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IATF 16949:2016- Automotive Quality management System

Overview

- ISO/TS 16949, a technical specification for automotive sector quality management systems, has become one of the most widely used international standards in the automotive industry, harmonizing the different assessment and certification systems in the global automotive supply chain.
- The primary focus of the IATF 16949 standard is the development of a Quality Management System that provides for continual improvement, emphasizing defect prevention and the reduction of variation and waste in the supply chain. The standard, combined with applicable Customer-Specific Requirements (CSR's), define the QMS requirements for automotive production, service and/or accessory parts.
- IATF 16949:2016 is an independent QMS standard that is fully aligned with the structure and requirements of ISO 9001:2015. Therefore, the IATF 16949 cannot be implemented alone as a stand-alone document, but must be implemented as a supplement and in conjunction with ISO 9001:2015.
- The IATF 16949 standard provides guidance and tools for companies and organizations who want to ensure that their products consistently meet customer requirements and that quality and customer satisfaction are consistently improved.

Benefits

- Implementing IATF 16949 ensures that customers receive consistent, good quality products and services, which in turn may bring many business benefits.
- Enhance customer satisfaction through the effective application of the system, making sure their needs are consistently met.
- Have repeat customers, increase customer loyalty, add new clients and increase business
- Expand into new markets, as some sectors and clients require IATF 16949 before doing business
- Demonstrate the ability of the Organisation to consistently provide products that meet customer and applicable statutory, regulatory and product safety requirements
- Define overall context, who is affected and what they expect
- Clearly state objectives and identify new business opportunities
- Identify and address the risks associated with your organization
- Work in a more efficient way to increase productivity and efficiency, **bringing internal costs down.**

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- Become more socially responsible through the documentation and implementation of corporate responsibility polices

Approach of Standard

- **Risk-based thinking** : The new IATF 16949: 2016 has adopted the risk-based thinking to enhance the process approach in the implementation of an effective quality management system. Organizations need to conduct the risk analysis to ensure the achievement of customer performance target, such as assessing manufacturing feasibility while having new/changes of products, manage & control the supplier based on their risks exposure, prepare for Contingency Plan to assure the continuity of supply, implementing corporate responsibility including anti-bribery policy, whistle-blowing policy, etc. Organizations would need to periodically review lessons learned from product recalls, product audits, field returns and repairs, complaints, scrap, and rework, and implement action plans in light of these lessons.
- **Customer Specified Requirements:** The organization shall be more familiar with the Customer Specified Requirements (CSR) provided by the customers. The CSR shall be evaluated & incorporated into the QMS. This means that the Organisation would need some sort of process to evaluate each of their customer's customer-specific requirements and determine exactly how (and where) it applies to their organization's QMS, as applicable.
- **Conformance of products and processes:** To ensure conformance of all products and processes, the organization would need to take a proactive approach to assess and address risks, and not rely only on inspection.
- **Product Safety:** Organizations (suppliers) are required to have documented processes to manage product-safety related products and processes. For those organizations that manufacture any products with safety related characteristics, the potential risks shall be analysed via FMEA, and its control shall be identified in Control Plan, and being specially approved. All affected workers shall be trained. If it involves the suppliers, the safety requirements shall be transferred throughout the supply chain, with product traceability requirements by manufacturing lot.
- **Manufacturing Feasibility Study** : The manufacturing feasibility study shall be conducted while there is a change of engineering specification or any design & development of new products
- **Warranty Management Systems** : The aim of having this system is, to assure the customers with the new term called "NTF" (No Trouble Found). So, the organization shall have Warranty Management Processes which include the conduct of warranty part analysis.

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- **Development of Product with Embedded Software** : We believe that this is only applicable for those product with embedded software, that involve telematics, safety systems, entertainment, communication and information connectivity. For example, Engine Control Unit (ECU), Smart Phone Connection, Intelligent Key, Entertainment, Safety Detection or alert devices, Connection to Google Map, etc. If your organization has the said product, then you may need to software development assessment methodology to assess the software development process.

Implementation Steps

1. Gap Analysis
2. Awareness Training
3. Quality Policy and Quality Objectives Finalization
4. Documentation/Process Design
5. Documentation / Process Implementation
6. Training of Core Tools
7. Internal Audit
8. Corrective Action to close non conformances
9. Management Review Meeting
10. Stage 1 Audit by Certification Body
11. Corrective Action to close non conformances if any
12. Stage 2 Audit by Certification Body

Cost

Cost of consultancy is ultimately determined by factors such as the organisation's size, its industry, number of employees, number of locations and choice of Certification Body.