

# ISO/ TS 16949: 2002 Upgrade from QS-9000

Presented By:

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# Management Support Network

## **Our Goal:**

- 1) To provide managers with practical solutions to manage quality, reduce costs and grow sales
- 2) To earn your business and to become a long-term business partner to support your future needs

## **Our Team & Our Experience:**

From our head office in Cambridge, Ontario we manage over 20 Specialists across Canada and the US, specializing in ISO 9000, ISO 14000, TS 16949, Continual Improvement (six sigma, lean manufacturing, kaizen), Health & Safety and SR&ED claims.

Our team includes a certified ISO/ TS-16949:2002 quality auditor who has completed over 400 third-party system assessments and has audited or consulted for organizations who supplied product direct to Ford, GM, Daimler-Chrysler, Toyota, Honda and Opel.

Over the last 24 months we have worked with Algoma Steel, Algonquin Automotive, Budd Automotive, Canadian General Tower (CGT), Egar Tool, Formnet, General Motors, Goodyear, Greening Donald, H&S Heat Treating, IGB Automotive, KYB, Leggett & Platt, Lincoln Moulded Products, Maple Manufacturing, Melling Tool, MPP, Niagara Piston, Northrop Grumman, Owens Corning, Progressive Moulded Products (PMP), Stratford Plastics, Schefenacker, Stackpole, Summo Steel, Textileather & Winston Steel



# What is ISO/ TS 16949:2002

## 1) Applicability

- Applicable throughout the supply chain of automotive products
- Standard is applicable at the sites of the organization where parts for production or service are manufactured.
- Support functions (design centres, headquarters, distribution) form part of the site audit but cannot obtain standalone certification

## 2) Goals of TS 16949

The development of a quality management system that provides the following to the automotive supply chain:

- continual improvement
- defect prevention
- variation reduction
- elimination of waste
- avoidance of multiple certification audits
- common approach to quality management systems

# The Relationship with ISO 9001 & Other Changes

## Quality System Family:

<b>QS-9000 - 3rd Edition</b>
<b>ISO 9001:1994 ISO 9002:1994 (20 elements)</b>

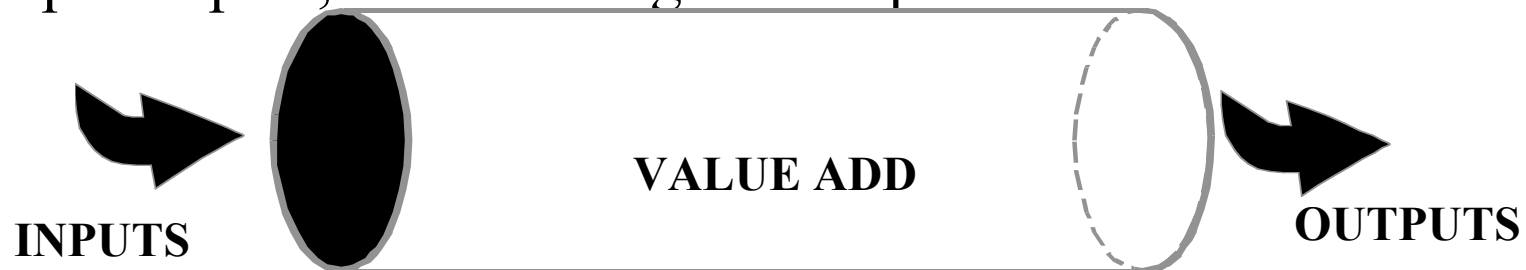
<b>ISO/ TS 16949:2002</b>
<b>ISO 9001:2000 (5 major requirements)</b>

## • Other significant changes include:

- More focus on customer specific requirements
- Process measurement
- More emphasis on proper flow of APQP
- ISO 9001:2000 & ISO 17025 for suppliers
- Process Approach for performing audits

## The Process Approach

- The TS-16949 Standard promotes the adoption of a Process Approach for managing the organization. Processes are made up of inputs, value-adding and outputs:



- An organization must manage numerous linked activities.
- A system of processes within an organization together with the interactions of these processes, and their management can be referred to as “The Process Approach”

# Upgrading the Quality Documents

- Identify all customer, support and management processes
- Identify linkages between these processes, along with effectiveness and efficiency metrics
- Use “Turtle Diagrams” to identify the process owner, responsibilities, resources, etc.
- Create a cross-reference table that maps the TS 16949 requirements to each section in the existing manual
- Create and edit forms to provide evidence of the new requirements
- Add the new requirements into the quality documentation

# TS 16949 Simplified

Management Support Network uses a practical interpretation of the TS 16949 Standard. We separate an organization's processes into three types:

## 1) Customer Oriented processes:

- Quoting/sales
- Product Design
- Product & Process Validation
- Production Delivery
- Invoicing & Payment
- Warranty/returns
- After Sales Service

