake-proofing) may be more able to prevent or detect non-conformances. Processes that demonstrate a high degree of capability (Cpk > 3.0, for example) for an extended period of time may require a less frequent method of control. The exact method to be used must be determined in advance and agreed to by the Chrysler Supplier Quality Engineer and Product Engineer.

Presence of a Diamond does not affect the significance to a Shield(s) on the same document. For further detail, organizations shall refer to PS-7300.
Special Characteristics Not Identified with Symbols

Chrysler or the organization may choose product or process characteristics that affect fit, form, function or appearance that are not identified with a symbol. Situations where this may occur and the applicable Chrysler Engineering Standards addressing these situations are summarized in the following table:

### TABLE 3: Chrysler Engineering Standards addressing Special Characteristics not identified with Symbols

<table>
<thead>
<tr>
<th>If the organization:</th>
<th>The organization should refer to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides engineering (including service) or assembly services, parts or components for vehicles intended for sale in regulated markets outside of NAFTA</td>
<td>PF-Homologation</td>
</tr>
<tr>
<td>Provides parts or components:</td>
<td>PS-10125</td>
</tr>
<tr>
<td>• That require tracking to ensure emission, certification and regulatory compliances</td>
<td></td>
</tr>
<tr>
<td>• That are designated as a high theft components for law enforcement needs</td>
<td></td>
</tr>
<tr>
<td>Provides appearance items – parts or components whose color, gloss or surface finish requirements are specified by the Chrysler Product Design Office</td>
<td>AS-10119</td>
</tr>
</tbody>
</table>

7.2.2 Review of requirements related to the product

No Chrysler Customer-Specific Requirement for this section.

7.2.2.1 Review of requirements related to the product — Supplemental

No Chrysler Customer-Specific Requirement for this section.

7.2.2.2 Organization manufacturing feasibility

No Chrysler Customer-Specific Requirement for this section.

7.2.3 Customer communication

Forever Requirements

The organization shall notify Purchasing & Supplier Quality and Engineering prior to implementing either of the following at the organization’s site or any supplier location:

- Proposed process changes.
- Proposed manufacturing location changes.
The organization shall notify Purchasing & Supplier Quality and Engineering of supplier issues or existing or potential supply or capacity issues.

Initial organization notification shall be verbal, with written follow-up filed in the “Forever Requirements Notice” section of the Change Notice System (webCN).

7.2.3.1 Customer communication — Supplemental

Electronic Communication

The organization shall establish a connection for electronic communication with Chrysler through eSupplierConnect at https://fiat-chrysler.esupplierconnect.com. Instructions for registering for the portal and assistance with its use can be found at this site.

Computer Systems Access

At each organization site that supports Chrysler, individuals shall have access to the computer applications available through eSupplierConnect. The specific computer applications required will vary with the scope of an organization site’s operations. For manufacturing sites, the recommended quality applications include, but are not limited to:

- 3CPR – 3rd Party Containment and Problem Resolution
- CQMS – Chrysler Quality Management System
- CQR – Common Quality Reporting
- EBSC – External Balanced Scorecard
- eCIMS – Electronic Corporate Issue Management System
- EWT – Early Warranty Tracking
- GCS – Global Claims System
- NCT – Non Conformance Tracking
- PRAS – Parts Return Analysis System
- QNA – Quality Narrative Analyzer
- webCN – Change Notice System
- WIS – Warranty Information System

7.3 Design and development

7.3.1 Design and development planning

Chrysler uses the Process Planning Review (PPR) and Process Audit (PA) tools for documentation of advance quality planning. When required, organizations shall participate in teams to develop parts or components and shall use PPR and PA. On occasions when use of PPR and PA is not required, organizations shall develop products according to the Advanced Product Quality Planning (APQP) Process.

NOTE: Chrysler and FIAT share common advance quality planning methods.

A Chrysler-led Process Planning Review / Process Audit (PPR/PA) program shall be performed for parts that have a Customer-monitored (high or medium) initial risk as identified by the Supplier.
Quality Engineer. Supplier-monitored (low risk) parts shall have an organization-led program, unless otherwise specified by the Chrysler Supplier Quality Engineer. Parts that have been out of production for 12 months or more shall have an organization-led PPR/PA unless otherwise determined by the Supplier Quality Engineer. PPR/PA shall be completed prior to providing VP-level parts to Chrysler and shall be completely approved prior to a PPAP submission.

Unless otherwise specified, changes made to advance quality planning processes are not retroactively applied to existing product development programs. In the absence of specific direction by Chrysler, the organization shall implement quality management system changes in time to be in conformance during their next new product development program.

7.3.1.1 Multidisciplinary approach

No Chrysler Customer-Specific Requirement for this section.

7.3.2 Design and development inputs

No Chrysler Customer-Specific Requirement for this section.

7.3.2.1 Product design input

No Chrysler Customer-Specific Requirement for this section.

7.3.2.2 Manufacturing process design input

No Chrysler Customer-Specific Requirement for this section.

