



**CNH INDUSTRIAL  
CUSTOMER-SPECIFIC  
REQUIREMENTS FOR  
ISO/TS 16949**

**Date: 21/09/2015**

**Revision 00**

**Page 1 of 8**

**CNH INDUSTRIAL**

**FPT INDUSTRIAL**

**AND**

**IVECO**

**CUSTOMER-SPECIFIC REQUIREMENTS**

for use with

ISO/TS 16949:2009

Revision 00 – September, 2015

	<b>CNH INDUSTRIAL CUSTOMER-SPECIFIC REQUIREMENTS FOR ISO/TS 16949</b>	
<b>Date: 21/09/2015</b>	<b>Revision 00</b>	<b>Page 2 of 8</b>

**Table of Contents**

Scope of the Document.....3

Section A – General Procedures.....3

Section C – FPT Industrial and IVECO -Specific Requirements added to ISO/TS16949.....5

    1. Sustainability (Ref. ISO/TS 16949 § 6.4 – 6.4.1) .....5

    2. Customer Representative (Ref. ISO/TS 16949 § 5.5.2.1) .....5

    3. Special characteristics related documentation (Ref. ISO/TS 16949 § 7.2.1.1) .....5

    4. REACH - IMDS (Ref. ISO/TS 16949 § 7.2.1 Point C) .....6

    5. Special Characteristics (Ref. ISO/TS 16949 § 7.3.2.3) .....6

    6. Periodic layout inspection and functional testing (Ref. ISO/ITS 16949 § 8.2.4.1).....6

    7. Prototype Programme (Ref. ISO/TS 16949, § 7.3.6.2).....7

    8. Field Management (Ref. ISO/TS 16949 § 8.5.2.4).....7

    9. Organizations Performance Analysis (Ref. ISO/TS 16949 § 5.6) and Review Output  
    (Ref. ISO/TS 16949 § 6.2.2.3) .....7

    10. Product approval process (Ref. ISO/TS 16949 § 7.3.6.3) .....7

    11. On Job Training (Ref. ISO/TS 16949 § 6.2.2.3) .....8

    12. Incoming Material Quality (Ref. ISO/TS 16949 § 7.4.3.1) .....8

    13. Customer Owned Production Tooling (Ref. ISO/TS 16949 § 7.5.4.1) .....8

    14. Supplier Status Special Notifications (ISO/TS 16949, item 8.2.1.1) .....8

    15. Revision History .....8



# CNH INDUSTRIAL CUSTOMER-SPECIFIC REQUIREMENTS FOR ISO/TS 16949

Date: 21/09/2015

Revision 00

Page 3 of 8

## Scope of the Document

This document defines Customer Specifics of FPT Industrial & IVECO in order to complete the ISO/TS 16949:2009 Quality System Requirements, and relates them with the technical documentation used in the relation between FPT Industrial, IVECO and the Organizations (Drawings, Norms, Procurement Specification, Request For Quotation and other documentation).

In this document, the terms “Organization” and “Supplier” are interchangeable, both representing the company (or site) being registered to ISO/TS 16949.

Every Nation where FPT Industrial & IVECO have productive plants can add local supplements to these Customer-Specifics.

For additional Customer Guidance consult contractual Statement of Requirements as main reference

## Section A – General Procedures

The Customer-Specifics complement the already used general procedures that rule the supply relation between FPT Industrial, IVECO and the Organizations.

The fundamental procedures are the following:

#	PROCEDURE DESCRIPTION	SPECIFICATION NR.	
		IVECO	FPT
1	General Purchasing Conditions	18-0001	Terms and conditions of purchase order
2	Quality Of Supplies	18-0001 att 3	FPI9.01102
3	Supply Material Certification Quality Document - Product Quality And Conformity Certificate	PUR30	FPI 9.01103
4	Use Provisions For The I.M.D.S. (International Material Data System) System (ref Regulation (EC) No 1907/2006)	19-0500 18-0030	FPI9.01108
5	Qualification Of Production Parts New Components (Buy)	PUR 30	
6	Process Planning Review Procedure	PUR13	
7	Process Audit and PSA (Potential Supplier Assessment) Procedure	PUR 14	
8	Production Demonstration Run	PUR 15	
9	Management of IRW (Buy Components)	PUR 30	
10	Reinforced Control Plan	PUR 30	FPI.MAP048
11	Quality Monitoring Of Direct Materials Supplies At Manufacturing Factories And Spare Parts Storehouses	19-0360	08018
12	CSL – New Business Hold	PUR 16	



