

RENAULT GROUP

**Customer-Specific Requirements
for use with IATF 16949:2016**

3rd Edition – November 2023

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Customer-Specific Requirements For Use With IATF 16949:2016 November 2023

Foreword: Part quality requirements are contractualized through the Renault Group's standard 00-10-415 and RGPQP which is formally conforming to expectations as mentioned in IATF 16949:2016 standard. Renault Group requests the organizations to deliver only good parts to its plants. The organizations shall define and implement continuous scheduled action plans.

The organizations shall demonstrate exhaustively and at any request that its entire production is conforming to Safety and Regulatory Characteristics in vigor for the commercialization countries.

1. Scope

IATF 16949:2016 and this document define the fundamental quality system requirements for organizations supplying production and/or service parts to Groupe Renault and its affiliates.

2. References

Information regarding the technical documents that are to be used when working with Renault Group are listed and transmitted through the RFQ package and available through the Groupe Renault B2B portal.

3. Definitions

RGQP: Renault Group New Product Quality Procedure

RGP: Renault Group Purchasing

ASES: Advanced Supplier Evaluation Standard

OO: IATF Oversight Office

PESES: Process Engineering Skills Evaluation and Support

RFQ: Request For Quotation

SAM: Supplier Account Manager

SCQR: Supplier Customer Quality Representative

SHC: Supplier Health Check

OSA: One Single Audit

RSSC: Renault Supplier Score Card

4. Requirements:

4.4.1.1. Review of the requirements for products and services

The organization shall demonstrate exhaustively that its entire production is conforming to Safety and Regulatory Characteristics.

Safety and Regulatory characteristics as mentioned on the part drawing must be taken into account in the Control Plan applied during production and Conformity Of Production Trials must be performed respectfully with defined methods and frequency.

The organization shall be compliant to updated Regulations in the country of commercialization. Evidence of tests with results and synthesis reports must be provided on customer's request. Such evidence shall be kept available accordingly to defined storage period.

5.1 Leadership and commitment

Renault Group requests that the organizations consider and implement good practices regarding sustainable development / social responsibility, especially in the following areas:

No child labor / No forced work / Working conditions / Health and Safety / Environmental protection.

Applicable evidence may include:

- having access to the Renault Group Corporate Social Responsibility guidelines, and having access to the organizations' signed commitment to DDSF (Déclaration des Droits Sociaux Fondamentaux)
- 2nd party evaluation (for example, customer evaluation)
- 3rd party evaluation, such as ISO 26000 evaluation, OHSAS 18001 / ISO14001 certification,

Any other system demonstrating that sustainable development / social responsibility concerns are taken seriously by the organization will be accepted.

5.1.2 Customer focus

The implementation of the organization's quality management system and its ability to meet Renault Group's requirements can be carried out by Renault Group using the Alliance audit tools such as ASES, PESES or SHC.

The organization shall achieve a minimum level of C rank after ASES evaluation.

In some cases, the organization may be requested to achieve a minimum ASES level of B rank. If the organization is evaluated at an ASES level of D rank, they will either receive no business or will be obliged to commit at top management level to provide the necessary resources and action plan to achieve the required Quality level.

7 Resources

The organization must have a Supplier Customer Quality Representative (SCQR) responsible for RGPQP deployment within their organization.

The SCQR can be at plant or at group level.

The SCQR is a person who was trained to RGPQP (with training update every 3 years) and who has the authority to deploy RGPQP throughout the organization.

7.2 Skills and Training

The organization staff in contact with the Renault Group during the quotation phase, project development phase and mass production phase must have been trained to RGPQP.

Evidence may include, but are not limited to training records, explanation of RGPQP and demonstration on how to access to RGPQP requirements and templates.

The organization shall qualify workers on workstations producing Safety and/or Regulatory characteristics and on Final Control stations.

9.1.2.1 Customer Satisfaction

In case of repeated and/or recurring unsatisfactory performance of the Supplier, Renault Group may issue Performance Complaints through the IATF Complaint Management System (IATF CMS).

