

Table of contents

1	RULES.....	2
2	DESCRIPTION OF SERVICES.....	6
2.1	Audit preparation	6
2.2	Conduct of the audit	6
2.3	Audit follow-up	6
2.4	Certification	6

If you should require any further information then please do not hesitate to contact us. We will be please to help you.



Rep. TÜV NORD in Albania
Elvis Pazaj
Rruga Bardhyl 16
1005, Tirana, Albania
epazaj@tuv-nord.com
+355 6920 31015
+355 445 31015

The rules and the specification for certification according to ISO/TS 16949:2009 / IATF 16949:2016 apply in addition to the offer. They complement the general terms and conditions of certification.

1 RULES

The Client is obliged to adhere to the applicable rules of the currently valid Rules for achieving and maintaining IATF recognition for ISO/TS 16949:2009 resp. IATF 16949:2016) (“Rules”).

These are, in particular, but with reference to the aforementioned Rules for Certification:

- the Client shall notify the certification body of any changes related to the Certification (in accordance with clause 3.2 of the Rules):
 - legal status,
 - commercial status (e.g. joint venture, sub-contracting with other organizations),
 - ownership status (e.g. mergers and acquisitions),
 - organization and management (e.g. key managerial, decision-making, or technical staff),
 - contact address or location,
 - scope of operations resp. product range under the certified management system,
 - Announcement of any customer special status issued by any IATF subscribing OEM (e.g. General Motors: New Business Hold, CSL-I, CSL-II, Ford: Q1- Revocation),
 - Transfer to another IATF recognized Certification body.

Note:

Related to any of the above mentioned changes the Certification Body may need to conduct a Special Audit.

If the Certification Body will not be informed about such changes this will be considered as breach of the legally enforceable agreement and should result in the issuance of a major nonconformity.

- the Client cannot refuse an IATF witness audit of the certification body,
- the Client cannot refuse the presence of a certification body internal witness auditor,
- the Client cannot refuse the presence of an IATF representative or their delegates,
- the Client cannot refuse the request of the certification body to provide the final report to the IATF,
- the only use of the IATF logo related to this certification scheme is as displayed on the certificate issued by the certification body. Any other use of the IATF logo, separately or not, is prohibited,

Note:

The client can make copies of the ISO/TS 16949 resp. IATF 16949 certificate bearing the IATF logo for marketing and advertising purposes,

- consultants to the client cannot be physically present at the client’s site during the audit or participate in the audit in any way,

- the following documents must be sent to TÜV NORD CERT for preparation and planning of each audit:

Note 1: Further QM-system-related information / documents are to be provided in accordance with the requirements of the certification body.

Note 2: For Special Audits not all information may be required

- Current number of employees (headcount) at the site and all related remote supporting function and extended manufacturing sites.
- Documentation of the Quality Management System of the client including evidence of conformity with the requirements. The effective implementation of the requirements defined by ISO/TS 16949:2009 resp. IATF 16949:2016 by means of the defined processes must be guaranteed / verifiable.
- Organisational processes, taking into account their sequence and interactions (process landscape) with relationship of the remote location(s) and / or outsourced processes
- Current customer and internal performance data for the last 12 months resp. since the last audit
- Overview about Customer satisfaction and customer complaints for the last 12 months resp. since the last audit incl. verification of customer reports and/or customer evaluation
- Information on Customer Special Status Condition for the last 12 months resp. since the last audit
- Information about new clients since last audit
- Results of internal audits and Management Review results since last audit

- for Recertification Audits additionally
 - Performance data of the Management System for the previous three years certification period.

- for Corporate Scheme certification additionally
 - Assignment of remote location to the production sites incl. the relevant functions
 - Information on the connection of the site with central functions (for example process landscape, organization chart, reference list, interfaces)
 - information on how results of the management review are provided by the central function for the remote location
 - Information about a central information system on customer status and complaints, How is the location informed about customer status and complaints (number, ppm, etc.)
 - Information on a centralized and managed management system
 - Information about structured and managed internal audits.