# CNH INDUSTRIAL CUSTOMER-SPECIFIC REQUIREMENTS FOR ISO/TS 16949

Date: 21/09/2015

Revision 00

Page 4 of 8

## Section B – Connection between FPT/IVECO Customer-Specifics and ISO/TS16949

ISO/TS 16949:2009	DESCRIPTION	CUSTOMER-SPECIFICS	
		IVECO	FPT
4.2.4.1	Records Retention	PUR 30	FPI9.01102
7.1	Planning of Product Realization	PUR 13	
7.1.1	Planning of Product Realization – Supplemental	Timing Chart	
7.1.2	Acceptance Criteria	18-0011 18-0016	FPI.9.01102 FPI.IFN053
7.1.3	Confidentiality	Confidentiality Agreement	
7.1.4	Change Control	PUR 30	
7.2.1	Determination of Requirements related to the Product	FPI9.01102 PUR 01 Attachment 06 Request For Quotation (RFQ) and Statement Of Requirements (SOR)	
7.3.2.3	Special Characteristics	18-0011 18-0016	FPI9.01102 FPI.IFN053
7.3.6.2	Prototype Programme	19-0360 18-0011	FPI. PLP064 FPI.9.01102
7.3.6.3	Product Approval Process	PUR 30	
7.4.1.3	Customer Approved Sources	PUR 01 Attachment 06 Request For Quotation (RFQ) and Statement Of Requirements (SOR)	
7.5.1.1	Control Plan	18-0011 18-0016 PUR 30	FPI.9.01102 PUR 30 FPI.MAP048
7.5.1.7	Feedback of Information from Service	08018 Supply Quality Performance (SQP)	
7.5.3	Identification and Traceability	PUR30 18-0015	FPI.IFP057
7.6.3.2	External Laboratory	PUR 30	
8.2.1.1	Customer Satisfaction – Supplemental	08018 Supply Quality Performance (SQP) PUR 16	
8.2.2.2	Manufacturing Process Audit	PUR 14 PUR 15	
8.2.4.1	Layout Inspection and Functional Testing	PUR 30	



# CNH INDUSTRIAL CUSTOMER-SPECIFIC REQUIREMENTS FOR ISO/TS 16949

Date: 21/09/2015

Revision 00

Page 5 of 8

ISO/TS 16949:2009	DESCRIPTION	CUSTOMER-SPECIFICS		
		IVECO	FPT	
8.3.4	Customer Waiver	PUR 30		
8.5.2.1	Problem Solving	19-0360	08018	
8.5.2.4	Rejected Product Test/Analyses	19-0360	08018	
		Supply Quality Performance (SQP)		

## Section C – FPT Industrial and IVECO -Specific Requirements added to ISO/TS16949

### 1. Sustainability (Ref. ISO/TS 16949 § 6.4 – 6.4.1)

The Organization shall give evidence of compliance to the main pillars of sustainability, showing compliance in terms of personnel safety (for example, as applicable and not complete: fire permission, work safety assessment), environmental safeguard (for example, as applicable and not complete: environmental operative licenses), interaction with the surrounding context (for example, as applicable and not complete: effective communication with third parties for social or environmental purposes, when needed).

### 2. Customer Representative (Ref. ISO/TS 16949 § 5.5.2.1)

The Organization's Top Management shall individualize in its structure at least one Customer Representative in the Quality Department and/or in the Technical Area.

The Representative shall have responsibility and authority to ensure that these Customer requirements are addressed and implemented.

### 3. Special characteristics related documentation (Ref. ISO/TS 16949 § 7.2.1.1)

Supplier shall draw up a specific documentation related to qualification and/or homologation and to production processes from which it must be evident, moreover, how, by whom and with which results the involved characteristics have been put on trial and approved. This documentation shall be stored by the Supplier for at least 15 years. Supplier shall ensure that checks and inspections can be performed by competent authorities.

#### Remarks:

- FPT Special Characteristics related to components with Part level S (safety) are identified by PQC-S.

	<b>CNH INDUSTRIAL CUSTOMER-SPECIFIC REQUIREMENTS FOR ISO/TS 16949</b>	
<b>Date: 21/09/2015</b>	<b>Revision 00</b>	<b>Page 6 of 8</b>

- Iveco Special Characteristics related to components with Part level S (safety) are identified by “CNH2-S”

#### **4. REACH - IMDS (Ref. ISO/TS 16949 § 7.2.1 Point C)**

The Organization, if requested (i.e. according Directive on End-of Life Vehicle 2000/53/EC, EU Regulation (EC) No 1907/2006), shall upload to the International Material Data System (IMDS), <http://www.mdssystem.com>, the data related to the chemical composition of its products. The Organization is even responsible for the data uploaded to IMDS related to the products of its own Suppliers.