This might be driven by L3 / L4 RSSC, SHC / ASES / OSA poor level, Trust Disruption, or Plant Blockage/ recall campaigns.

The supplier is requested to actively cooperate with its IATF certification body to manage the Complaint in a timely and effective manner.

Renault Group considers this measure as a means for verifying if any QMS's failure or deviation might be the root cause for poor performance, therefore Renault Group expects a systemic approach from both the certified client and the certification body.

In more detail, each Complaint issued by Renault Group shall be addressed as follows:

1- Review the problem statements for accuracy and completeness. Look for systemic issues, and full details for the history of the problem solving and corrective action process. Look for which process(es) failed in the QMS, including competence, product/process validation etc.

An OEM acceptance of a corrective action or plan is not sufficient to address the root cause of the QMS issues.

2- Focus on the interface between remote support processes and the production site (if applicable) using documents or outputs from the remote support locations used by that specific manufacturing plant.

3- Identify areas in the organization where similar failure modes could occur. Do not focus on just the specific problems identified in the customer score cards or complaint(s). Look for the systemic issue in the QMS and the relevant suppliers which permitted the unacceptable performance to occur, do not just focus on the initially identified problems.

4- Ensure the supplier used objective data to validate that the permanent corrective action implemented did eliminate the root cause, the actions preventing the recurrence of the problem and that the data collected (including product validation) was for a time appropriate for the problem (type, severity, duration, detection methods, etc.)

5- Look for senior management leadership driving a culture which ensures that permanent corrective actions are maintained over time, sustaining long-term improvement activities.

Renault Group expects that:

--the certification body decides autonomously about suspending or not suspending the certified client basing its judgement on the above criteria, as a minimum.

--In case a suspension is raised, Renault Group expects that the certification body decides autonomously about reinstating or withdrawing the client's certificate basing its judgement on the above criteria, as a minimum.

9.2.2.4 Product audit

As systematic preventive action against non-conformity occurrence that could lead to major issue, the organizations shall reserve workstations and final control with Safety or/and Regulatory marks to workers with dully controlled experience and practice.

Regular observation reports can be requested during different audits at shop floor level.

10.3.1 Design and Process/Facility Site Changes

The organization shall inform the relevant contact in Renault Group : Product Engineering, SAM in Renault Group Procurement and the relevant Supplier Quality contact about change proposal using the formats Design Change Request or Process/Facility Change Request- available in RGPQP

The organization shall get feedback from Groupe Renault prior to start change implementation.

10.2.3 – 10.2.4 Control of non-conforming output

The organizations shall review FMEA by using Reverse FMEA (R-FMEA) tool.

In order to switch from corrective to preventive actions, the organizations shall check at shop floor level their existing FMEA and provide necessary activities to avoid occurrence or at minimum to improve detection of non-conformity.

10.2.3 Nonconformity and corrective action

The organizations shall define, implement and review necessary continuous and scheduled action plan in order to insure ZERO NON CONFORMING PART delivered to any Groupe Renault-plants. This road map heading to zero default shall be regularly recorded and be available during audits or Performance Reviews.