7.3.2.3 Special characteristics

See 7.2.1.1 for Chrysler Customer-Specific Requirement regarding customer-defined symbols.

7.3.3 Design and development outputs

No Chrysler Customer-Specific Requirement for this section.

7.3.3.1 Product design outputs — Supplemental

No Chrysler Customer-Specific Requirement for this section.

7.3.3.2 Manufacturing process design output

PFMEAs and control plans are required for prototype, pre-launch, and production phases. PFMEA and Control Plan documentation shall be audited to the PFMEA and Control Plan Document Audit Form. Control Plans shall be verified to the Control Plan Process Audit Checklist, with corrective action for any identified nonconformance(s) documented on the associated PDCA Planning Worksheet. A Chrysler representative’s signature is not required on Control Plans, unless specifically requested by the Supplier Quality Engineer.

7.3.4 Design and development review

No Chrysler Customer-Specific Requirement for this section.

7.3.4.1 Monitoring

No Chrysler Customer-Specific Requirement for this section.
7.3.5 Design and development verification

Design Verification (DV) is a series of tests, inspections, and procedures that must be accomplished to determine if the design meets its intent. (Refer to PF-8500 and Product Assurance Testing, Revision B). Design Verification shall be satisfactorily completed before PA and PPAP approval.

NOTE: Guidance on the extent of required PV testing is provided by the PPR/PA tool Production Validation Testing Scope.

7.3.6 Design and development validation

Production Validation (PV) is a series of tests validating the production tooling, methods, and processes used to manufacture a component. (Refer to PF-8500 and Product Assurance Testing, Revision B). Production Validation shall be satisfactorily completed before PA and PPAP approval.

7.3.6.1 Design and development validation — Supplemental

7.3.6.2 Prototype programme

No Chrysler Customer-Specific Requirement for this section.

7.3.6.3 Product approval process

Process Audit

A systematic and sequential review of the organization’s process shall be completed through a Process Audit (PA) performed by the Chrysler Supplier Quality Engineer and Product Engineer. The purpose is to verify the organization’s process readiness and to assure understanding of complete program requirements, prior to a PPAP submittal.

Production Part Approval Process


7.3.7 Control of design and development changes

All design changes, including those proposed by suppliers, shall have written Chrysler approval prior to production implementation.

For proprietary designs, impact on form, fit, function, performance, and/or durability shall be determined with Chrysler so that all effects can be properly evaluated prior to production implementation.

7.4 Purchasing

7.4.1 Purchasing process

With respect to suppliers to the organization ("sub-tier suppliers"), the organization shall:

- Conduct an on-site Process Audit (or equivalent) and Production Demonstration Run (PDR) for all parts/suppliers that are NOT considered by Chrysler or the organization to be low risk to the vehicle program.
• Cascade and communicate all Chrysler quality requirements (e.g., Quality Planning, Process Audit, PDR, Forever Requirements, etc.) throughout the organization’s supply chain.

• Develop and maintain a list of approved suppliers for each sub-component, raw material, commodity, technology, or purchased service that is not Consigned or Directed by Chrysler. The organization shall have a documented process and use assigned personnel to monitor and manage performance.

• Develop and maintain documented backup plans for critical parts/suppliers to ensure uninterrupted part supply in the event of a supply disruption.

• Initiate a Forever Requirement Notice for any proposed process change throughout the supply chain.

7.4.1.1 Statutory and regulatory conformity

No Chrysler Customer-Specific Requirement for this section.

7.4.1.2 Supplier quality management system development

Management of Supplier Quality Management System (QMS) Development

Organizations shall perform supplier QMS development for suppliers with a goal of satisfying the requirements of Clause 7.4.1.2:

• Certification to ISO 9001 by an accredited third-party certification body.

• Technical compliance to ISO/TS 16949.

Evaluation of supplier QMS development effectiveness shall be based on evidence that the organization has processes in place that include such elements as:

• Supplier QMS development strategy.
  
  o Criteria for prioritizing suppliers for QMS development.

  o Criteria for designating “exempt” suppliers.

  o Criteria for granting waivers to select suppliers for compliance to specified elements of ISO 9001 or ISO/TS 16949.

• Second-party audit administration.

  o Criteria for granting self-certification status to qualified suppliers.

  o Identification and qualification of second-party auditors.

  o A schedule for second-party audits.

• Organization-controlled record keeping (4.2.4).

• Progress monitoring.

The organization QMS development process shall conform to SI 1 09 October 2009; ISO/TS16949: 2009 – 7.4.1.2 Supplier Quality Management System Development.

NOTE: Organizations requiring additional guidance on supplier QMS development should refer to CQI-19: Sub-tier Supplier Management Process Guideline.
Supplier Development Strategy

The organization development strategy shall include a documented process for designating "exempt" suppliers – those suppliers who are unable or unwilling to fully certify a quality management system to ISO/TS 16949 or ISO 9001.

