



CHRYSLER

**Chrysler Group LLC
Customer-Specific Requirements**

for use with

ISO/TS 16949:2009

and

ISO 14001:2004

January, 2013

Chrysler Group LLC Customer-Specific Requirements

Table of Contents

1. Scope	1
2. References	2
2.1 Automotive Industry Action Group (AIAG) Publications	2
2.1.1 North American Automotive Quality Core Tool Manuals	2
2.1.2 Quality Manuals	2
2.2 ISO, ISO/IEC & ISO/TS Standards; IAF Guidance Document	2
2.3 International Automotive Task Force (IATF) Publications	3
2.4 Chrysler Group LLC References	3
2.4.1 Quality & Reliability Manuals	3
2.4.2 Engineering Standards	3
2.4.3 Purchasing and Supplier Quality Documents and Applications	3
2.5 Document Availability	4
2.5.1 Industry Documents	4
2.5.2 Chrysler Documents	4
3. Definitions	5
3.1 3CPR (3rd Party Containment and Problem Resolution)	5
3.2 Accredited Laboratory	5
3.3 Active Part	5
3.4 Appearance Master	5
3.5 Aftermarket Parts	5
3.6 Certification Body	5
3.7 Consigned Part	6
3.8 Consulting	6
3.9 Customer	6
3.10 Directed Part	6
3.11 External Balanced Scorecard (EBSC)	6
3.12 "Forever" Requirements	6
3.13 IATF (International Automotive Task Force)	6
3.14 Initial Process Study	7
3.15 Oversight Office	7
3.16 PPM (Parts Per Million quality metrics)	7
3.17 Process Audit (PA)	7
3.18 Production Demonstration Run (PDR)	7
3.19 Production Part Approval Process (PPAP)	7
3.20 Process Planning Review (PPR)	8
3.21 Manufacturing	8
3.22 Site	8
3.23 Supplier-Associated Warranty	8

Chrysler Group LLC Customer-Specific Requirements

Table of Contents

4. Chrysler-Specific Requirements for ISO/TS 16949	8
4.1 Scope	8
4.2 Third-Party Registration	9
4.2.1 ISO/TS 16949 Registration Verification	9
4.2.2 Notification of ISO/TS 16949 Registration Status Change	9
4.2.3 ISO/TS 16949 Registration Exemption	9
4.3 Records Retention	9
4.4 Customer Communication	10
4.4.1 "Forever" Requirements	10
4.4.2 Electronic Communication	10
4.4.3 Computer Systems Access and Training	10
4.5 Special Characteristics	11
4.5.1 The Shield <S>; also <E>	11
4.5.2 The Diamond <D>	11
4.5.3 Special Characteristics Not Identified with Symbols	12
4.6 Product Creation Process	12
4.6.1 PFMEAs and Control Plans	13
4.6.2 Design Verification and Production Validation	13
4.6.3 Process Approval	13
4.6.4 Production Part Approval Process	13
4.6.5 Design Changes	13
4.7 Supplier Quality Management System Development	14
4.7.1 Supplier Quality Management Responsibilities	14
4.7.2 Supplier Quality Management System Development	14
4.7.3 Second Party Chrysler Approval Guidelines	15
4.7.4 Supplier Development of "Exempt" Suppliers	15
4.8 Continuing Conformance	15
4.9 Packaging, Shipping and Labeling	16
4.10 Supplier-Associated Warranty Reduction	16
4.10.1 Consumer-Centric Warranty Management (CCWM)	16
4.10.2 CCWM Exceptions	17
4.10.3 CCWM Exemptions	18
4.10.4 Returned Parts Analysis	18
4.10.5 Customer Satisfaction Team (CST) Support	18
4.11 Customer Satisfaction	18
4.11.1 Supplier Quality Bid List Reporting	19
4.11.2 Top Problem Supplier Location Reporting	19
4.11.3 OEM Performance Complaint Investigation	20

Chrysler Group LLC Customer-Specific Requirements

Table of Contents

4.11.4 New Business Hold	20
4.12.5 Quality Hold for Certificates Suspended for Other Reasons	23
4.12 Internal Audits	23
4.12.1 Internal Quality Management System Audits	23
4.12.2 Layered Process Audits	23
4.12.3 Special Process Assessments	25
4.13 Annual Layout	26
4.14 Appearance Master Samples	26
4.15 Corrective Action Plan Reporting	26
5. Chrysler-Specific Requirements for ISO 14001	26
5.1 Scope	26
5.2 Third-Party Registration	26
5.3 Material Content Management	27
5.4 Material Content Reporting	27
Appendix A – ISO/TS 16949 Clause Citations	28
Appendix B – ISO 14001 Clause Citations	30
Appendix C – Change History	31

Chrysler Group LLC Customer-Specific Requirements

Tables

1. Chrysler Engineering Standards addressing Special Characteristics not identified with Symbols	12
2. Implementation timing for Chrysler Consumer-Centric Warranty Management (CCWM) requirements	17

Chrysler Group LLC Customer-Specific Requirements

1. Scope

This document defines certain customer-specific requirements (CSR) for organizations supplying production and/or service parts to Chrysler Group LLC. The requirements presented in this document pertain to the following standards:

- **ISO/TS 16949:2009** "Quality management systems -- Particular requirements for the application of ISO 9001:2008 for automotive production and relevant service part organizations"
- **ISO 14001:2004** "Environmental management systems -- Requirements with guidance for use"

Standard-specific statements of scope can be found in Section 4.1 (ISO/TS 16949) and Section 5.1 (ISO 14001).

