SITUATION
A special process is any production or service process that generates products or services that cannot be measured, monitored, or verified prior to delivery and use. In addition, the end results of a special process cannot be checked without destructive testing. An unsatisfactory level of component performance from special processes has resulted in field actions and warranty claims. Variation in the process affects the quality, reliability, and durability of the component and is not easily detected prior to use.

SOLUTION
AIAG developed and published special process assessments for heat treat, coatings, plating, welding, soldering, molding and casting based on industry best practices. These assessments were created by OEMs, Tier One suppliers, and special process suppliers.

BENEFIT
Through the assessment, a supplier can identify areas and capabilities that need improving at its special process facilities. Benefits include a reduction of campaigns, spills, recalls, and warranty claims related to special process components. Adopting these best practices, a special process supplier can demonstrate its ability to consistently provide products that meet customer and applicable regulatory requirements, and enhance customer satisfaction through the effective application of the system, including processes for continual improvement.

PARTICIPATING COMPANIES
Acadian Group
Acument Global Technologies
Advanced Heat Treat
Akebono Brake
A.R.E. Accessories
Atotech Group
Bodycote Thermal Processing
City Plating
Chrysler Group
Columbia Chemical
Commercial Steel Treating
Controls Service
Coventya
Curtis Metal Finishing
Dana
Delphi
Dipsol of America
Doerken
Eaton
Emhart Industries
Enthone
Fintex
Ford Motor Company
General Motors
Henkel
Honda of America
Manufacturing
Howard Finishing
Magni Industries
MNP Corporation
Modern Plating
Nexteer Automotive
Plating Technology
PPG Industries
Reilly Plating
Robert Bosch
Textron Fastening
Toyota Motor Engineering & Manufacturing North America
TRW Automotive
Ventra Plastics
Visteon
Volvo Group Trucks
ZF Group