The organization development strategy shall also include provisions for granting partial exemptions ("waivers") to suppliers providing commodities for which specific sections of ISO 9001 or ISO/TS 16949 do not apply.

Supplier exemption and waiver decisions, as well as the scope of individual exemptions or waivers, shall be documented and subject to periodic review. This documentation shall be retained as an organization-controlled record.

Except as noted in Section 4.7.1.3, declaring a supplier as “exempt” does not relieve the organization of the responsibility for supplier QMS development for any sections of ISO 9001 or ISO/TS 16949 not explicitly waived.

The organization shall prioritize the QMS development program for non-exempt suppliers to introduce compliance to the Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers (MAQMSR) as the first step beyond technical compliance with ISO 9001 or certification to ISO 9001.

At a minimum, the organization should require their sub-tier suppliers to demonstrate technical compliance to ISO 9001 and MAQMSR. The organization shall develop a plan for incorporating these minimum requirements into their sub-tier development strategy by 1 September 2015.

Second Party Audit Administration

The organization shall have a documented process for identifying and qualifying suppliers for whom self-certification is an effective alternative to second-party audits. Qualification criteria shall include a preliminary evaluation (audit) of the supplier’s QMS, an analysis of the supplier’s quality performance and an assessment of the incremental risk to organization products.

Self-certification qualifications shall be documented and subject to periodic review. Such documents shall be managed as organization-controlled records.

The second party must annually audit each non-exempt supplier for whom it has performed the second party service. The duration of these audits must conform to the full application of the audit day requirements of the Rules, Section 5.2. Records of these audits shall be retained on-site, but made available for review by Chrysler or the Certification Body upon request.

The following second party qualifications shall apply:

1. The organization must be certified to ISO/TS 16949:2009 by an IATF-recognized Certification Body.

2. The ISO/TS 16949 certification of the second party cannot be in “suspended” status.

3. The second party must utilize a qualified lead auditor, or qualified internal auditor with evidence of successful completion of training or certification.
Supplier Development Not Required of Suppliers Certified to ISO/TS 16949

Supplier certification by an IATF-accredited Certification Body to ISO/TS 16949 completely satisfies the requirements for quality management system development. Further QMS development by the organization is not required while the supplier’s certification is valid.

If the supplier certification expires or is cancelled or withdrawn by their CB, the organization shall undertake supplier QMS development to insure continued technical compliance to ISO/TS 16949 until such time as the supplier is recertified.

Exemption is not a permissible alternative to recertification.

7.4.1.3 Customer-approved sources

If the organization has one or more Directed parts/suppliers:

- Chrysler Group LLC is responsible for the Program Planning/Quality Review, Process Audit, and PDR activities up to and including PPAP, with input from and participation of the organization (Tier 1 Supplier).
- The organization (Tier 1 Supplier) is responsible for managing the on-going quality of the Tier 2 components following PPAP and working with Chrysler to resolve issues.

If the organization has one or more Consigned parts/suppliers, Chrysler Group LLC is responsible for all quality activities up to and including PPAP, as well as management of ongoing quality issues.

7.4.2 Purchasing information

No Chrysler Customer-Specific Requirement for this section.

7.4.3 Verification of purchased product

No Chrysler Customer-Specific Requirement for this section.

7.4.3.1 Incoming product conformity to requirements

No Chrysler Customer-Specific Requirement for this section.

7.4.3.2 Supplier monitoring

No Chrysler Customer-Specific Requirement for this section.

7.5 Production and service provision

No Chrysler Customer-Specific Requirement for this section.

7.5.1 Control of production and service provision

No Chrysler Customer-Specific Requirement for this section.

7.5.1.1 Control plan

No Chrysler Customer-Specific Requirement for this section.

7.5.1.2 Work instructions

No Chrysler Customer-Specific Requirement for this section.
7.5.1.3 Verification of job set-ups
No Chrysler Customer-Specific Requirement for this section.

7.5.1.4 Preventive and predictive maintenance
No Chrysler Customer-Specific Requirement for this section.

7.5.1.5 Management of production tooling
No Chrysler Customer-Specific Requirement for this section.

7.5.1.6 Production scheduling
No Chrysler Customer-Specific Requirement for this section.

7.5.1.7 Feedback of information from service
No Chrysler Customer-Specific Requirement for this section.

7.5.1.8 Service agreement with customer
No Chrysler Customer-Specific Requirement for this section.

7.5.2 Validation of processes for production and service provision
No Chrysler Customer-Specific Requirement for this section.

7.5.2.1 Validation of processes for production and service provision — Supplemental
No Chrysler Customer-Specific Requirement for this section.

7.5.3 Identification and traceability
No Chrysler Customer-Specific Requirement for this section.

7.5.4 Customer property
No Chrysler Customer-Specific Requirement for this section.

7.5.4.1 Customer-owned production tooling
No Chrysler Customer-Specific Requirement for this section.

7.5.5 Preservation of product
Organizations shall be familiar and comply with Chrysler packaging, shipping and labeling requirements contained in the Packaging and Shipping Instructions manual.