## 2) Support processes:

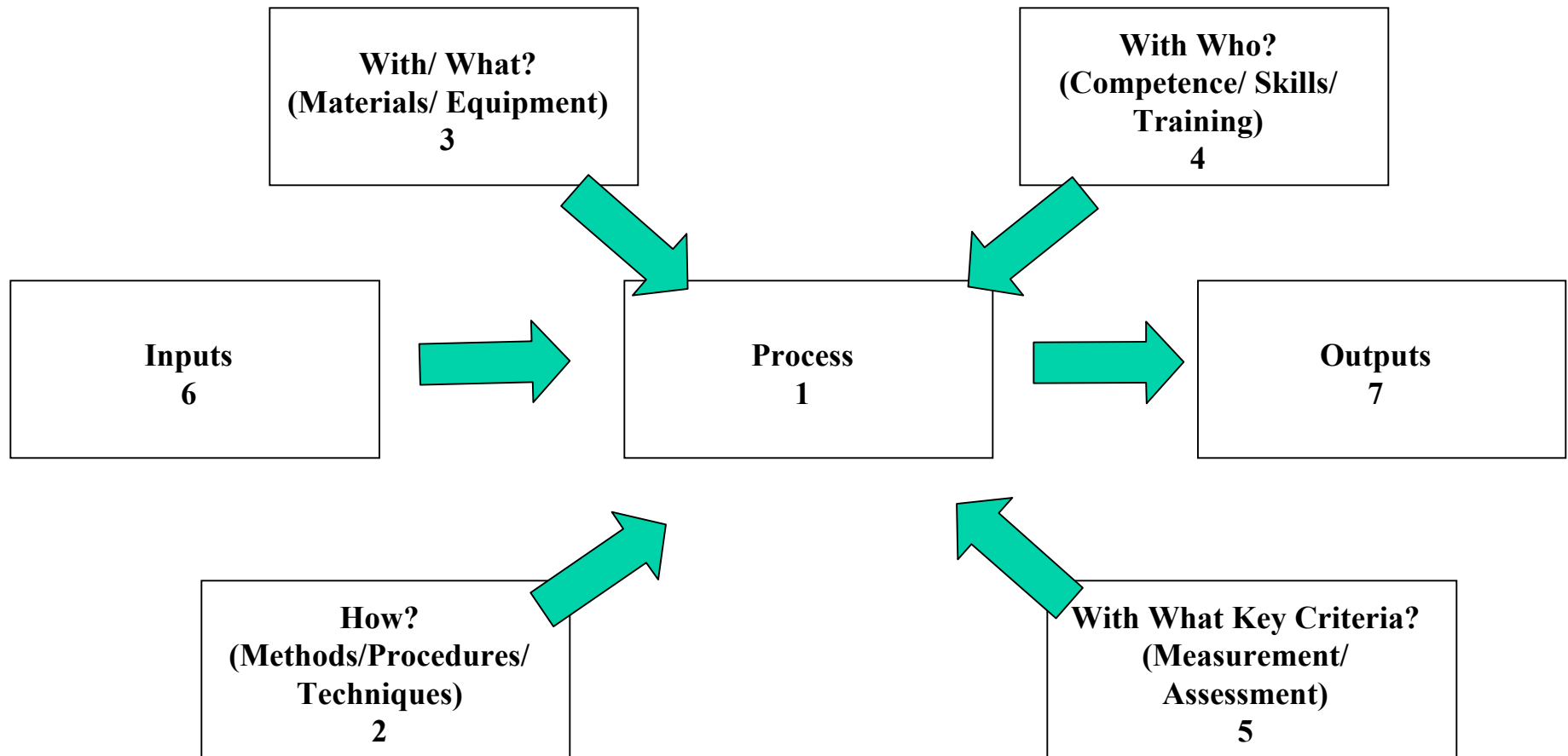
- Equipment Maintenance
- Tooling Maintenance
- Purchasing
- Change Process
- Supplier Development
- Calibration

