

NEW PROCESS HELPS IMPROVE SERVICE & AFTERMARKET PART QUALITY

(service ppap)

SOLUTION

Service PPAP, a supplement to PPAP 4th edition, identifies PPAP requirements for all service parts and clarifies the PPAP process for service parts. Service PPAP defines responsibilities for servicing unique parts including remanufactured parts, service-unique chemicals, third-party packagers, and service-software requirements. Service PPAP provides evidence that all customer engineering design record and specification requirements are properly understood by the organization and that the manufacturing process has the potential to produce product consistently meeting these requirements.

PARTICIPATING COMPANIES

Ford Motor Company
General Motors
Chrysler

SITUATION

Since service volumes are much different than production volumes, the AIAG Service PPAP Work Group wanted to ensure that all suppliers and service engineers are aware of and understand service PPAP requirements. Proper application of PPAP is highly effective in preventing field and manufacturing problems.

BENEFIT

- Ensures that supplier addresses PPAP expectations for serviceable components vs. top-level assemblies.
- Ensures supplier understands service-unique PPAP requirements for low-volume service vs. production parts.
- Extends APQP to service part processing.
- Ensures preparation of adequate visual aids and operator instructions for service processing including routing, inspection, packaging, and labeling.