7.5.5.1 Storage and inventory
No Chrysler Customer-Specific Requirement for this section.

7.6 Control of monitoring and measuring equipment
No Chrysler Customer-Specific Requirement for this section.
8 Measurement, analysis and improvement

8.1 General
No Chrysler Customer-Specific Requirement for this section.

8.1.1 Identification of statistical tools
No Chrysler Customer-Specific Requirement for this section.

8.1.2 Knowledge of basic statistical concepts
No Chrysler Customer-Specific Requirement for this section.

8.2 Monitoring and measurement

8.2.1 Customer satisfaction

**External Balanced Scorecard**

Chrysler Purchasing and Supplier Quality uses the External Balanced Scorecard (EBSC) to evaluate customer satisfaction with its external production and service suppliers. EBSC stores, analyzes and reports organization performance data collected from other sources within Chrysler. The EBSC report used for evaluation of organization site performance at a commodity level is the Monthly Supplier Scorecard ("scorecard").

The Production scorecard reports ratings in five categories:

- Quality
- Delivery
- Warranty
- Cost
- Partnership

The Service scorecard reports performance in three categories:

- Quality
- Delivery
- Cost

Cost and Partnership are used to measure commercial performance and shall not to be used to evaluate the performance of organization quality management systems.

**Supplier Quality Reporting**

Chrysler may, at its option, provide Certification Bodies with periodic reports of their clients’ quality data, such as:

- EBSC Quality metrics with supporting data.
- Chrysler Supplier Quality process audit reports.
NOTE: Sharing CB client quality data does not constitute an OEM performance complaint as described in Section 8.1 of the Rules.

8.2.1.1 Customer satisfaction — Supplemental

OEM Performance Complaint

Chrysler may, at its option, file an OEM performance complaint with a Certification Body when confronted with a specific organization quality performance issue where a root cause may be a nonconformance in the organization’s quality management system.

Chrysler shall notify the Certification Body of the OEM performance complaint by sending the CB a notification letter that will:

- Identify the organization site.
- Summarize substance of the complaint.
- Document the affected element(s) of ISO/TS 16949.
- Request a copy of the organization site’s last audit report.

NOTE: As Chrysler Group LLC is an IATF member; a request for client audit reports is permitted under Section 3.1.e of the Rules.

A copy of the notification letter will be sent to the organization, as well as the Certification Body’s Oversight Office.

Upon receipt of the OEM performance complaint notification letter, the CB shall investigate the complaint in accordance with Section 8.0 of the Rules. At the conclusion of their investigation, the CB shall advise Chrysler of their findings and any actions taken.

An OEM performance complaint may be filed in conjunction with, or independently of, a TPSL action. The CB findings from an OEM complaint investigation may be used by Chrysler to establish the need to place an organization site in TPSL or New Business Hold.

Top Problem Supplier Location Reporting

Upon periodic review of EBSC quality measures and other key performance indicators, Chrysler may notify specific organization sites that they have been identified as a Top Problem Supplier Location (TPSL). The TPSL designation signals Chrysler dissatisfaction with the organization site’s quality performance, and begins a process to develop and implement a performance improvement plan.

Chrysler shall notify the Certification Body of the organization site’s involvement in the TPSL process by sending the CB a copy of the notification letter and follow-up communications (as required) that will:

- Identify the organization site.
- Summarize the process.
- Document specific areas of concern, with supporting data.
- Request a copy of the organization site’s last audit.

NOTE: As Chrysler Group LLC is an IATF member; a request for client audit reports is permitted under Section 3.1.e of the Rules.
Certification Body notification of TPSL activity is for information only and does not constitute an OEM performance complaint as described in Section 8.1 of the Rules. However, Chrysler reserves the right to file a performance complaint at any point within the TPSL process.

Chrysler shall notify the Certification Body when the organization site has achieved the agreed-upon exit criteria and is removed from the TSPL process.

New Business Hold

Upon periodic review of EBSC quality measures and other key performance indicators, Chrysler may notify specific organization sites that they have been placed in quality New Business Hold (NBH) status. This indicates that the organization site’s quality performance is persistently below expectations; analysis indicates that the organization’s quality management system is a contributing factor and corrective action is required.

A notification letter is sent to the organization, the organization's Certification Body (CB) and the Oversight Office via electronic mail. The letter will:

- Identify the organization site.
- Describe the substance of the complaint.
- List the actions required of all parties.
- Summarize the timing requirements.
- Identify the Chrysler Supplier Quality representative for the complaint.

The CB shall:

- Issue a major nonconformance to ISO/TS 16949 Clause 8.2.1.1 (Customer Satisfaction - Supplemental) against the organization site.
- Suspend the organization’s ISO/TS 16949 certification in accordance with Sections 8.1.b and 8.3 of the Rules. The date of suspension is the date that the Certification Body Notice was issued.
- Provide Chrysler with copies of the organization’s last recertification audit and all subsequent surveillance audits.