## 3) Management processes:

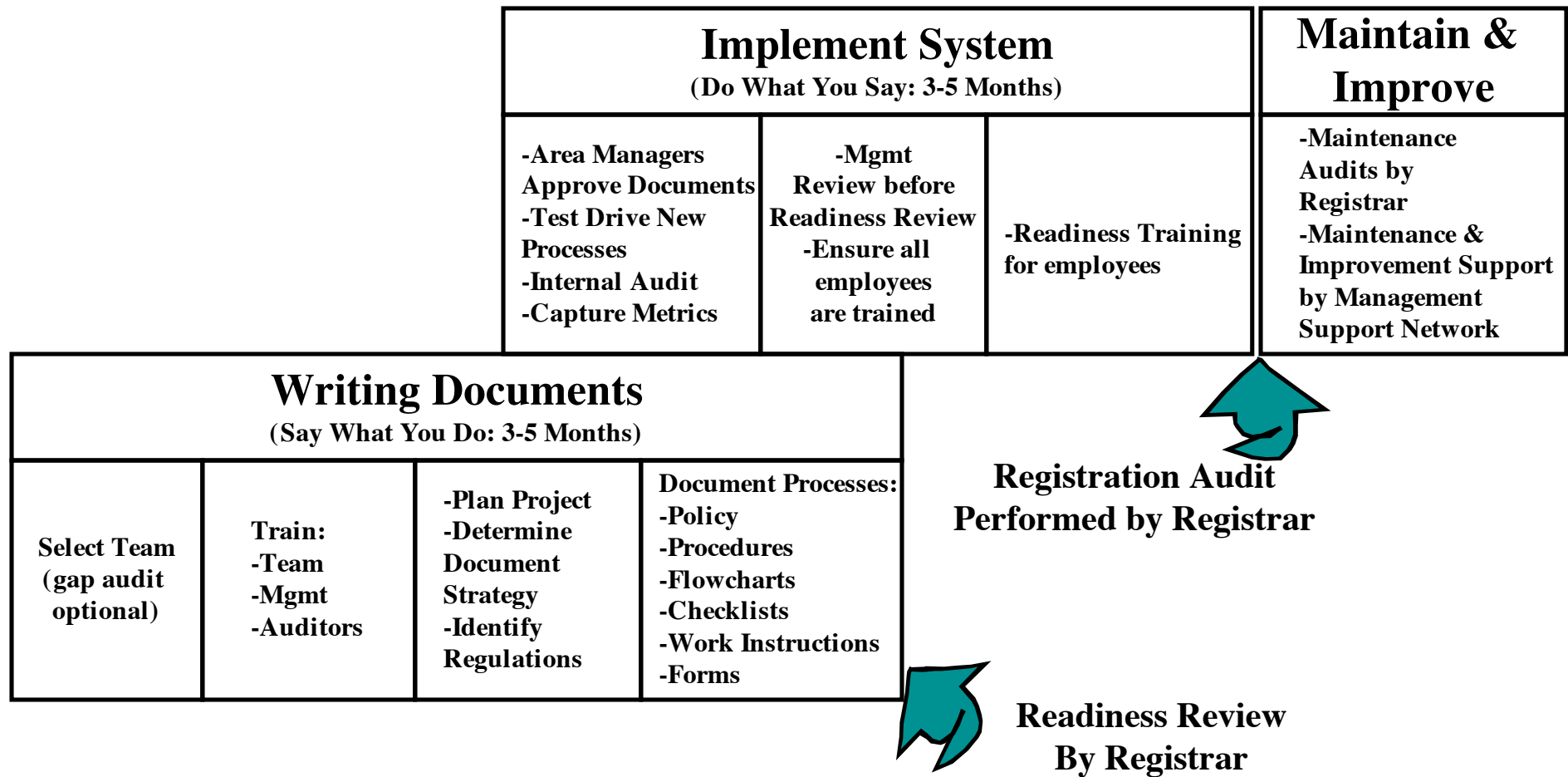
- Business Planning Process
- Internal Audit Process
- Documentation & Records Controls
- Training
- Corrective & Preventive Action
- Continuous Improvement

# “Turtle Diagram”

Process Owner:



# Critical Path to Registration



# Requirements for Document / Readiness Review

The following is to be provided to your registrar for the Stage 1 readiness review:

- Description of the processes showing sequence & interaction, including key indicators and performance trends for the previous 12 months minimum
- Evidence that all requirements of the ISO/TS16949:2002 are addressed by the organizations processes (new requirement that needs to be retained by the registrar)
- Quality manual for each site
- Internal audit results & management review planning & results for last 12 months and...
  - First cycle of TS system audits to demonstrate readiness.
  - Management Review demonstrating all new requirements
- List of qualified internal auditors (watch customer specifics)
- List of customer specific requirements & awareness
- Customer satisfaction, complaint status and scorecards

# Minimum Requirements for Registration Assessment

- One full cycle of internal audits - ALL PROCESSES - *actioned*
- Effective implementation of all TS requirements including customer specifics
- Positive performance to customer targets or action plan accepted by the customer
- Data on all processes

# Why Management Support Network?

We have helped hundreds of organizations implement and maintain effective quality management systems and is a premier provider of quality management Consulting and Training Services because:

- Our consultants:** Our team includes a certified ISO/ TS 16949 quality system auditor.
- Our consulting approach:** We do not tell you how to manage your organization. We show you the options and let you select the best option for your management style and for your organization.
- Guaranteed registration:** We have a successful consulting history of helping organizations write, implement and maintain practical quality management systems that support the goals of their organization. No extra expenses or surprises once the project starts.
- Proven methodology:** We provide project management assistance to ensure the project is delivered on-time and on-budget.
- Continual improvement expertise:** We use our six sigma, lean manufacturing and kaizen process improvement experience in our consulting methodology to show organizations how Quality Management Systems can improve their organization in the future.
- Account managers:** Every client is assigned an Account Manager to ensure the client is fully satisfied.
- Monthly payment option:** We provide equal monthly payments over the life of the project.

