

Development of Organization Customer Specifics related to ISO/TS 16949:2009 (including ISO 9001:2008) in the Automotive Supply Chain (Tier 1 & Sub-tiers)

Guiding Principles:

- **ISO/TS 16949:2009 is a robust automotive standard.** Global collaboration from automotive OEM's and supplier trade associations was integral in the development of this automotive specific standard utilizing ISO 9001:2008 as the foundation. This automotive standard is comprehensive and fully auditable.
 - **Supply Organization Customer Specifics should be minimal.**
 - The TS (ISO) standard and each clause should be understood completely before adding Organization Customer Specific requirements.
- **Organization Customer Specifics should support alignment with and cascading of OEM requirements** through the supply chain based on TS16949:2009 and OEM customer specifics.
 - Cascading OEM requirements include, for example, PPAP and Special Processes e.g. CQI-9 (Heat Treat). CQI-11(Plating) and CQI-12 (Coating).
 - Organization customer specifics (if required) should focus on quality management system requirements to meet customer requirements and not include the organization's commercial or other unrelated specifications.
- **The OEM (DCX, Ford, GM) template for Customer Specifics** should be used for developing and cascading Organization Customer Specifics:
 - **Section 1:** Introduction and scope
 - **Section 2:** References
 - **Section 3:** Definitions as necessary (glossary)
 - **Section 4:**
 - Specifics related to application of TS16949 or ISO9001 requirements.
 - Additional Organization Customer Specifics (stated as requirements) as necessary.
 - **Additional sections**, as necessary, e.g. part approval requirements (PPAP)
- **In developing Organization Customer Specifics the following rules are useful:**
 - Do not restate the text of the clause of the TS16949 or ISO9001 standard.
 - Organization Customer Specifics are “**shalls**” **specific to the organization, and not detailed instruction of how** to meet a requirement.
 - State the specific TS16949 or ISO9001 clause number referenced, and:
 - Indicate the particular or additional requirements applicable to your organization, or
 - Provide the organization's specific requirements related to the particular clause , or
 - Include ‘Notes’ for clarification that may be useful in the application to your organization.
 - **Do not use Organization Customer Specifics to interpret or suggest interpretation of TS requirements.**
 - ISO/TS 16949:2009 is an IATF and ISO sanctioned document, and ISO 9001:2008 is an ISO sanctioned document. Supply organization interpretations of these documents are not sanctioned nor are these auditable.