NOTE: As Chrysler Group LLC is an IATF member; a request for client audit reports is permitted under Section 3.1.e of the Rules.

The CB shall follow the process requirements outlined in Section 8.0 of the Rules for the decision to reinstate or withdraw the certificate. The timing requirements for process fulfillment are specified below. (Specified timing limits are in calendar days from the date that the Certification Body Notice was issued).

If an organization site is seeking certification to ISO/TS 16949, but is placed on NBH status before the stage 2 audit is conducted, the CB shall not conduct a stage 2 audit until the NBH status is lifted or Chrysler Supplier Quality management notifies the organization and the CB in writing that the stage 2 audit may proceed.

If an organization site is placed on NBH status after a stage 2, transfer or recertification audit, but before the certificate is issued:

- The CB shall immediately suspend the existing certificate, if applicable.
- The CB shall issue the new certificate in accordance with the *Rules*.
- The CB shall then immediately place the new certificate in suspension in accordance with the *Rules*. If applicable, the suspension of the previous certificate shall be removed.

Chrysler shall initiate the following commercial and quality sanctions against the organization site:

- The organization’s EBSC Quality score will be set to zero.
- The organization will be ineligible to bid on new Chrysler business supplied from the affected site without senior Purchasing management intervention.
- Upon discovery of any supplier-responsible non-conformance for production parts or assemblies (including partially or fully assembled vehicles) supplied to Chrysler by the organization site, said parts or assemblies will be placed on 3CPR Level 2. (Affected parts and assemblies will receive 100% third-party inspection at the organization site prior to acceptance by Chrysler).

The organization shall prepare a corrective action plan (CAP) addressing the conditions attached to the Notice, identifying corrective actions, responsible personnel and timing as well as key performance indicators used to verify effectiveness. The organization shall submit the plan to Chrysler and the CB within 30 days from the date of the NBH notification letter. The Chrysler Supplier Quality management representative will coordinate the review of the corrective action plan by Chrysler and the CB.

Upon review and acceptance of the CAP by Chrysler and the CB, the organization site shall implement the CAP. The CB will consult with Chrysler to determine whether the scope of corrective actions require separate verification activity by Chrysler personnel.

The CB shall verify that all corrective actions have been implemented by conducting a special, on-site audit within 90 days from the date of the NBH notification letter.

A decision to reinstate or withdraw the organization site’s certificate shall be made by the CB, based upon the results of the on-site audit, within 110 days from the date of the NBH notification letter. The CB shall notify all affected parties (organization, Chrysler, and the Oversight office) of the decision and update the IATF database as required within 120 days from the date of the NBH notification letter.

**NOTE:** The CB shall notify Chrysler if, for any reason, an informed decision cannot be made on certificate reinstatement/withdrawal within 110 days. Chrysler shall consult with the CB and the Oversight Office to develop a joint plan to resolve the issue.

If the CB reinstates the organization site’s certificate, the organization will remain in NBH status beyond the reinstatement date while Chrysler monitors EBSC quality measures and other key performance indicators to verify the effectiveness of the implemented corrective actions. When the effectiveness of the corrective actions is verified, Chrysler shall:

- Revoke the New Business Hold status.
- Lift the commercial and quality sanctions imposed by the Certification Body Notification status. (Sanctions imposed by other Chrysler processes may remain in place).
- Notify the affected organization site, CB and Oversight Office.

**NOTE:** If the effectiveness of the implemented corrective actions cannot be verified, Chrysler shall refer the issue to the organization’s Certification Body and their Oversight office for further investigation. The organization site shall remain in NBH status.
If the CB withdraws the certificate, Chrysler Purchasing and Supplier Quality management will develop a joint plan for the organization site that either restricts further commercial activity or works toward improving processes and performance to a level that permits the site to petition for new certification.

Consumer-Centric Warranty Management (CCWM)
Organizations shall use CQI-14: Consumer-Centric Warranty Management, 2nd Edition to integrate warranty into their quality management system.

Evaluation of integration effectiveness shall be based on evidence that the organization has a process in place that includes elements such as:

- Internal auditors identified.
- An established schedule for self-assessment (including evidence of schedule adherence).
- A defined continuous improvement process (including evidence of goal-setting and performance evaluation).
- A defined corrective action process (including evidence of actions taken and verification of effectiveness).
- Organization-controlled record keeping (4.2.4).
- Progress monitoring (including monthly evaluation of organization’s performance to warranty reduction targets established by Chrysler).
- A supplier development process (7.4.1.2) identified for applicable suppliers to the organization.

NOTES: When organizations manage warranty at a corporate level, individual organization sites requiring evidence of compliance to this requirement may reference CQI-14 compliant corporate processes as they pertain to the products and processes at their sites.