NOTES:

1. Addressing two ISO management system standards in a common document does not imply that the requirements of the standards are linked. Unless explicitly specified, a nonconformance to a CSR for one standard does not imply that a nonconformance to the other standard exists. **Specifically, a supplier who is not fully registered to ISO 14001 shall not receive a nonconformance from their ISO/TS 16949 Certification Body.**

2. References to specific ISO standard clauses are made throughout this document. These references are meant to be an aid to comprehension and to assist with the integration of the CSRs into the organization's quality or environmental management system. They are not exclusive. The absence of a reference to a specific clause should not be interpreted to mean that a CSR may not apply. [Summaries](#) of cited clauses appear in Appendix A (ISO/TS 16949) and Appendix B (ISO 14001).

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.

Chrysler Group LLC Customer-Specific Requirements

Comments or questions concerning this document may be sent to Chrysler at ts16949@chrysler.com. Comments or questions on documents or standards cited within this document should be addressed to their respective authors.

2. References

NOTE: 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. If a conflict is perceived between a newer version of a cited reference and this document, contact Chrysler at ts16949@chrysler.com for guidance.

2.1 Automotive Industry Action Group (AIAG) Publications

2.1.1 North American Automotive Quality Core Tool Manuals

- Chrysler, Ford, General Motors **Advanced Product Quality Planning and Control Plan (APQP): Second Edition July, 2008.**
- Chrysler, Ford, General Motors **Measurement System Analysis (MSA), Fourth Edition, June, 2010.**
- Chrysler, Ford, General Motors **Production Part Approval Process (PPAP), Fourth Edition, March, 2006.**
- Chrysler, Ford, General Motors **Potential Failure Mode and Effects Analysis (FMEA) Fourth Edition, June, 2008.**
- Chrysler, Ford, General Motors **Statistical Process Control (SPC) reference manual, Second Edition, July 2005.**

2.1.2 Quality Manuals

- **CQI-8: Layered Process Audit Guideline**
- **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**

2.2 ISO, ISO/IEC & ISO/TS Standards; IAF Guidance Document

- **ISO 9001:2008** "Quality management systems -- Requirements"
- **ISO 14001:2004** " Environmental management systems – Requirements with guidance for use"
- **ISO/IEC 17011:2004** "Conformity assessment -- General requirements for accreditation bodies accrediting conformity assessment bodies"

Chrysler Group LLC Customer-Specific Requirements

- **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”
- **IAF GD 8:2007** “Informative Guidance on the Transition to ISO/IEC 17021 Accreditation from ISO/IEC Guide 62 and ISO/IEC Guide 66”

2.3 International Automotive Task Force (IATF) Publications

- **Automotive Certification Scheme for ISO/TS 16949:2002**; *Rules for achieving IATF recognition; 3rd Edition for ISO/TS 16949:2002, 1 October 2008*

2.4 Chrysler Group LLC References

2.4.1 Quality & Reliability Manuals

Packaging and Shipping Instructions

[Process Planning and Audit Edition 1.0](#)

Product Assurance Testing, Revision B

2.4.2 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](#)

2.4.3 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:](#)

Chrysler Group LLC Customer-Specific Requirements

- o Process Planning Review
- o Process Audit
- o PFMEA and Control Plan Document Audit

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.

2.5 Document Availability

2.5.1 Industry Documents

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

Copies of International Organization for Standardization (ISO) publications are available from the ISO at <http://www.iso.org/iso/store.htm> [41 22 749 01 11]. A copy of the International Accreditation Forum Guidance Document is available from the IAF at <http://www.iaf.nu/>.

ISO/TS 16949 and **Automotive Certification Scheme for ISO/TS 16949** are available from the AIAG.

NOTE: Guidance on international availability of these and other industry documents is available from the AIAG at <http://www.aiag.org/staticcontent/files/ManualInternationalDistributors.pdf>.

2.5.2 Chrysler Documents

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 Business Solutions [(248) 564-4748].

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 the Chrysler Global Supplier Portal. The Chrysler Global Supplier Portal can be accessed through Covisint (see Section 4.4.2).

Chrysler Group LLC Customer-Specific Requirements

3. Definitions

Where inconsistent terminology exists between **ISO/TS 16949** or **ISO 14001** and this document, this document shall take precedence. Otherwise the definitions from **ISO/TS 16949** or **ISO 14001** apply to this document.

3.1 3CPR (3rd Party Containment and Problem Resolution)

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.

3.2 Accredited Laboratory

(ISO/TS 16949 clause 3.1.5)

An accredited laboratory is one that has been independently evaluated for technical competence. The criteria for evaluation are based on **ISO/IEC 17025**, or national equivalent. Accreditation is performed by qualified agencies (public or private) operating in accordance with **ISO/IEC 17011**.

