Stellantis (ex PSA)
Customer Specific Requirements for Suppliers (Tier$_n$)

Global Supplier Manual - Appendix H

extracted from **Groupe PSA CSR for IATF 16949;2016 – June 2021**
https://www.iatfglobaloversight.org/oem-requirements/customer-specific-requirements/

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1 Scope of this document

The scope of this document is to ensure compliance to customer requirement by sub-suppliers of SMP Automotive who are supplying for any PSA project. This document is listing requirements for these suppliers in addition to standard IATF16949 requirements and in addition to standard SMP requirements.

2 Responsibility

Suppliers who are supplier for SMP of a component for a PSA product shall meet all requirements listed in this document during the whole project lifetime. This includes but not limited to:

- Regularly check for updates of this document on www.smp-automotive.com
- Ensure availability and awareness of related PSA standards and requirements mentioned in this document
- Ensure requirements are met in their supply chain

3 Quality objective and planning to achieve them (IATF 16949 sect. 6.2.2.1)

The quality objectives for the supplies are updated yearly. Analysis and action plans shall be implemented by the supplier in order to achieve the quality targets assigned by Groupe PSA.

The quality objectives shall be cascaded to the sub-suppliers and must be consistent with Groupe PSA targets.

4 External laboratory (IATF 16949 section 7.1.5.3.2)

The supplier must approve the choice of its inspection, testing and calibration suppliers for the development and series production of its supplies.

The approval criteria are based on the ISO/IEC 17025 standard (or national equivalent), and must be documented. Certification of inspection, testing or calibration suppliers to ISO/IEC 17025 standard (or national equivalent) by qualified bodies is required.

5 Competence – Supplemental (IATF 16949 section 7.2.1)

The supplier shall be aware of Groupe PSA requirements.

The supplier shall evaluate the skills of the project teams involved in Groupe PSA projects. The training procedure shall describe the personnel re-qualification process that must take into account the operational results at each workstation, the result of the layered process audits, time off job, etc.

6 Special Characteristics (IATF 16949 section 8.3.3.3)

The concept of "Essential Monitored Characteristics (CSE)" replaces the concept of "Special Characteristics". An "Essential Monitored Characteristic" is a product characteristic:

- for which conformity is essential to guarantee that the dispersive technical and functional characteristics are compliant,
- for which the control methods (type and frequency of controls, corrective actions, etc.) guarantee conformity of the entire production.

The "Essential Monitored Characteristics (CSE)" are listed in a specific form named "Parts Inspection Standard" (PCP in French).

The supplier shall use Groupe PSA procedure to identify and manage special characteristics.

Major symbols to be used:

- Safety characteristic 

- Regulatory characteristic 

- Safety and regulatory characteristic 

All reference documents regarding CSE approach and all associated symbols are defined in SQM document.

The organization may use its own special characteristics symbols for internal use but in that case the organization shall:

- ensure a bijective correspondence (one to one) with the symbols defined by Groupe PSA
- document the equivalence of the internal symbols with Groupe PSA symbols and reference the equivalence when the organization uses internal symbols in its communication with Groupe PSA.

7 Design and development changes (IATF 16949 section 8.3.6.1)

All design changes, including those proposed by the organization, shall have written approval by the authorized SMP representative, or a waiver of such approval, prior to production implementation. See SQM document for the process to be applied.

Changes in a supply or its manufacturing process proposed by the supplier during mass production are to be classified according to GROUPE PSA classification system. The changes are to be managed according to a method specific to each class (see reference document “Classification of the evolution requests for a supply or a manufacture process, made by the supplier reference DTI_DQI08_0020). See also chapter 8.5.6.1 Control of changes- supplemental.

8 Customer Directed Sources (IATF 16949 section 8.4.1.3)

If necessary, a tripartite agreement that correctly distributes the responsibilities of each party must be signed (between PSA GROUP, tier-1 supplier and tier-n supplier).

9 Supplier Quality Management System development (IATF16949 section 8.4.2.3)

This chapter applies to suppliers of the organization who are providers of parts or components, materials, production processes (such as providers of heat-treating, painting, and other finishing services).

Indirect and service providers are not included in this requirement (training providers, no added value on manufacturing processes, logistics, packagers…)

The organization shall require from his own suppliers a process for product and manufacturing process qualification, ensuring that only qualified components / material are used for assembled parts (refer to chapter 8.3.4.4 of IATF 16949 standard) and an incoming inspection, the frequency of which is in line with supplier performance.

10 Information for external providers — supplemental (IATF 16949 section 8.4.3.1)

The supplier shall cascade Groupe PSA’s requirements to the tier suppliers (technical specification and special characteristics (see chapter 8.3.3.3), product and process specific standards needed to be applied (e.g.: Initial samples, traceability, FIFO and labelling requirements…).

11 Identification and traceability — supplemental (IATF 16949 section 8.5.2.1)

Traceability rules are defined and applied according to the class of traceability of the finished product.

A traceability system must be defined by the supplier according to the class of traceability of the finished product and including strict calculation of dilution rate. Refer to specific PSA procedure “'Traceability: PCA Peugeot Citroën Requirements” reference 01272_07_00279).

The supplier must prove that its traceability system is effective, including the tier-2 suppliers.

12 Control of Changes — supplemental (IATF 16949 section 8.5.6.1)

Changes in a supply or its manufacturing process instigated by the supplier during mass production are to be classified according to Groupe PSA classification system. The changes are to be managed according to a method specific to each class (see reference document “Classification of the evolution requests for a supply or a manufacture process, made by the supplier reference DTI_DQI08_0020).

13 Customer Authorization for Concession (IATF 16949 section 8.7.1.1)

A request for an "authorization to deliver non-compliant supplies" shall be submitted by the supplier for any deviation with the specification. It is required during development and also during mass production.

14 Control of Reworked Product (IATF 16949 section 8.7.1.4)

The supplier shall obtain authorization from customer before carrying out rework or repair operations not planned during the initial qualification. The authorization request comes with rework procedures and an analysis of associated impacts.

15 Monitoring and Measurement of Manufacturing Processes (IATF 16949 section 9.1.1.1)

The supplier must implement "Reverse P-FMEA`s" to:

- Identify new potential failure modes in shop floor (Proactive Risk Reduction Process),
- Confirm or update current Occurrence/Detection levels (Process optimization).

The Reverse P-FMEA is an "on-station review" by a cross-functional team.

16 Manufacturing Process Audit (IATF 16949 section 9.2.2.3)

The supplier must conduct Layered Process Audits (LPA), the aim of which is to ensure consistent application and execution of standards. LPA are to be performed by Operational Managers.

LPA shall be implemented for all operational areas (manufacturing, logistic, maintenance). All shifts shall be audited.

All management level should be involved (from team leader to top management) but at least the management of operational teams shall be involved (ex: in manufacturing area, from shift/team leader to manufacturing leader)

NOTE: no specific auditor qualification is required to perform LPA but LPA performers shall be trained and qualified.

17 Product Audit (IATF 16949 section 9.2.2.4)

During development phase, in order to validate the supplier's production control plan and to ensure that any quality issues that may arise are quickly identified, contained and corrected at the supplier's location, the supplier shall implement a quality wall and establish containment stations, which must be off-line, separate, and independently checked from the normal manufacturing process and located at end of process.

18 Change log

Revision	Date	Description
1	30.09.2020	first issue
2	01.03.2021	Carry over in B.A.Se
3	30.07.2021	Completely revised