Evaluation shall be by self-assessment. The self-assessment shall be conducted annually, but may be repeated as needed. The self-assessment may be conducted as part of the organization’s internal quality audit or conducted separately. The self-assessment shall be conducted using the self-assessment spreadsheet tool from CQI-14. The completed spreadsheet shall serve as a record of the self-assessment.

Implementation of Consumer-Centric Warranty Management shall proceed in three stages:

1. Organization identifies and implements necessary changes to quality management system processes, trains responsible personnel and conducts initial, “baseline” self-assessment.
2. Organization establishes internal performance goals, develops prioritized corrective action plan to achieve these goals and prepares an assessment schedule.
3. Organization monitors performance, continues with self-assessments and updates corrective action plan as required to meet internal improvement goals or maintain goal-level performance.

Implementation timing for organizations (either new suppliers or current suppliers to Chrysler) is summarized in the following table:
TABLE 4: Implementation timing for Consumer-Centric Warranty Management (CCWM) requirements

<table>
<thead>
<tr>
<th>Organization’s relationship to Chrysler</th>
<th>Existing Vehicle Program</th>
<th>New Vehicle Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Supplier</td>
<td>Complete implementation through Stage 2 within six months of award of business. Implementation through Stage 3 to follow within six months of start of production.</td>
<td>Complete implementation through Stage 2 before Commercial Launch. Implementation through Stage 3 to follow within six months of Commercial Launch.</td>
</tr>
<tr>
<td>Current Supplier</td>
<td>Full implementation through Stage 3 required. (Implementation through Stage 2 was required before first ISO/TS 16949 audit scheduled for 2011.)</td>
<td>Follow timing for “New Supplier/New Vehicle Program” (above) for new parts or components.</td>
</tr>
</tbody>
</table>

CCWM Exceptions

The following temporary exceptions apply to organizations that would otherwise be required to implement CCWM:

1. Emergency Assumption of Business - Organizations who assume production of parts or components at Chrysler’s request under emergency conditions are exempt from CCWM requirements for six months for these parts or components. The “New Supplier/Existing Program” requirements (above) shall apply thereafter.

2. Financially Distressed Suppliers - Organizations that have been identified by Chrysler Supplier Relations as being financially distressed may, with Chrysler Supplier Quality senior management approval, suspend CCWM actions. Such action is considered temporary and will be subject to periodic review by Chrysler Supplier Quality and Chrysler Supplier Relations.

CCWM Exemptions

Organizations that have been identified by Chrysler Purchasing and Supplier Quality senior management as exempt from ISO/TS 16949 registration are also exempt from Chrysler CCWM requirements.

- Implementation is not required of organizations producing modular assemblies or other products that cannot have warrantable repair assigned to their activity.

- Implementation is not required of organizations producing production parts with historically-low warranty levels. A list of these low warranty production parts is available from the Chrysler Supplier Warranty Management website.

- Implementation is not required for the following categories of service parts:
  - Essential Chemicals
  - Marketing Chemicals
• Performance Parts

NOTE: Questions concerning the program eligibility of individual organizations or products should be directed to the Chrysler Supplier Quality Warranty group at sqwarr@chrysler.com.

8.2.2 Internal audit

No Chrysler Customer-Specific Requirement for this section.

8.2.2.1 Quality management system audit

The organization shall conduct an internal quality audit at least once per year. The scope of the audit shall include a review of a minimum of two Product Control Plans for Chrysler parts.

8.2.2.2 Manufacturing process audit

Layered Process Audits

Organizations supplying production parts or components to Chrysler shall conduct Layered Process Audits (LPA) on all elements of manufacturing and assembly lines that produce production parts or components for Chrysler. These shall include both Process Control Audits (PCA) and Error Proofing Verification (EPV) audits.

Organizations shall provide evidence of compliance to the following requirements:

• Audit process shall involve multiple levels of site management, from line supervisor up to the highest level of senior management normally present at the organization site.

• A member of site senior management shall conduct process control audits at least once per week. All members of site senior management shall conduct process control audits on a regular basis.

• Delegation of this activity will not be accepted with the exception of extenuating circumstances.

• The organization shall have a documented audit structure with auditor level and frequency of inspection.

• PCAs shall be conducted at least once per shift for build techniques and craftsmanship related processes.

• EPV audits shall be conducted at least once per shift, preferably at the start of shift. Compliance charts shall be completed once per quarter and maintained for the life of the program. The following metrics shall be included:
  
  o Audit completion by all auditing layers.
  
  o By-item percentage conformance by area.

• Reaction plans shall be in place to immediately resolve all non-conformances.

The organization shall show evidence of immediate corrective action, containment (as required), and root cause analysis (as required).

A separate communication procedure is required to address reoccurring non-conformances. Specific areas of focus shall include the following:

• Resolution of non-conformances
Escalation of issue for management review
Lessons learned

Layered process audits are not required for specific materials, parts or assemblies produced on such an infrequent or irregular basis that it would prohibit establishing a regular, weekly audit schedule.

Such infrequently or irregularly produced materials, parts or assemblies shall be subject, at a minimum, to a process audit at start-up and shutdown of each production run.