3.3 Active Part

An active part is one currently being supplied to Chrysler for original equipment or service applications. The part remains active until tooling scrap authorization is given by the appropriate Chrysler activity. For parts with no Chrysler-owned tooling or situations where multiple parts are made from the same tool, written confirmation from the appropriate Chrysler activity is required to deactivate a part.

3.4 Appearance Master

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

3.5 Aftermarket Parts

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.

3.6 Certification Body

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 recognized Certification Bodies carrying the IATF logo and specific IATF number.

Chrysler Group LLC Customer-Specific Requirements

3.7 Consigned Part

A part or component supplied to the organization by a *Chrysler-managed* supplier. Chrysler retains commercial and quality responsibility for the part or component (see 4.7.1, Note 2).

3.8 Consulting

For the purpose of **ISO/TS 16949** or **ISO 14001** and supporting documents, consulting is the provision of training, documentation development, or assistance with implementation of quality systems to a specific customer. If these activities are open to the public, advertised, and not customer specific, they are considered training rather than consulting. Other products or services may be offered directly or indirectly, provided they do not compromise confidentiality or the objectivity or impartiality of its certification process or decisions.

3.9 Customer

For the purposes of **ISO/TS 16949** or **ISO 14001**, 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** or **ISO 14001**

3.10 Directed Part

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 (see 4.7.1, Note 1).

3.11 External Balanced Scorecard (EBSC)

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.

3.12 “Forever” Requirements

The “Forever” Requirements are proactive communications from the organization to the customer about proposed product or process changes.

3.13 IATF (International Automotive Task Force)

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.

Chrysler Group LLC Customer-Specific Requirements

- Providing appropriate training to support ISO/TS 16949 requirements and the IATF registration scheme.
- Establishing formal liaisons with appropriate bodies to support IATF objectives.

3.14 Initial Process Study

Initial Process Studies are short-term studies conducted to obtain early information on the performance of new or revised processes relative to internal or customer requirements. In many cases, initial process studies should be conducted at several points in the evolution of new processes (e.g. at the equipment or tooling supplier's plant, after installation at the organization's plant). These studies should be based on variables data evaluated using control charts. (See **Production Part Approval Process** manual).

3.15 Oversight Office

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

3.16 PPM (Parts Per Million quality metrics)

PPM is a method of stating the performance of a process as a dimensionless ratio of units of nonconforming material per million units produced or delivered. PPM data can be used to prioritize corrective actions. Definition of nonconforming units varies with customer (e.g. all sorted, only those found to be wrong, all in box).

3.17 Process Audit (PA)

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.

3.18 Production Demonstration Run (PDR)

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).

3.19 Production Part Approval Process (PPAP)

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

Chrysler Group LLC Customer-Specific Requirements

product consistently meeting these requirements during an actual production run at the quoted production rate.

3.20 Process Planning Review (PPR)

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.

3.21 Manufacturing

(ISO/TS 16949 clause 3.1.6)

“Manufacturing” includes partially or fully assembled vehicles.

3.22 Site

(ISO/TS 16949 clause 3.1.11)

“Site” includes contract vehicle assembly plants.

3.23 Supplier-Associated Warranty

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. Chrysler-Specific Requirements for ISO/TS 16949

4.1 Scope

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).

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

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**.

Chrysler Group LLC Customer-Specific Requirements

All **ISO/TS 16949** requirements and the requirements of this document shall be [addressed](#) in the organization's quality system.

4.2 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](#).

4.2.1 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 the Chrysler Global Supplier Portal.

4.2.2 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 in Section 4.2.1 above.*

4.2.3 ISO/TS 16949 Registration Exemption

Chrysler may, at its option, 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 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](#).

4.3 Records Retention

(ISO/TS 16949 clauses 4.2.4, 4.2.4.1)

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.

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

Chrysler Group LLC Customer-Specific Requirements

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.

Retention periods longer than those specified above may be specified by an organization in their procedures. The organization shall eventually dispose of records.

These requirements do not supersede any regulatory requirements. All specified retention periods shall be considered "minimums".

4.4 Customer Communication

(ISO/TS 16949 clauses 7.2.3, 7.2.3.1)

4.4.1 "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 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).

4.4.2 Electronic Communication

The organization shall establish a connection for electronic communication with Chrysler through the Chrysler Global Supplier Portal. The Chrysler Global Supplier Portal can be accessed through Covisint at <https://chrysler.portal.covisint.com/web/portal/home>. Instructions for registering for the portal can also be found at this site. Assistance is available from the Covisint help desk at <https://portal.covisint.com/en/web/support/autoservicedesk> [(866) 273-5038].

4.4.3 Computer Systems Access and Training

At each organization site that supports Chrysler, individuals shall have access to the computer applications available through the Chrysler Global Supplier Portal and complete training in their use. 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

Chrysler Group LLC Customer-Specific Requirements

- 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

Each location shall have a sufficient number of trained individuals such that 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.

4.5 Special Characteristics

(ISO/TS 16949 clause 7.3.2.3; also clauses 7.2.1.1, 7.3.1.1, 7.3.3.1)

4.5.1 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.

4.5.2 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*

Chrysler Group LLC Customer-Specific Requirements

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**.