- for Transfer Audits additionally
 - Audit report of the last 3 years of the last certification body incl. evidence of the last certification body that nonconformities from the last audits are “closed” .
 - Certificates of the last certification body (additionally for transfer audits)
 - Before every audit, the Client shall provide timely information for the certification authority on its company, products and customers in the questionnaire in preparation for an ISO/TS 16949:2009 resp. IATF 16949:2016 audit.

Remark:

If the required data is not provided timely before the audit plan is created and provided, the missing information must be evaluated before the opening meeting and the required time must be added. This activity must be indicated in the audit plan in addition to the total number of audit days and in addition to a regular 8-hour working day

- the Client shall ensure the timely audit planning and auditing according to the Rules for ISO/TS 16949:2009 resp. IATF 16949:2016
- the Client shall ensure that it is possible to audit the supporting remote functions and any extended manufacturing site (if applicable) of the production site
- the Client shall ensure the auditing of all shifts
- for Major Nonconformities the Client is obliged to submit within a maximum of twenty (20) calendar days from the closing meeting of the site audit, evidence of the following:
 - implemented correction / containment,
 - evidence on root cause including methodology used, analysis, and results,

Within sixty (60) calendar days from the closing meeting, the client shall provide further proof of the following aspects

- implemented systemic corrective actions to eliminate each nonconformity, including consideration of the impact to other similar processes and products,
- verification evidence of effectiveness of implemented corrective actions
- for Minor Nonconformities the Client is obliged to submit within a maximum of sixty (60) calendar days from the closing meeting of the site audit, evidence of the following:
 - implemented correction / containment,
 - evidence on root cause including methodology used, analysis, and results,
 - implemented systemic corrective actions to eliminate each nonconformity, including consideration of the impact to other similar processes and products,
 - verification evidence of effectiveness of implemented corrective actions
- The client is informed that it may be necessary for the certification body to carry out special audits
 - to investigate complaints on client’s performance,
 - in response to changes to the client’s quality management system,

- to verify impact of significant changes at the client's site, or as a result of a suspended certificate,
 - to verify the effective implementation of identified corrective actions for major nonconformities, or
 - to verify the effective implementation of identified corrective actions for nonconformities considered open, but 100% resolved
- the Client is informed for starting of decertification process in following cases :
 - the certification body receives a performance complaint against the client from an IATF OEM member, its relevant IATF Oversight office, or any automotive customer of the client,
 - the client advises the certification body of a special status condition from an IATF subscribing OEM. Notification from the client to the certification body shall occur within ten (10) calendar days from receipt of the special status condition or otherwise specified by the customer,
 - related to the closing meeting date of a surveillance or recertification audit containing nonconformities,
 - the client voluntarily requests suspension due to significant changes of ownership or interruption of the manufacturing of product meeting the applicability for certification,
 - the surveillance audit is not conducted within the allowable intervals and timing,
 - the surveillance audit is terminated,
 - failure to supply the required information to the certification body to undertake effective audit planning
 - the Client is informed that the time frame between two transfer audits must be in minimum three years (-3 months) resp.2 years 9 months

2 DESCRIPTION OF SERVICES

2.1 Audit preparation

- Planning based on the provided documents,
- Performance of the process analysis,
- Development of a process-oriented audit plan in agreement with the Client.

2.2 Conduct of the audit

- Performance of audit according to audit plan,
- Evaluation of the implementation and effectiveness of the system
- Presentation of the audit results, including any deviations, and handover of the results report.

2.3 Audit follow-up

- Assessment of the effective implementation of any necessary corrective measures for possible nonconformity (through document assessment, follow-up visit or extraordinary audit "Special Audit")
- Writing of the final audit report

2.4 Certification

- Creation and registration of the certificate after verification of the certification procedure by veto person resp. the certification authority
- Entry of the required information / data into the IATF database including upload of an English language certificate copy



Rep. TÜV NORD in Albania
Elvis Pazaj
Rruga Bardhyl 16
1005, Tirana, Albania
epazaj@tuv-nord.com
+355 6920 31015
+355 445 31015