

Renault
Group



Renault Group's Customer Specific Requirements
to IATF 16949 evolution
2023 evolution

CSR EVOLUTION 2023

Objective of this presentation

Content of the revision

Contact person

1. Objective of this presentation

- To share the evolution of the Groupe Renault's CSR

2. CSR evolutions

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

3. Contact person

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APPENDIX

CSR EVOLUTION 2023

CSR evolution 2023 details

1- GROUPE RENAULT becomes RENAULT GROUP

Was:

Groupe Renault

Is:

Renault Group

CSR EVOLUTION 2023

CSR evolution 2023 details

2- Due Renault and Nissan rebalancing relationship , rewording are necessary

Was:

ANPQP

APO

ASES

SAR

Is:

RGPQP: Renault Group Product Quality Procedure

RGP : Renault Group Purchasing

ASES: Advanced Supplier Evaluation Standard

SCQP: Supplier Customer Quality Representative

CSR EVOLUTION 2023

CSR evolution 2023 details

3- Introduction of Renault Supplier Score Card (RSSC) as a key indicator of supplier quality performance

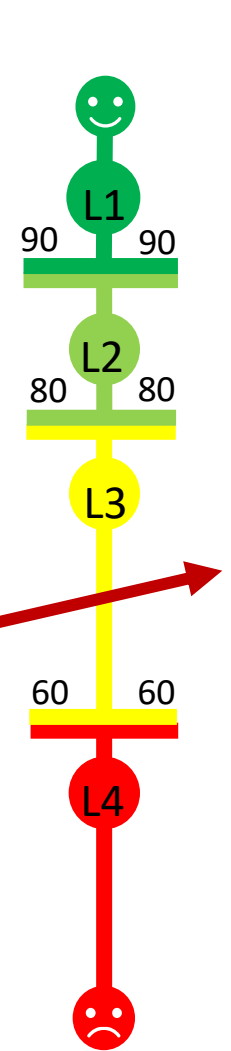
Was:

No definition

Is:

New RSSC

1. Level of achievement
2. Detail of weighting



WEIGHTS

| KPI | Weight |
|--|---------------|
| SIR (Reactivity) | 10 % |
| Project Performance (Project claims & RGPQP) | 20 % |
| Km0 Performance (PPM & Ranking Km0) | 25% (10 + 15) |
| Warranty Performance (GMF 3MIS & Ranking WAR) | 45% (30 + 15) |

DEMERITS

| | |
|------------------------------|----------------|
| Blockages & Recall Campaigns | 2 pts - 30 pts |
|------------------------------|----------------|

OBJECTIVES

| Target | Weight |
|--------------------|--------|
| Target Achievement | 100 % |

CSR EVOLUTION 2023

CSR evolution 2023 details

4- Add new detailed paragraph : 9.1.2.1, Customer Satisfaction

Was:

nothing

Is:

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 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.

CSR EVOLUTION 2023

CSR evolution 2023 details

5- Details for Certification bodies

Was:

| Status | Notification to CB |
|--|--|
| In addition to PPM Alerts, RANKING of organizations became a Key Quality indicator : high ranking lead the organizations to be enlisted in Red/Yellow list | Groupe Renault may notify the supplier with a copy to the OO related to the corresponding Certification Body, according to IATF rules, after detecting a serious quality problem such as repetitive car blockages, recall campaigns, recurrence of Quality alarms (Ranking, PPM), weak ASES results or insufficient involvement in Rank Up activities. These situations may also lead to a Business Hold through the Red/Yellow list procedure in use within Groupe Renault. |
| Blockages: Recall Campaigns, Warranty incidents, ... | |

Is:

| Status | Notification to CB |
|--|---|
| 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 Or any other relevant criteria as : SHC / ASES / OSA poor level, Trust Disruption, Blockage/ recall Campaigns | Renault Group may issue a Performance Complaint through the IATF Complaint Management System (IATF CMS). 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...) These situations may also lead to a Business Hold through the Red/Yellow list procedure in use within Renault Group. |



Thank you