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IATF 16949 Customer-Specific Requirements of the Volvo Group

Quality lasts when we put it first. Every day in the Volvo Group, we are relentlessly working to improve our processes, products, services, and competences to be the best in class in our industry.

This document supplements IATF 16949 requirements and applies to all supply partners for:

- Volvo trucks,
- Mack Trucks,
- Renault Trucks,
- Volvo Eicher Powertrain (VEPT),
- Volvo Eicher Commercial Vehicles (VECV),

It does not supersede Supply Partner Quality Assurance Manual (SPQAM), Code of Conduct nor any other Supply Partner's related document, which are to be considered as Customer Requirements (as defined in IATF 16949).

They can be downloaded at: https://www.volvogroup.com/en/suppliers/our-supplier-requirements.html.

Martin Ranäng

Head of Supply Network Quality

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Section 1 – Volvo Group Customer-Specific Requirements

§ IATF 16949	Customer-Specific Requirement to IATF 16949	Rationale	
5.1.1.1 Corporate responsibility	Management must provide evidence that all the Requirements of the Volvo Group Supply Partner Code of Conduct are compliant both internally and throughout all the Supply Partner's supply chain.	 To specify some requirements from the Code of conduct that can be easily verified during an audit including but not limited to: No modern slavery and forced labor. Respect children's right in line with the UN Convention on the Rights of the Child Respect Working Hours and Leave Non-Discrimination and Fair Treatment Circular Economy, Waste and Water Management 	
5.3.1 Organizational roles, responsibilities, and authorities	All changes to ownership, management, or management structure and IT systems (ERP/MRP, etc), must be notified to Buyer before they are put in place, by sending the PPCN form (SPQAM § 6.13).	To clarify that also specific organizational changes must be notified to the customer.	
6.1.2.3 Contingency plan	 An Information Security Management System (ISMS) must be put in place. Its minimum requirements are: Information Security Policy and Governance: To ensure that information security policies are aligned with business objectives and are supported by senior management, creating a culture of security throughout the organization. Risk Assessment and Treatment: To ensure that the organization systematically identifies, analyzes, and treats information security risks tailored to its specific context, resources, and objectives. Incident Response Process and Plan: To ensure that the organization is prepared to detect, report, and manage security incidents effectively, minimizing impacts and preventing similar incidents in the future. 	To clarify the ISMS requirements.	

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§ IATF 16949	Customer-Specific Requirement to IATF 16949	Rationale
	Access Control: To ensure that only authorized individuals have access to specific information systems or data, based on their role and need to know, which is crucial for maintaining the confidentiality, integrity, and availability of data.	
	A contact point person within the organization where more information about cyber incidents or breaches can be obtained (e.g., an Information Security Officer) must be appointed and communicated to Volvo Group. Volvo must be informed without undue delay, and in any case not later than 3 business days, from discovery of cyber incident or data breach (SPQAM § 6.12).	To clarify the need for a clear emergency communication process.
7.5.3.2.1	Minimum record retention criteria: (SPQAM § 7.8)	To provide specific retention criteria and related
Record retention	 PPAP documentation: Duration of production and service activity plus 1 year (unless otherwise specified by Volvo Group) Quality records: 3 years from date of production Quality system documents: 3 years from date of creation Product safety related records: Minimum 10 years after product phase-out or end of production. Conformity of Production parts records: 10 years from date of product manufacture Any additional applicable legal requirement related to retention of product safety parts and conformity of production parts must be compliant. They are defined in Part Version Report (PVR) and in the drawing (SPQAM § 6.1).	source of information
8.1.1	AIAG Advanced Product Quality Planning (APQP) must be conducted on all developed products (SPQAM §	To clarify which APQP activities are customer
Operational planning and control	 4). In addition, planning and completion of the following cross-functional activities must be conducted in cooperation with Volvo Group: Review of Technical Specifications (RTS) – documented in RTS matrix (SPQAM § 6.1) Product Application Agreement (PAA) – documented in PAA form (SPQAM § 6.2) Part Handling Review (PHR) – conducted at Volvo receiving plant(s) (SPQAM § 6.3) Process audit (SPQAM § 8.5) 	driven and to guide the auditor in gathering the evidence required.