4.5.3 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 table below:

TABLE 1: Chrysler Engineering Standards addressing Special Characteristics not identified with Symbols

<i>If the organization:</i>	<i>The organization should refer to:</i>
Provides engineering (including service) or assembly services, parts or components for vehicles intended for sale in regulated markets outside of NAFTA	PF-Homologation
Provides parts or components: <ul style="list-style-type: none">• That require tracking to ensure emission, certification and regulatory compliances• That are designated as a high theft components for law enforcement needs	PS-10125
Provides appearance items – parts or components whose color, gloss or surface finish requirements are specified by the Chrysler Product Design Office	AS-10119

4.6 Product Creation Process

(ISO/TS 16949 clause 7.3 ff.)

Chrysler and FIAT have a common, documented method of advance quality planning using the Process Planning Review (PPR) and Process Audit (PA) tools. 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.

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

Chrysler Group LLC Customer-Specific Requirements

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.

4.6.1 PFMEAs and Control Plans

(ISO/TS 16949 clause 7.3.3.2)

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.

4.6.2 Design Verification and Production Validation

(ISO/TS 16949 clauses 7.3.5 and 7.36)

Design Verification (DV) [is a series of](#) tests, inspections, and procedures that must be accomplished to determine if the design meets its intent. 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**). Design Verification and Production Validation 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"](#).

4.6.3 Process Approval

(ISO/TS 16949 clause 7.3.6.3)

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.

4.6.4 Production Part Approval Process

(ISO/TS 16949 cl. 7.3.6.3)

The organization shall comply with **Production Part Approval Process (PPAP), 4th Edition** and **Chrysler Customer-Specific Requirements for Use with PPAP 4th Edition**.

4.6.5 Design Changes

(ISO/TS 16949 cl. 7.3.7)

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

Chrysler Group LLC Customer-Specific Requirements

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.

4.7 Supplier Quality Management

(ISO/TS 16949 clauses 7.3.7, 7.4.1.2, 7.4.1.3)

4.7.1 Supplier Quality Management Responsibilities

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.

NOTES:

1. 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 Tier 1.
 - The 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.
2. 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.

4.7.2 Supplier Quality Management System Development

The requirements of Clause 7.4.1.2 can be met by either of two methods:

- Third-party certification of the organization's suppliers to ISO/TS 16949.
- Second-party supplier assessment by an organization or an organization-contracted third party.

NOTE: For a supplier assessment to be valid, the organization must be certified by an IATF-accredited Certification Body to **ISO/TS 16949:2009**

Chrysler Group LLC Customer-Specific Requirements

4.7.3 Second Party Qualification Guidelines

1. The organization must be certified to **ISO/TS 16949:2009** by an IATF-recognized Certification Body.
2. The second party cannot be on TS Suspension.
3. The second party must utilize a qualified lead auditor, or qualified internal auditor with evidence of successful completion of training or certification.
4. The second party must annually audit each qualifying supplier for whom it has performed the second party service, and maintain records of these audits. Records shall be retained on-site, but made available for review by Chrysler or the Certification Body upon request.
5. The duration of these audits must conform to the full application of the audit day requirements of the **Automotive Certification Scheme for ISO/TS 16949:2002, Section 5.2**.
6. Any IATF-recognized Certification Body may be utilized as an OEM-approved second party.

*Note: An organization representative acting as second-party supplier auditor may also provide consulting services for the purpose of achieving technical compliance with **ISO 9001:2008** or **ISO/TS 16949:2009**. In the event that the supplier chooses to seek certification to **ISO/TS 16949:2009**, the restrictions within Section 2.9 of the **Automotive Certification Scheme for ISO/TS 16949:2002** shall apply.*

4.7.4 Supplier Development of "Exempt" Suppliers

The organization shall have decision criteria for designating "exempt" suppliers – those suppliers who are unable or unwilling to certify a quality management system to ISO/TS 16949:2009 or ISO 9001:2008. Such decision criteria shall be in writing and applied consistently.

Supplier exemption decisions shall be documented and subject to periodic review. Records shall be retained on-site, but made available for review by Chrysler or the Certification Body upon request.

Except as noted in Section 4.7.1 (above), declaring a supplier as "exempt" does not relieve the organization of the responsibility for supplier development.

4.8 Continuing Conformance

(ISO/TS 16949 clauses 7.5.2, 7.5.2.1)

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. (Refer to **PF-8500** and the **Product Assurance Testing** manual).

Chrysler Group LLC Customer-Specific Requirements

4.9 Packaging, Shipping and Labeling

(ISO/TS 16949 clause 7.5.5)

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

4.10 Supplier-Associated Warranty Reduction

(ISO/TS 16949 clauses 5.5.2.1, 5.6.2.1 8.2.1, 8.2.1.1, 8.4.1, 8.5.2.4)

It is Chrysler's expectation of organizations providing production and non-exempt service parts and components (see 4.10.3) to Chrysler, that they support improvement in customer satisfaction through active participation in efforts to reduce supplier-associated warranty.

4.10.1 Consumer-Centric Warranty Management (CCWM)

Clauses 8.2.1 and 8.2.1.1 of **ISO/TS 16949:2009** (customer satisfaction) require that the organization monitor customer warranty – warranty claims, dealer reports, field returns – as indicators of quality management system performance. 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).
- Record-keeping.
- [Management review](#).
- Progress monitoring.
- A supplier development process identified for applicable suppliers to the organization.