In case of product under development, the data uploading shall be done before the Pilot Phase.

#### **5. Special Characteristics (Ref. ISO/TS 16949 § 7.3.2.3)**

A product characteristic is a potential "Key" characteristic when its variation out of the technical specifications (Non-Conformity) can compromise important aspects of the product itself, such as passenger safety (Report or PQC-S or CNH2-S), Law/Legal approval Conformity, external Customer satisfaction, internal Customer satisfaction.

Supplier can use its proper symbology for the identification of Key characteristics. However, a correlation table must be established between Supplier and Customer documentary systems and must be quoted on the drawing. Standard FPT-FPI.IFN053 or Iveco Std. 18-0011 must always be considered.

#### **6. Periodic layout inspection and functional testing (Ref. ISO/ITS 16949 § 8.2.4.1).**

Organization shall plan dimensional inspections and functional tests even if not expressly required by the Customer; this plan shall fulfill as minimum with the following (see PUR 30 for details):

- Complete Self-Qualification every 2 (two) years (unless otherwise agreed by SQE).
- Complete dimensional and material controls once per year.

Records shall be available for Customer review and results must be submitted to Customer for revision.



# CNH INDUSTRIAL CUSTOMER-SPECIFIC REQUIREMENTS FOR ISO/TS 16949

Date: 21/09/2015

Revision 00

Page 7 of 8

## 7. Prototype Programme (Ref. ISO/TS 16949, § 7.3.6.2)

Supplier will provide all delivered prototype parts with Certification of Quality and Conformance of Prototypes.

Prototypes must be properly and single identified, by means on method or according to customer required (for FPT according FPI9.01103 and For IVECO according PQCC - CNH procedure for Prototypes)

## 8. Field Management (Ref. ISO/TS 16949 § 8.5.2.4)

On demand, Organization shall actively participate in the Tutorship and Field Management programs, in order to improve the Quality level of the products and to reduce the related warranty costs.

## 9. Organizations Performance Analysis (Ref. ISO/TS 16949 § 5.6) and Review Output (Ref. ISO/TS 16949 § 6.2.2.3)

The Organization's Board shall analyze the Customer satisfaction factors monthly; The analysis shall at least include the following:

- i. Performance indicators available in SQP system (e.g. PPM, PIQ, CSL)
- ii. Customer validated Action Plan monitoring, due to negative outcome ( $\leq 2$ ) of Process Audit, Production Demonstration Run, Process Planning Review.
- iii. FPT or Iveco Customer specific Implementation Plans monitoring.
- iv. Poor quality cost monitoring (e.g. scraps, reworks, sorts, CSL2 and CSL3 due to internal failures, warranty, penalties, recall campaigns for external failures).

Output of management reviews shall include detailed decisions and actions related to problems pointed out by Customer (CSL1, CSL2, PPM, etc.).

## 10. Product approval process (Ref. ISO/TS 16949 § 7.3.6.3)

The Organization shall use CNHI-like methodologies (PUR 30) for product approval process of its own Suppliers. In case the Organization cannot afford this requirement, the product approval process adopted shall be validated by SQE.



# CNH INDUSTRIAL CUSTOMER-SPECIFIC REQUIREMENTS FOR ISO/TS 16949

Date: 21/09/2015

Revision 00

Page 8 of 8

Sub-Suppliers with quality system in development that do not fulfill minimum requirements for PPAP completion, must – in accordance with the Supplier – work out an Action Plan for PPAP implementation.

## 11. On Job Training (Ref. ISO/TS 16949 § 6.2.2.3)

Procedures shall be used in order to avoid that either contractors or agency personnel are assigned to quality critical jobs.

## 12. Incoming Material Quality (Ref. ISO/TS 16949 § 7.4.3.1)

Incoming material inspection and testing – if not in free pass – are mandatory for all materials and components.

## 13. Customer Owned Production Tooling (Ref. ISO/TS 16949 § 7.5.4.1)

All the Customer owned tools, specially the ones for the low volume productions, must be subjected to preventive maintenance (see Process Audit check list). Special attention must be paid to those tools used for either low volumes or sporadic productions.

## 14. Supplier Status Special Notifications (ISO/TS 16949, item 8.2.1.1)

Supplier will have to inform its own Certification Body within 5 working days in case of notification of Customer special quality issues:

- Supplier in NBH (New Business Hold);
- Supplier with Controlled Shipment Level 2 and Level 3 (opened)
- Recall Campaign when supplier responsibility was confirmed

## 15. Revision History

DATE	SECTION	MODIFICATION
september 21 <sup>st</sup> , 2015	All	New Document

Checked and signed by  
Enrico Merighi  
CNH Industrial  
Head of Supplier Quality