



Chapter 6. Customer Specific Requirements

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0) Introduction

There is only one applicable clause (4.3.2) in this chapter. Clause 9.2.2.1 internal audit is here to show it has some links with Clause 4.3.2, on internal audit. The reason why a whole chapter is devoted to this is because the Clause 4.3.2 is not well understood or poorly presented. Many NCs have been written on this clause alone.

1) 4.3.2 Customer-specific requirement (IATF16949)

(Clause Description-Paraphrase)

Customer-specific requirements shall be evaluated and included in the scope of the organization's quality management system.

(Highlights of the clause)

- (Ref to old Standards) This is a totally new clause.
- Customer specific requirements (CSR) needs to be stated or referred, in/from QMS Documentation
- CSR shall be evaluated for compliance

(Compliance Best Practice)

4.3.2 Customer-specific requirement

1. Most CSR are contained in Supplier Quality Manuals (SQM), which are given to the suppliers on appointment.
2. Some SQM run into hundreds of pages and it is difficult to pick out the CSR at a glance. You should first summarize or extract the key points from the SQM. This step is then followed by an evaluation.
3. Evaluation means is gauge whether the CSR are complied. See **Exhibit 4-1** for a specimen.
4. A more useful way is to prepare another checklist and 'matrix' the CSRs to the various functions/dept/processes. This list is then shared with all relevant functions/departments, to create better awareness.
5. This second list can also be used to conduct internal audit to fulfil 9.2.2.1's requirement of sampling CSR for implementation effectiveness. See **Exhibit 4-2** for the second list.
6. Inclusion in the QMS means it should be documented and form part of the QMS. CSR details can be kept in a separate folder, and mentioned in the QM.
7. Lastly, CSR can be listed out in any manner, There is no requirement for CSR to be given along the Clauses of IATF16949 standards. This is stated in FAQ 8.



2) 9.2.2.1 Internal Audit Program (IATF16949)

(Clause Description-Paraphrase) The organization... . Integrated with these audits, the organization shall sample customer-specific quality management system requirements for effective implementation.

(Highlights of the clause)

This chapter only reminds CSR needs to be audited during internal audit.

(Compliance Best Practice)

9.2.2.1 Internal Audit Program

1) Auditing of CSR during internal audit can be done in 2 ways:

a) audit the entire list by a team;

b) split the duties to the various QMS system auditors. Example: the internal auditor auditing purchasing will be asked to audit the CSR concerning purchasing process.

2) The 2nd list comes in very handy as an audit checklist. Audit notes can be taken on it as evidence.

3) SIs & FAQs

No SIs & FAQs for this Chapter

4) Supplementary Notes

Legend: HOC= Highlights of Clause, CBP= Compliance Best Practice, S&Q= SIs & FAQ, EXH= Exhibits

Clause	Section	Clarification Subjects
4.3.2	CBP	SN6.1 Is CSR same as technical drawings and specifications?
4.3.2	CBP	SN6.2 If there is no SQM given by customer, can I say there is no CSR?
4.3.2	CBP	SN6.3 If we do like suggest, extra the important ones only and leave out the rest, are we filtering? Any problem of some CSR got miss out?
4.3.2	CBP	SN6.4 Can't we just circulate a copy to all departments and let them do what is needful?
4.3.2	CBP	SN6.5 Do we compile one CSR sheet for each customer? Or can I have a general list that include all customer's CSR in the same list?
4.3.2	CBP	SN6.6 How to refer for CSR to make it part QMS documentation?
4.3.2	CBP	SN6.7 When preparing CSR of a particular customer, must it fit into the IATF clauses?
9.2.2.1	CBP	SN6.8 What is meant by sampling for implementation effectiveness?

SN6.1. Is CSR same as technical drawings and specifications?

No, they are not the same. Customer-specific requirements are something specific to the customer, that may not be found in other customers. This is also not the same as requirements stated on the drawings or technical specs, which are better known as 'technical requirements'. However, it must be stated that some technical requirements are so important that the customers will also include them again as CSR e.g. CPK to maintain as t higher value of 1.67, instead of the common 1.33.

SN6.2. If there is no SQM given by customer, can I say there is no CSR?



Quite often a customer does not have a SQM, and the organization reports there is no CSR. This is not correct. SQM is only a convenient place for customers to list down their specific requirements. A customer not giving out a SQM does not mean it does not have specific requirements. It is the responsibility of the organization to build the list from a variety of sources e.g. meeting and email communications, PPAP, customer audit checklists, audit findings etc.

SN6.3. If we do like suggested here, extract the important ones and leave out the rest, are we filtering, and short-communicating ? Any problem of some CSR being left out?

First, the clarification on extracting. We are not extracting the important ones, but the specific ones relating to the customer, and applicable to you/your industry. It may be just a few items, or it may be a lot. Those requirements already in your general QMS need not be extracted. You can further avoid this possibility of short-communicating, by uploading the entire SQM onto a server or public folder. In doubt, the departments concerned can check on the 'original' document.