NOTES:

1. "Progress monitoring" shall include monthly evaluation of organization's performance to warranty reduction targets established by Chrysler.

2. 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.

Chrysler Group LLC Customer-Specific Requirements

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. Records shall be retained on-site, but made available for review by Chrysler or the Certification Body upon request.

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 that are new suppliers or current suppliers to Chrysler is summarized in the following table:

TABLE 2: Implementation timing for CCWM requirements

Organization's relationship to Chrysler	Existing Vehicle Program	New Vehicle Program
New Supplier	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.	Complete implementation through Stage 2 before Commercial Launch. Implementation through Stage 3 to follow within six months of Commercial Launch.
Current Supplier	Full implementation through Stage 3 required. (Note: complete implementation through Stage 2 was required before first ISO/TS 16949 audit scheduled for 2011.)	Follow timing for "New Supplier/New Vehicle Program" (above) for new parts or components.

4.10.2 CCWM Exceptions

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

Chrysler Group LLC Customer-Specific Requirements

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.

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.

4.10.3 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 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

4.10.4 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.

4.10.5 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).

4.11 Customer Satisfaction

(ISO/TS 16949 clauses 8.2.1, 8.2.1.1)

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").

Chrysler Group LLC Customer-Specific Requirements

The Production scorecard reports ratings in five categories:

- Quality
- Delivery
- Warranty
- Cost
- Partnership

The Service scorecard reports performance in three categories:

- Quality
- Delivery
- Cost

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

4.11.1 Supplier Quality Bid List Reporting

Chrysler may, at its option, provide Certification Bodies with periodic reports of their clients' EBSC Quality metrics with supporting data.

*NOTE: Supplier Quality Bid List Reporting is for information only and does not constitute an OEM performance complaint as described in Section 8.1 of the **Rules for achieving IATF recognition, 3rd edition (Rules)**.*

4.11.2 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.

NOTES:

1. *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**.*

Chrysler Group LLC Customer-Specific Requirements

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

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

4.11.3 OEM Performance Complaint Investigation

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 and their Oversight Office 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 (Section 4.11.2). 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 (Section 4.11.4).

4.11.4 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 New Business Hold (NBH) status. When "quality" is cited as a reason 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.

NOTE: An organization may be placed in NBH status for non-quality reasons. Further discussion of these conditions is outside the scope of this document.

Chrysler Group LLC Customer-Specific Requirements

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. 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).

NOTES:

1. 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.

2. If an organization site is placed on NBH status after a stage 2 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 with the rules for lifting such suspension appropriately applied and, if applicable, remove suspension from the previous certificate*

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.
- PPAP Self-Certification for the organization site will be withdrawn. (Use of a third-party laboratory will be required prior to PSW submissions).

Chrysler Group LLC Customer-Specific Requirements

- 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.

Chrysler Group LLC Customer-Specific Requirements

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.

4.11.5 Quality Hold for Certificates Suspended for Other Reasons

Chrysler recognizes that the conditions outlined in Section 8.1 of the **Rules** indicate that a site has a systemic quality issue that may threaten the quality of parts or assemblies supplied to Chrysler. Upon awareness that an organization site's certificate has been suspended by the Certification Body for any of these conditions, Chrysler shall place a Quality Hold on the site in EBSC. In addition to alerting Purchasing and Supplier Quality management of the issue, the Quality Hold condition will:

- Set the site's Quality score to zero.
- Prevent the organization from bidding on future business for the site without senior Purchasing management intervention.

NOTE: The Quality Hold has no effect upon current business with Chrysler, as Chrysler recognizes the validity of the certificate during the suspension period.

The Quality Hold shall be coterminous with the certificate suspension. The Quality Hold will be lifted upon Chrysler awareness and confirmation of certificate restoration. Bidding eligibility will be restored immediately and removal of the Quality Hold will be evident in the next reporting period of EBSC.

In the event the certificate suspension extends beyond the 120 day limit specified in Section 8.3 of the **Rules**, Chrysler shall consult with the appropriate Oversight Office to determine if continuation of the Quality Hold is appropriate.

4.12 Internal Audits

4.12.1 Internal Quality Management System Audits

(ISO/TS 16949 clause 8.2.2.1)

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](#).

4.12.2 Layered Process Audits

(ISO/TS 16949 clause 8.2.2.2)

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.

Chrysler Group LLC Customer-Specific Requirements

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:
 - Audit completion by all auditing layers.
 - By-item percentage conformance by area.
- Reaction plans shall be in place to immediately resolve all non-conformances.

NOTE: 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 retained on-site, but made available for review by Chrysler or the Certification Body upon request.**
- **The evaluation document shall be reviewed annually and updated as required.**

Organizations should refer to **CQI-8: Layered Process Audits Guideline** for **guidance** on establishing a Layered Process Audit program.