Organizations shall evaluate and document the applicability of this exception for each material, part or assembly under consideration based upon the production schedule for all customers.

The evaluation document shall be maintained as an organization-controlled record (4.2.4); reviewed annually and updated as required.


Special Process Assessments
Organizations shall evaluate the effectiveness of each of the applicable special processes listed below with the associated AIAG manual:

- Plating – CQI-11 Special Process: Plating System Assessment
- Coating – CQI-12 Special Process: Coating System Assessment
- Soldering – CQI-17 Special Process: Soldering System Assessment
- Molding – CQI-23: Special Process: Molding System Assessment

Evaluation of implementation effectiveness shall be based on evidence that the organization has a process in place that includes elements such as:

- Auditors identified.
- Schedule for self-assessment in place (including evidence of schedule adherence).
- Monitoring of progress.
- Defined corrective action process.
- Organization-controlled record keeping (4.2.4.1).
- Supplier development process identified for applicable suppliers to the organization.

Pursuant to ISO/TS 16949 clause 7.4.1.2, this requirement shall also apply to suppliers to the organization who employ the above-listed special processes.

Organizations shall evaluate their manufacturing processes, and the manufacturing processes of their suppliers, to establish and document the scope of applicability of this requirement. This document is an organization-controlled record. Evaluation shall be by self-assessment. The self-
assessment shall be conducted annually, but may be repeated as needed. The self-assessment may be conducted as part of the organization’s internal quality audit or conducted separately. Assessment by a competent second party auditor (7.4.1.2) will satisfy the self-assessment requirement for suppliers to the organization.

Organizations shall develop and implement procedural changes necessary for implementation of molding process system assessments by 1 September 2015.

8.2.2.3 Product audit
Continuing conformance inspection and tests shall be performed during the model year to assure production items or products continue to meet specified requirements and tolerances unless waived in writing by the Chrysler Release Engineer. Any such waiver shall be subject to annual review and renewal. (Refer to PF-8500 and the Product Assurance Testing manual).

8.2.2.4 Internal audit plans
No Chrysler Customer-Specific Requirement for this section.

8.2.2.5 Internal auditor qualification
No Chrysler Customer-Specific Requirement for this section.

8.2.3 Monitoring and measurement of processes
No Chrysler Customer-Specific Requirement for this section.

8.2.3.1 Monitoring and measurement of manufacturing processes
No Chrysler Customer-Specific Requirement for this section.

8.2.4 Monitoring and measurement of product
No Chrysler Customer-Specific Requirement for this section.

8.2.4.1 Layout inspection and functional testing

Annual Layout
To ensure continuing conformance to all Chrysler requirements, a complete annual layout inspection, including all sub-components, shall be required for all production parts and components unless waived in writing by the Chrysler Supplier Quality Engineer. Any such waiver shall be subject to annual review and renewal.

The frequency of layout inspections for service parts and components shall be established by the organization with the written concurrence of Mopar Supplier Quality. In the absence of a written agreement, an annual layout inspection is required.
8.2.4.2 Appearance items

Appearance Master Samples

All appearance masters are specified and controlled by the Chrysler Product Design Office. Samples of appearance masters are available from the Thierry Corporation: http://www.thierry-corp.com [(248) 549-8600, 49 (0) 711-839974-0].

8.3 Control of nonconforming product

No Chrysler Customer-Specific Requirement for this section.

8.3.1 Control of nonconforming product — Supplemental

No Chrysler Customer-Specific Requirement for this section.

8.3.2 Control of reworked product

No Chrysler Customer-Specific Requirement for this section.

8.3.3 Customer information

No Chrysler Customer-Specific Requirement for this section.

8.3.4 Customer waiver

No Chrysler Customer-Specific Requirement for this section.

8.4 Analysis of data

No Chrysler Customer-Specific Requirement for this section.

8.4.1 Analysis and use of data

No Chrysler Customer-Specific Requirement for this section.

8.5 Improvement

No Chrysler Customer-Specific Requirement for this section.

8.5.1 Continual improvement

No Chrysler Customer-Specific Requirement for this section.

8.5.1.1 Continual improvement of the organization

No Chrysler Customer-Specific Requirement for this section.

8.5.1.2 Manufacturing process improvement

No Chrysler Customer-Specific Requirement for this section.
8.5.2 Corrective action

A written corrective action plan using the 8-Step Corrective Action Plan Form shall be submitted to the Chrysler Supplier Quality Engineer, as requested, for those issues not already included in the on-line e-CIMS system.

8.5.2.1 Problem solving

No Chrysler Customer-Specific Requirement for this section.

8.5.2.2 Error-proofing

No Chrysler Customer-Specific Requirement for this section.

8.5.2.3 Corrective action impact

No Chrysler Customer-Specific Requirement for this section.

8.5.2.4 Rejected product test/analysis

It is Chrysler’s expectation of organizations providing production and non-exempt service parts and components to Chrysler, that they support improvement in customer satisfaction through active participation in efforts to reduce supplier-associated warranty.