SN6.4. Can't we just circulate a copy to all departments and let them do what is needful?

Some SQM run into hundreds of pages. If you just circulate a copy to all the departments, no one will bother to read it. And organization runs the risk of not complying to CSR consistently. You need to do some spadework here, to help out the internal departments

SN6.5. Do we compile one CSR sheet for each customer? Or can I have a general list that include all customer's CSR in the same list?

One CSR checksheet for each customer is the correct way. The requirements will not mix up one with another. Firstly some customers may be sensitive about their requirements being placed onto some common list. Besides, individual list is extremely useful to prepare for customer audit. Individual list allows you to rotate the customers for CSR audit.

SN6.6. How to refer for CSR to make it part of QMS documentation?

You can mentioned this in the body of the QM, or attach a masterlist of CSR of all customers, to the QM.

SN6.7. When preparing CSR of a particular customer, must it fit into the IATF clauses?

No, you don't have to link to the IATF clauses. You should use the customer's reference code for better traceability. See FAQ8.

SN6.8. What is meant by sampling for implementation effectiveness?

Sampling means you don't have to audit every customer's CSR, or all the items. You can select customer A for this year, and Customer B for next year. However, you should show you are auditing all within the certification cycle of 3 years. This 3 year period is not a rule, but generally expected by IATF and CB. If you cannot do so, explain to the auditor. I have seen an audit client doing floor mats, with some 14-15 customers. They use a 5 year-cycle and the audit team accepts as reasonable.

5) Exhibits

Exhibit 6-1: CSR Compilation and Evaluation

Key customer requirement & Evaluation

No	Criteria	Requirement	Complying
0	CSR Document	Alliance Supplier Guide 2.3 (April 2014)	Info only
1	Record Retention Period	A/B/OBD: (Important). 10 years. Normal doc: 3 years	Yes
2	Management Review Frequency	No specs. Follow organization	Yes
3	Internal Audit Frequency	No specs. Follow organization	Yes
4	Complaint Response Format	8D Concern & Countermeasure Report Summary (8D-CCR)	Yes
5	Complaint Response Time	Containment Measure: 24 hrs Corrective Actions: 10 Working Days	Yes
6	Customer Special characteristics Identification	A: very Important. B: important, C: Regulatory (OBD)	No. Not included in inspection plan
7	Cpk Requirement	>1.33	Yes
8	Process and Product audit requirement	No specs.	Yes
9	Layout Inspection/ Functional Testing frequency	Once a year, Inspection Report Supplier Test Plan and Report	Yes
10	Part approval process	Refer ASG Section 7.1	Yes
11	PPAP Submission items	Refer ASG Section 7.1	Yes
12	Others		
Other sources of CSR			
1	Customer audit	Customer requires improvement on Yototen program. 16 Jun 2016	Yes

Action Plan

Item	Action	Due date	Incorporated into (QMS Doc)
6	Inspection plan to include the special characteristics	30 Jun 2017	QA WI XXX

Remarks given here explain on the Exhibit. Do not include them as part of the document

- SQM contains a lot of requirement but most are common things. And you would probably have them catered for by your QMS already. To be effective, you should compile just what are the unique or special ones
- The step of evaluation of CSR is a requirement. Most organizations did not do it in the early year of transition

Exhibit 6-2.CSR-Processes Matrix.

No	Criteria	Requirement- Nissan	Management	Sales & Mkt	Process Design	Planning & Orders	Product-ion	Store & gelly	OAQC	MTN & Tooling	HR	Purchase	QMR/ DCC
0	CSR Document	Alliance Supplier Guide 2.3 (April 2014)											
1	Record Retention Period	A/B/OBD: (Important). 10 years. Normal doc: 3 years			x								x
2	Management Review Frequency	No specs. Follow organization	x										x
3	Internal Audit Frequency	No specs. Follow organization	x										x
4	Complaint Response Format	8D Concern & Countermeasure Report Summary (8D-CCR)		x					x				x
5	Complaint Response Time	Containment Measure:24 hrs Corrective Actions: 10 Working Days		x					x				x
6	Customer Special characteristics Identification	A: very Important. B: important, C: Regulatory (OBD)			x				x				x
7	Cpk Requirement	>1.33			x				x				
8	Process and Product audit requirement	No specs.											x
9	Layout Inspection/	Once a year, Inspection Report Supplier Test Plan and Report											x

	Functional Testing frequency												
10	Part approval process	Refer ASG Section 7.1		x	x				x				x
11	PPAP Submission items	Refer ASG Section 7.1		x	x				x				x
12	Others	None											
	Other sources of CSR												
1	Customer audit	Customer requires improvement on Yototen program. 16 Jun 2016			x		x						x

Remarks given in this section explain on the exhibit. Do not include them as part of the document

By distributing responsibilities of managing CSR has 2 advantages:
a) the internal departments have no excuse that they are not aware
b) internal auditors can use this matrix to audit for CSR.

>>End of Chapter 6 <<