Chrysler Group LLC Customer-Specific Requirements

4.12.3 Special Process Assessments

(ISO/TS 16949 clause 8.2.2.2)

Clause 8.2.2.2 of ISO/TS 16949:2009 requires that the organization shall audit each manufacturing process to determine its effectiveness. Organizations shall evaluate the effectiveness of each of the applicable special processes listed below with the associated AIAG manual:

- Heat Treating – CQI-9 Special Process: Heat Treat System Assessment, 3rd Edition
- Plating – CQI-11 Special Process: Plating System Assessment
- Coating – CQI-12 Special Process: Coating System Assessment
- Welding – CQI-15 Special Process: Welding System Assessment
- Soldering – CQI-17 Special Process: Soldering 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.
- Record-keeping.
- Supplier development process identified for applicable suppliers to the organization.

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 retained on-site, but made available for review by Chrysler or the Certification Body upon request

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.

NOTES:

1. 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 shall be retained on-site, but made available for review by Chrysler or the Certification Body upon request.

2. Assessment by a competent second party auditor (as defined in Section 4.7.2) will satisfy the self-assessment requirement for suppliers to the organization.

Chrysler Group LLC Customer-Specific Requirements

4.13 Annual Layout

(ISO/TS 16949 cl. 8.2.4.1)

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. [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.](#)

4.14 Appearance Master Samples

(ISO/TS 16949 cl. 8.2.4.2)

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].

4.15 Corrective Action Plan Reporting

(ISO/TS 16949 clause 8.5.2)

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.

5. Chrysler-Specific Requirements for ISO 14001

5.1 Scope

ISO 14001 and this document define fundamental environmental system requirements for organizations supplying production and/or service parts to Chrysler Group LLC. All **ISO 14001** requirements and the requirements of this document shall be documented in the organization's environmental management system.

5.2 Third-Party Registration

Production and service part organizations to Chrysler shall be third-party registered to **ISO 14001:2004**.

Organizations shall submit proof of registration by sending a digital copy (PDF file) of their current registration certificate to Chrysler at iso14001@chrysler.com. Submission instructions are available from the Chrysler ISO 14001 website, accessible through the Chrysler Global Supplier Portal.

[Organizations shall notify Chrysler of any change in their ISO 14001 registration status via e-mail to \[iso14001@chrysler.com\]\(mailto:iso14001@chrysler.com\).](#)

Chrysler Group LLC Customer-Specific Requirements

NOTE: A supplier who is not fully registered to ISO 14001 shall not receive a nonconformance from their ISO/TS 16949 Certification Body.

5.3 Material Content Management

(ISO 14001 clauses 4.3.1, 4.3.2)

Production and service part organizations to Chrysler shall comply with applicable government and Chrysler Group LLC environmental and health requirements for regulated substances, recyclability, recycled content, and related labeling/identification. This includes materials that require material safety data sheets and full composition disclosure to Chrysler Industrial Hygiene and Toxicology or restricted materials screening through the use of Chrysler's Restricted Parts Approval System (RPAS). Refer to the following Chrysler Engineering Standards for additional information:

- Chrysler requirements – **CS-9003**.
- Design/development guidelines – **CS-11405**.
- Organization liabilities for non-compliance – **CS-11991**.

5.4 Material Content Reporting

(ISO 14001 clauses 4.4.4, 4.4.5, 4.4.6)

Organizations shall use the International Material Data System (IMDS) to report material composition information on all new and modified components. Access to IMDS can be gained through the following web site: www.mdssystem.com. System information, user training, substance lists and contact information can also be found at this site. (Refer to **Process Planning and Audit Edition 1.0** for requirements on new component reporting and **CS-11991** for reporting requirements on components modified as the result of an Engineering Change (CN)).

Chrysler Group LLC Customer-Specific Requirements

Appendix A – ISO/TS 16949 Citations

ISO/TS 16949 Clause cited		Chrysler CSR Section	
3.1.6	manufacturing (definition)	3.1.4	Manufacturing (definition)
3.1.5	laboratory scope (definition)	3.2	Accredited Laboratory (definition)
3.1.11	Site (definition)	3.1.4	Site (definition)
4.2.4	Control of Records	4.3	Records Retention
4.2.4.1	Records Retention		
5.2.2	Management Representative	4.10	Supplier-Associated Warranty Reduction
5.2.2.1	Customer Representative		
7.2.1.1	Customer-designated special characteristics	4.5	Special Characteristics
7.2.3	Customer communication	4.4	Customer Communication
7.2.3.1	Customer communication - supplemental		
7.3	Design and development	4.6	Product Creation Process
7.3.1.1	Multidisciplinary approach	4.5	Special Characteristics
7.3.2.3	Special characteristics		
7.3.3.1	Product design outputs - supplemental		
7.3.3.2	Manufacturing process design output	4.6.1	PFMEAs and Control Plans
7.3.5	Design and development verification	4.6.2	Design Verification and Production Validation
7.3.6	Design and development validation		
7.3.6.3	Product approval process	4.6.3	Process Approval
		4.6.4	Production Part Approval Process
7.3.7	Control of design and development changes	4.6.5	Design Changes
7.4.1.2	Supplier quality management system development	4.7	Supplier Quality Management System Development
7.5.2	Validation of processes for production and service provision	4.8	Continuing Conformance
7.5.2.1	Validation of processes for production and service provision - supplemental		
7.5.5	Preservation of product	4.9	Packaging, Shipping and Labeling
8.2.1	Customer satisfaction	4.10	Consumer-Centric Warranty Management
8.2.1.1	Customer satisfaction - supplemental	4.10	Consumer-Centric Warranty Management
		4.11	Customer Satisfaction
8.2.2.1	Quality management system audit	4.12.1	Internal Quality Management System Audits

