



## **ISO/TS 16949 QUALITY MANAGEMENT SYSTEMS AUDIT, CERTIFICATION & TRAINING SERVICES**

**SGS**

# HOW CAN YOU BECOME A WORLD CLASS AUTOMOTIVE SUPPLIER?

## ISO/TS 16949 AUDIT, CERTIFICATION & TRAINING SERVICES FROM SGS

Meeting the exacting standards of the global automotive industry is no easy task. By adopting ISO/TS 16949:2002 Quality Management System certification you can demonstrate your commitment to meet its requirements, the demands of your customers and, in addition, improve your quality and economic performance.

### ABOUT ISO/TS 16949:2002

The ISO/TS 16949:2002 standard is a worldwide automotive standard developed by the International Automotive Task Force (IATF). The IATF is a group of the world's leading automotive manufacturers (General Motors Company, including Opel and Vauxhall, Ford Motor Company, BMW Group, PSA Peugeot-Citroen, Volkswagen AG, Renault, Fiat Group Automobiles, Chrysler Group LLC and Daimler AG) and their respective trade associations: AIAG (USA), VDA (Germany), SMMT (UK), FIEV(France) and ANFIA (Italy)

ISO/TS 16949:2002 defines the quality management system requirements for the design, development, production, and when relevant, installation and service of automotive-related products.

ISO/TS 16949 brings together under one standard the quality management principles of ISO 9001:2000 with aspects of various regional and national automotive standards such as AVSQ (Italy), EAQF (France), VDA6 (Germany) and QS-9000 (USA).

ISO/TS 16949:2002 can be applied to an organisation's sites worldwide, wherever automotive parts or service parts are manufactured. ISO/TS 16949 defines manufacturing as the process

of making or fabricating production materials, production or service parts, assemblies or heat treating, welding and painting. Automotive shall be understood to include the following: Passenger Cars, Light Commercial Vehicles, Heavy Trucks, Buses, Motorcycles and exclude the following: Industrial, Agricultural and Off-Highway (Mining, Forestry, Construction).

### THE BENEFITS

The international recognition of the ISO/TS 16949:2002 standard increases the credibility of your organisation when bidding for global sourcing contracts or expanding your business locally. Gaining certification also helps you to reduce production variations and improve your manufacturing efficiency, which can positively impact your bottom line. Furthermore, ISO/TS 16949:2002 helps create a common quality system approach to the entire supply chain (for suppliers and subcontractors) and facilitates access to the industry's best practices.

### HOW DOES THE CERTIFICATION PROCESS WORK?

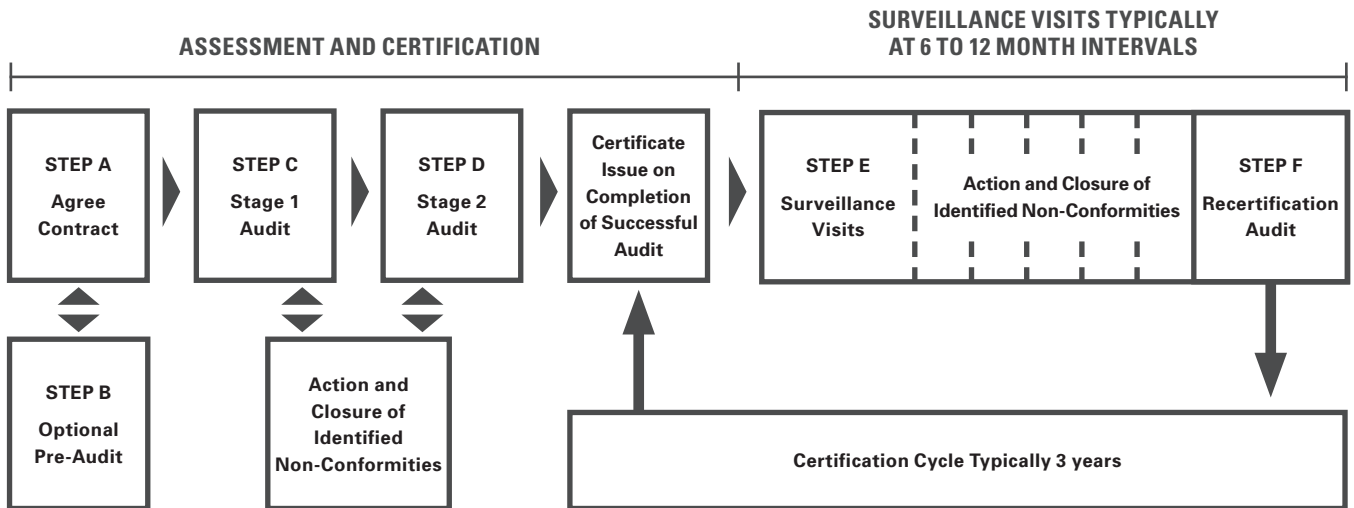
The ISO/TS 16949:2002 certification process consists of six steps:

- Step A – SGS, after a preliminary request of the necessary pieces of information concerning the automotive requirements according to the Rules for achieving IATF recognition, provides you with a proposal based on the size and nature of your organisation. You can then proceed with the audit by accepting the proposal.
- Step B – You may ask SGS to conduct a “pre-audit” or “pre-assessment” prior to the stage one readiness review. Not part of the initial audit, the pre-audit is conducted in a single visit at one of your sites. The pre-audit

may generate non-binding findings without recommending solutions. This step is optional, yet it is often useful in identifying any weaknesses in your management system against ISO/TS 16949 requirements and in building confidence before the initial audit.