5. Additional Information regarding Renault Group position vs IATF 16949:2016

Renault Group and the core tools

FMEA	<p>As defined in RGPQP: Unless otherwise specific request from Renault, the supplier can use his own standard or automotive industrial guideline for FMEA/AMDEC such as AIAG (Automotive Industrial Action Group), VDA (Verband der Automobilindustrie e.V.).</p> <p>FMEA/AMDEC should be a living document, used to evaluate risks and therefore updated regularly along with the latest changes (7.1.4)</p> <p>Reverse FMEA/AMDEC (R-FMEA) tool must be applied to review FMEA/AMDEC.</p>
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MSA	<p>As defined in RGPQP: The gauge must be confirmed by the supplier for Bias/ Linearity/ Repeatability/Reproducibility and/or other methods as required and detailed on the Gauge Specification Sheet. The supporting documentation should be submitted with the Gauge Approval Sheet to Groupe Renault-Nissan on request.</p>
APQP	<p>As part of purchasing contracts, Groupe Renault requests the use of RGPQP . “ The organizations is required to rigorously apply RGPQP to identify all reasonably foreseeable potential safety issues and to take preventative actions to ensure that such safety issues do not occur during the use of the product” . The structure of RGPQP is similar to the structure of the AIAG APQP document. This has been done to facilitate the understanding of RGPQP Note : Though not forbidden, a detailed check of an RGPQP file is not requested from the certification bodies</p>
PPAP	<p>The equivalent for Groupe Renault of the “Production Part Approval Process” is the PSW package of the RGPQP (“Renault Group Product Quality Procedure”). The equivalent for Groupe Renault of the “PPAP submission” or “PPAP package” is the PSW (Part Submission Warrant) Package.</p>
SPC	<p>As defined in RGPQP: Identification of all characteristics to be studied These shall include items from the Special Characteristics and Key Features diagram as a minimum. Measurement data analysis method to be used (e.g. Cpk, TAG etc.) Target value of process capability for each identified characteristic Specification (nominal and tolerance) of each identified characteristic Sample size for each identified characteristic Schedule for collection and analysis of measurement data Device/Tool for measuring/inspect characteristics of a product (e.g. Coordinate Measuring Machine (CMM))</p>

Notification to certification bodies

Status	Notification to CB
<p>In addition to PPM /Ranking (Km0 incident and/or warranty incident) / RGPQP /Alerts, RSSC of organizations became a Key Quality indicator : L3 / L4 RSSC could lead the organizations to be enlisted in Red/Yellow list</p> <p>Or any other relevant criteria as : SHC / ASES / OSA poor level, Trust Disruption, Blockage/ recall Campaigns</p>	<p>Renault Group may issue a Performance Complaint through the IATF Complaint Management System (IATF CMS).</p> <p>according to IATF rules, after detecting a serious quality problem such as repetitive car blockages, recall campaigns, recurrence of Quality alarms (L3/L4 RSSC), ASES / SHC or OSA weak results or insufficient involvement in Rank Up activities, Trust Disruption (not validated Transfer, design/process change...)</p> <p>These situations may also lead to a Business Hold through the Red/Yellow list procedure in use within Renault Group.</p>

Change Control for Version 2.0:

1. Change wording of IATF 16949 into IATF 16949:2016
2. Change wording of supplier into organization to be consistent with the IATF 16949:2016
3. Change the wording of the Foreword
4. Scope redefined to focus on CSR use for CB's, other items are inside the requirements chapters
5. Definitions updated
6. Requirements 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9: link to the corresponding requirements inside ISO 9001 and IATF 16949 added
7. Requirement 4.1 Leadership and commitment: rewording of the RSE requirements
8. Requirement 4.2 Customer focus: rewording
9. Requirement 4.3 Resources: complement on SAR training and authority.
10. Requirement 4.4 Skills and training: rewording of the qualified workers
11. Requirement 4.5 Design and Process/Facility Change request: rewording
12. Requirements to CB named "The certification body quality follow-up" deleted as they are already included in the IATF Rules
13. Focus on key items: deleted as it's already included in the requirements chapters
14. Groupe Renault and the core tools: rewording to be consistent with Groupe Renault's ANPQP
15. Groupe Renault Notification to Certification Bodies: rewording
16. Add Change control information

Change control for version 3.0

1. Renaming of the company from Groupe Renault to Renault Group.
2. Due to Renault/ Nissan/ Mitsubishi relationship evolution,
 - a. Alliance wording has been changed , e.g.:
 - i. ANPQP becomes RGPQP
 - ii. SAR SCQR
 - b. acronyms and definitions have been adapted.
3. Introduction of Renault Supplier Score Card (RSSC) as a key indicator of supplier quality performance
4. Add new detailed paragraph : 9.1.2.1, Customer Satisfaction
5. Details for Certification bodies