Chrysler Group LLC Customer-Specific Requirements

Appendix A – ISO/TS 16949 Citations

ISO/TS 16949 Clause cited		Chrysler CSR Section	
8.2.2.2	Manufacturing process audit	4.12.2	Layered Process Audits
		4.12.3	Special Process Assessments
8.2.4.1	Layout inspection and functional testing	4.13	Annual Layout
8.2.4.2	Appearance items	4.14	Appearance Master Samples
8.4.1	Analysis and Use of Data	8.10	Supplier-Associated Warranty Reduction
8.5.2	Corrective action	4.15	Corrective Action Plan Reporting
8.5.2.4	Rejected Product test/Analysis	8.10	Supplier-Associated Warranty Reduction

Chrysler Group LLC Customer-Specific Requirements

Appendix B – ISO 14001 Citations

ISO 14001 Clause cited		Chrysler CSR Section	
4.3.1	Environmental aspects	5.3	Material Content Management
4.3.2	Legal and other requirements		
4.4.4	Documentation	5.4	Material Content Reporting
4.4.5	Control of documents		
4.4.6	Operational control		

Chrysler Group LLC Customer-Specific Requirements

Appendix C – Revision History

Date	Section	Changes Made
October 2007	all	Changed "DaimlerChrysler" to Chrysler.
	4.2.9	Expanded requirement to add "Elements of Manufacturing Basics" and included compliance timing.
	4.2.9.1	Updated CQI-9 to 2 nd edition and added compliance timing Added Note 2.
	4.2.9.2	NEW
	4.2.9.3	NEW
	4.2.11	Added exemption for "Service Parts Only" organizations.
	4.2.16	Updated location of "Forever Requirements Form".
	4.2.17	Updated Covisint web site address.
September 2008	2.3	Updated APQP to 2 nd edition and added compliance timing.
	2.5	Updated FMEA to 4 th edition and added compliance timing.
	2.6	NEW
	2.7	NEW
	4.14	DELETED
	4.2.9	Clarified timing, conduct and format of self-assessment.
June 2010	all	Changed "Chrysler" to "Chrysler Group LLC" Changed "ISO/TS 16949:2002" to "ISO/TS 16949:2009" Changed "Supplier Quality Specialist" to "Supplier Quality Engineer"
	Table of Contents	NEW
	1.0	Revised <ul style="list-style-type: none"> • ISO/TS 16949-specific language moved to 4.1 • Scope of application clarified • Obsolete translation information deleted
	2.1 2.1.1	New section headers
	2.1.2	NEW
	2.2	New section header; revised, standards added and transition criteria deleted.

Chrysler Group LLC Customer-Specific Requirements

Appendix C – Revision History

Date	Section	Changes Made
June 2010 (continued)	2.3 2.4 2.5	NEW
	3.0	Definitions renumbered as needed to preserve alphabetical order; editorial corrections.
	3.1 3.3 3.7 3.10	NEW
	4.0	ISO/TS 16949 clauses associated with all requirements; requirements renumbered to follow ISO/TS 16949
	4.1	New heading (requirements moved from Section 1)
	4.2	(was 4.2.1) updated requirement
	4.2.1 4.2.2	NEW
	4.3	(was 4.1.1) Revised ISO/TS 16949 citation
	4.4	New heading with ISO/TS 16949 citation
	4.4.1	(was 4.2.16) Reference to Extended Enterprise deleted; revised to align with 3.7
	4.4.2	(was 4.2.17) URLs updated
	4.4.3	(was 4.2.11) Revised; additional applications added
	4.5 4.5.1 4.5.2 4.5.3	(was 4.2.3 – 4.2.5) New main heading with revised ISO/TS 16949 citation; editorial corrections
	4.6	(was 4.2.2) Added ISO/TS 16949 citation. Reference to "SQAP" removed
	4.6.1	(was 4.2.15) Added ISO/TS 16949 citation.
	4.6.2	(was 4.2.7) Added ISO/TS 16949 citation.
	4.6.3	(was 4.2.14) Reference to "SQAP" and "S2 Start Readiness" removed
	4.6.4	(was 4.1.3) Reference to "Pilot Vehicle Process" removed
	4.7 4.7.1 4.7.2	(was 4.1.5) Editorial changes, references updated