- Step C – The first part of the formal audit is the onsite ‘Stage 1 – Readiness Review’. This lets us evaluate the compliance of your documented system with the requirements of the ISO/TS 16949 standard such as: management system documentation; the management of automotive customer specific requirements and automotive customer claims; the identification of key performance aspects, processes and objectives; and the management of internal audits and system management review. The audit team will provide you with the audit results in a written report. The report will also include identification of any areas of concern that could be classified as nonconformities. As a result of the Stage 1 Audit, non-conformities will not be raised. The audit team must only determine whether you are ready or not to proceed with the Stage 2 Audit.
- Step D – The Stage 2 Audit will be conducted onsite and includes: interviews with you and your colleagues; the examination of the quality documents and of the records and management of all your processes in compliance with ISO/TS 16949; the Rules for achieving IATF recognition; the Rules Sanctioned Interpretations; the Rules Frequently Asked Questions; and CB communiqués. The audit will cover all working shifts. At the end of this stage, an audit report will be issued, detailing findings, classified as either major or minor non-conformities, along with other observations and opportunities for improvement. Once you have

# ISO/TS 16949:2002 CERTIFICATION PROCESS



effectively implemented and closed the corrective actions necessary to eliminate the non-conformities raised, a technical review of the audit will then be conducted by an authorised SGS Certification Manager to confirm the issuance of a certificate.

- Step E – Our surveillance visits will be scheduled at either six or twelve month intervals depending on the contract. During the visits, we will review the implementation of the action plan addressing the past non-conformities and examine certain mandatory and other selected parts of the system in line with an audit plan that we provide you before each visit.

We will maintain the validity of the certification on demonstration that your quality management system continues to satisfy the requirements of ISO/TS 16949.

- Step F – Recertification occurs on a three-year audit cycle, which starts from the last day of the initial Stage 2 Audit. The scheduling of the recertification audit will take into consideration the time necessary to close any nonconformities that may be raised, as well as the audit package review and the certification decision to be made prior to the expiry of the ISO/TS 16949 certificate. Our routine visit will be extended to enable a re-certification audit. Surveillance visits will then continue, as before, on a three-year cycle.

## ISO/TS 16949:2002 RELATED TRAINING

We offer a wide variety of training courses for all levels of ability and awareness. Our

ISO/TS 16949 training course portfolio is designed to meet the requirements of any organisation, and includes:

- ISO/TS 16949:2009 Foundation Course; and
- ISO/TS 16949:2009 Internal Auditing Training Course.

Please visit [www.uk.sgs.com/training](http://www.uk.sgs.com/training) to view the ISO/TS 16949:2002 course schedules in your region.

## OTHER SERVICES RELATED TO ISO/TS 16949:2002 MANAGEMENT SYSTEMS

SGS is also known for its solutions against other needs related to automotive quality management systems as well as continuous improvement:

- Gap assessment against the requirements of ISO/TS 16949:2002: this is a good alternative in case your organisation is not ready yet to go through the full certification process;
- Integrated Management Systems: your quality management systems can be audited and certified simultaneously with other management systems which you have implemented;
- Audit solutions against additional, bespoke quality performance criteria: SGS can help develop the performance criteria and the checklist or simply check performance against existing measures; and
- Process Improvement solutions leveraging techniques, such as Lean.

## WHY SGS?

SGS is the world's leading inspection, verification, testing and certification company. Recognised as the global benchmark for quality and integrity, we employ over 59 000 people and operate a network of more than 1 000 offices and laboratories around the world. We are constantly looking beyond customers' and society's expectations in order to deliver market leading services wherever they are needed.

Partnering with SGS opens the door to better performing processes, increasingly skilful talent, consistent and compliant supply chains and more sustainable customer relationships delivering profitable competitive advantage. Work with the global leader and take your commitment to the next level.

We have a history of undertaking and successfully executing large-scale, complex international projects. With a presence in every single region around the globe, our people speak the language and understand the culture of the local market and operate globally in a consistent, reliable and effective manner.

SGS is the Certification Body with the highest number of ISO/TS 16949 certificates issued in the world.\*

**TO LEARN HOW SGS CAN HELP YOU EXCEED CUSTOMER EXPECTATIONS, VISIT [WWW.UK.SGS.COM/AUTOMOTIVE-CERTIFICATION](http://WWW.UK.SGS.COM/AUTOMOTIVE-CERTIFICATION) OR CONTACT [UK.NOWISTHETIME@SGS.COM](mailto:UK.NOWISTHETIME@SGS.COM) FOR MORE INFORMATION.**

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