Returned Parts Analysis

Organizations that provide production or non-exempt service parts or components shall participate in the review, testing and analysis of returned components in accordance with PS-11346. Returned part analyses and test results shall be retained as organization-controlled records.

Customer Satisfaction Team (CST) Support

Organizations that provide production and non-exempt service parts and components shall, upon request, provide all necessary support to Chrysler Customer Satisfaction Teams (CST).

8.5.3 Preventive action

No Chrysler Customer-Specific Requirement for this section.
## APPENDIX A: CHANGE HISTORY

**August 2014**

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<tr>
<th>ALL</th>
<th>Document reformatted to strictly follow ISO/TS 16949 subject outline.</th>
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<td>ISO 14001 requirements and references moved to separate document.</td>
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<td>Added Note 3 (CQI-16 reference)</td>
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<td>1.2</td>
<td>Added text discussing structural changes and associated Note.</td>
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<td>Added link to official list of IATF-recognized Certification Bodies</td>
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<td>Revised exemption text and added metallic commodity-specific partial exemptions</td>
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<td>2</td>
<td>Added sub headers</td>
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<td></td>
<td>Added reference to Service PPAP manual</td>
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<td>Updated reference to CQI-8</td>
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<td>CQI-16, CQI-19 and CQI-23 added to AIAG list of quality manuals</td>
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<td>Added references to SI 1 09 October 2009 and MAQMSR</td>
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<td>Updated reference to 4th edition; added notes for Rules and 4th edition effective date note</td>
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<td>Updated references to the Rules</td>
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<td>Added link to list of providers of ISO/TS 16949 and the Rules</td>
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<td>Updated contact information for Ricoh.</td>
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<td>3.1</td>
<td>Added references to first use</td>
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<td></td>
<td>Deleted definitions for terms that no longer appear in this document:</td>
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<td>Accredited Laboratory</td>
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<td>PPM</td>
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<td>4.2.4</td>
<td>Specified requirement for &quot;organization-controlled record&quot;</td>
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<tr>
<td>4.2.4.1</td>
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<td>Requirement for Chrysler-requested extended retention added.</td>
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<td>5.6.2.1</td>
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<td>7.2.3</td>
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<td>Revised description of Chrysler/FIAT AQP commonality; added note</td>
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<td>7.4.1.2</td>
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<td>Added criteria for program management; SI 1 09 October 2009 requirement; reference CQI-19</td>
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<td>Added criteria for program strategy; allowance for waivers; MAQMSR requirement guidance note for sub-tier suppliers and implementation timing.</td>
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<td>Added criteria for audit administration, including option for self-certification</td>
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## APPENDIX A: CHANGE HISTORY (continued)

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<th>7.3.6.3</th>
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<td>8.2.1</td>
<td>Clarified position on use of Cost and Partnership metrics</td>
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</table>
| 8.2.1.1     | - Supplier Quality Reporting: revised and added Supplier Quality process audit reports  
- OEM Performance Complaint: Added Note and updated Rules reference  
- TPSL: added option to file performance complaints  
- NBH: Added references to Rules; removed reference to PPAP self-certification (process withdrawn) and clarified process for NBH placement during recertification process  
- CCWM  
  - Clarified record keeping and supplier development requirements  
  - Added exemption for modular suppliers  
  - Added Note with contact information |
| 8.2.2.2     | - LPA: Requires use of CQI-8 to establish a Layered Process Audit program.  
- Special Process assessments: Added molding (CQI-23) and implementation timing |
| 8.2.4.1     | Added requirement for annual review/renewal of waiver. |
| 8.5.2.4     | Added record keeping requirement. |
| Appendix A  | Deleted “ISO/TS 16949 Citations”; replaced with “CHANGE HISTORY” |
| Appendix B  | Deleted “ISO 14001 Citations”; replaced with “CSR CROSS-REFERENCE” |
## APPENDIX B: CSR CROSS-REFERENCE

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<td>1.2 Application</td>
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<td>2 References</td>
<td>2 Normative references</td>
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<td>2.1.1 North American Automotive Quality Core Tool Manuals</td>
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<td>2.1.2 Quality Manuals</td>
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<td>2.3 International Automotive Task Force (IATF) Publications</td>
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<td>2.4 Chrysler Group LLC References</td>
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<tr>
<td>2.4.1 Quality &amp; Reliability Manuals</td>
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<td>2.4.3 Purchasing and Supplier Quality Documents and Applications</td>
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<td>2.5 Document Availability</td>
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<td>2.5.1 Industry Documents</td>
<td>3 Terms and definitions</td>
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<td>2.5.2 Chrysler Documents</td>
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<td>3 Definitions</td>
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<td>3.1 3CPR (3rd Party Containment and Problem Resolution)</td>
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<td>3.21 Manufacturing</td>
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### APPENDIX B: CSR CROSS-REFERENCE (continued)

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