Chrysler Group LLC Customer-Specific Requirements

Appendix C – Revision History

Date	Section	Changes Made
June 2010 (continued)	4.8	(was 4.2.8) Added ISO/TS 16949 citation
	4.9	(was 4.2.13) Added ISO/TS 16949 citation. Reference added
	4.10	NEW
	4.11	NEW
	4.12	New heading
	4.12.1	(was 4.2.9) Added ISO/TS 16949 citation. Requirement for "Elements of Manufacturing Basics" audit deleted
	4.12.2	(was 4.2.9.1) Added ISO/TS 16949 citation. Renumbered, editorial corrections
	4.12.3	(was 4.2.9.3) Added ISO/TS 16949 citation. Renumbered, editorial corrections and transition criteria deleted. CQI-15 and CQI-17 added.
	4.13	(was 4.2.6) Added ISO/TS 16949 citation.
	4.14	(was 4.2.12) Added ISO/TS 16949 citation. Revised; source for appearance master samples added
	4.15	(was 4.2.10) Added ISO/TS 16949 citation. Revised scope.
	5.0 5.1 5.2 5.3 5.4	NEW
	Appendix A	NEW
	Appendix B	NEW
Appendix C	NEW	
March 2012	Table of Contents	Updated
	Tables	New
	1.0	Clarified separation of ISO/TS 16949 and ISO 14001 in Note 1.
	2.1.2	Editorial correction; updated CQI-9 to 3 rd Edition
	2.4.1	Updated reference
	2.4.3	Added Chrysler Customer-Specific Requirements for Use with PPAP 4th Edition to list

Chrysler Group LLC Customer-Specific Requirements

Appendix C – Revision History

Date	Section	Changes Made
March 2012 (continued)	2.5	Added Chrysler Customer-Specific Requirements for Use with PPAP 4th Edition and update link to IATF web site.
	3.0	Added definitions for the following terms: 3.6 Certification Body 3.7 IATF (International Automotive Task Force) 3.12 Oversight Office Other definitions renumbered as needed
	4.2.1	Clarified submission criteria
	4.2.2	NEW (subsequent section renumbered)
	4.4.1	Deleted “Proposed material changes”
	4.5.2	Added title to table
	4.6.2	Updated reference.
	4.6.4	Added Customer-Specific Requirements for PPAP
	4.7	Added third-party certification to ISO/TS 16949 as fulfillment option
	4.7.1	Clarified reference and terminology
	4.7.2	Clarified reference and terminology
	4.10	Clarified management of self-assessment; added table
	4.11	Renamed section
	4.11.1	Supplier Quality Bid List Reporting - NEW
	4.11.2	Top Problem Supplier Location- NEW
	4.11.3	OEM Performance Complaint Investigation - NEW
	4.11.4	New Business Hold – Re-numbered, renamed and revised to align with Corporate NBH process. Note 3 removed; note referencing Section 3.1.e of Rules added.
	4.11.5	Quality Hold for Certificates Suspended for Other Reasons - NEW
	4.12.1	Clarified scope and added minimum audit requirement for Product Control Plans
	4.12.2	Added Note, excluding service-only organizations
	4.12.3	<ul style="list-style-type: none"> • Editorial correction • Upgraded CQI-9 to 3rd Edition; added transition timing • Clarified evaluation criteria • Added self-assessment management • Added Note, requiring formal evaluation of requirement applicability

Chrysler Group LLC Customer-Specific Requirements

Appendix C – Revision History

Date	Section	Changes Made
March 2012 (continued)	5.2	Added note to restate separation of ISO/TS 16949 and ISO 14001 registration requirements
	Appendix C	June 2010 citations for Sections 1.0, 5.0 and Appendix B corrected.
January 2013	Table of Contents	Updated
	2.4.1	Process Planning and Audit Edition 1.0 added
	2.4.2	PS-11346 added
	2.4.3	Added Process Planning and Audit tools
	2.5	Reformatted; added subheadings and note to 2.5.1
	3.0	The following definitions were added: 3.7 Consigned Part 3.10 Directed Part 3.11 External Balanced Scorecard (EBSC) 3.17 Process Audit 3.18 Product Demonstration Run (PDR) 3.19 Production Part Approval Process (PPAP) 3.20 Program Planning/Quality Review (PPR) 3.23 Supplier-Associated Warranty Other definitions renumbered to suit
	4.1	Changed "documented" to "addressed"
	4.2	Specified "IATF-recognized" Certification Bodies
	4.2.3	Revised responsibility for waiver approval and administration
	4.4.1	Editorial change
	4.6 4.6.1 4.6.2 4.6.3	Revised to reflect adoption of new, common advance quality planning tools and processes
	4.7	Renamed
	4.7.1	New; subsequent sections renumbered
	4.7.2	Editorial change
	4.7.3	Revised; note added
	4.7.4	Revised to clarify supplier certification exemption criteria
4.10	New title. Policy statement added; following sections renumbered.	

Chrysler Group LLC Customer-Specific Requirements

Appendix C – Revision History

Date	Section	Changes Made
January 2013 (continued)	4.10.1	Added "management review"; Revised Table 2; moved text to 4.10.2
	4.10.2	Added heading
	4.10.3	Revised exemption criteria for service parts
	4.10.4	New
	4.10.5	New
	4.11	Added EBSC summary
	4.11.2 4.11.4	Added CB notification for TPSL exit
	4.12.1	Editorial change; clarified requirement
	4.12.2	Changed "should" to "shall". Removed service exemption; added exemption criteria for infrequently or irregularly produced parts
	4.12.3	Changed "should" to "shall". Note on CQI-9 3 rd edition transition timing removed.
	4.13	Added service requirement
	5.2	Added requirement for Chrysler notification or change in organization certification status
	5.4	Reference for new component reporting requirements revised