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§ IATF 16949	Customer-Specific Requirement to IATF 16949	Rationale
	For Software (SW) Products, SW APQP must be used in accordance with Supplier Quality Engineer (SQE) requirements (SPQAM § 4.5). Including Product Cybersecurity described in Cybersecurity Quality and Development Process Requirements: CS-QDPR based on the automotive cybersecurity standard ISO/SAE 21434 (SPQAM § 6.12).	To advise about SW development-specific requirements.
	Functional safety is centered on 6 Functional Safety Joint Reviews which are coordinated with the SW APQP reviews: FSJR0 Project Planning, FSJR1 Component Development Start, FSJR2 Detailed Safety Requirements, FSJR3 Initial Design, FSJR4 Final Design and FSJR5 PPAP (SPQAM § 6.11).	To advise about electronics and SW development-specific requirements.
	A detailed development plan must be developed and included as part of the Request for Proposal (RFP) response package (SPQAM § 3.4). The APQP review template must be completed and reviewed internally before each meeting. Evidence of time plans and their regular reviews with Volvo must be available upon request.	To clarify that Volvo driven reviews, occur upon supplier's preparation and completed internal review.
8.2.1.1 Customer communication	The unique system for control of technical documentation, including the drawing, is the Part Version Report (PVR) instead of a drawing as the top-level document. The PVR contains part number, drawing number, current revision data, the applicable Digital Shape Model and references to related technical information (SPQAM § 6.1).	To guide the auditor on where to find the needed information regarding technical documentation hierarchy.
8.2.3.1.3 Organization manufacturing feasibility	Manufacturing feasibility must be conducted before responding to any RFP, including software, and must include a plant capacity assessment (SPQAM § 3.4).	To clarify that it is not limited to new technologies or changed processes.
8.3.3.3 Special characteristics	The selection criteria and guidelines related to special characteristics are based on STD 105- 0007 while standard STD 105-0004 defines the guidelines for grading characteristics (SPQAM § 6.4).	To indicate which customer standard may provide information.
	Special characteristics and the related performance targets are:	To specify indication and performance targets for each critical characteristic and the expected reaction when process is not under statistical control.

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§ IATF 16949	Customer-Spe	ecific Requirement to	IATF 16949		Rationale
		Critical Characteristics level [CC]	Significant Characteristics level [SC]		
		C _{pk} ≥ 1,67	C _{pk} ≥ 1,33 / 1,67*		
	Process under statistical control, normally distributed	 Process appropriate checking frequency On-going SPC** Ppk analysis every six months 	 Process appropriate checking frequency On-going SPC** Compliance to capability requirement 		
	Process not under statistical control or capability not achieved	 Electronic or automated poka yoke Effectiveness verified once per shift Volvo Group approved action plan for achieving process control and capability 	 100% inspection Action plan for achieving process control and capability 		
	*Electronic Componer **Data records resultin and available upon r	ng from SPC, such as control charts	or electronic data, must be stored		
8.3.4.3 Prototype programme	-	ut of Tool In plant Delivered (Cl roduct design (SPQAM § 6.7).	POT-IPD) and Prototypes are pa	rts requested at different	To clarify applicability, time, control level and characteristics of the prototype programs.
	 Prototype dimensior Prototype 	ements for the respective levels parts to the A or B documer nal specifications: 100% measur parts to the C documentation ce parts conform to the specifi	ntation release are expected t ement/verification evaluation release (called CPOT) to ensu	prior to shipment.	To specify for which prototype parts a 100%- dimensional check applies on all shipped parts.

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§ IATF 16949	Customer-Specific Requirement to IATF 16949	Rationale
	 Standard parts: Measurement/verification of 100% of the characteristics/dimensions/ features on 5 pieces of the shipment. [SC], [CC], [2R], [3R]: Measurement/verification of 100% of any applicable Special Characteristics of all parts of the shipped quantity. 	
8.3.4.4 Product approval process	 AIAG PPAP, at its latest available edition, is the method that must be used for submitting parts for Customer approval including submission level. Unless differently agreed, a Level 4 PPAP package for all components is required (SPQAM § 5). Customer approval is required before first shipment. When Phased PPAP is applied at least product approval is required (SPQAM § 5.2). 	To clarify which industry standard is required.
	For Software, SW-specific PPAP checklist and Software Submission Warrant (SSW) must be used (SPQAM § 5.5).	To clarify SW requirements
	Tier 1s must apply this requirement to sub-tier suppliers. They are responsible for the planning, approval, corrective action, follow-up and retention of AIAG PPAPs submitted by sub-supply partners and sub-contractors.	To clarify sub-supplier deployment of this requirement.
	 Furthermore: A Significant Production Run (SPR) is required for all new parts. Cpk studies on special characteristics, identified by [SC] or [CC], must be completed on a minimum of 30 pieces from the SPR parts. 100%-dimensional evaluation is not required for Service Parts. Material Data Sheet (MDS) must be submitted via IMDS; It is requested when the Sample Order is sent out and must be submitted 5 weeks prior C-build (SPQAM § 6.8). 	To clarify several mandatory items of this requirement. To clarify IMDS required activities and timing.
8.5.1.1 Control plan	Pre-launch control plans must be developed and applied during ramp-up and early production stages of new part launches. They must be applied from C builds and maintained through early production. A pre-launch control plan is defined by increased frequency, levels of inspection and increased controls.	To clarify time and characteristics of the prelaunch control plan and safe launch control plan.

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§ IATF 16949	Customer-Specific Requirement to IATF 16949	Rationale
	 Shipments of products that have been through additional process controls must display prominent notification on each shipping unit (box, package, or skid). Safe-launch control plans must be developed and applied during serial production until exit criteria are met. Both Control plans must be agreed with the SQE (SPQAM § 6.9). 	
8.5.2.1 Identification and traceability	For safety critical parts, an effective system of traceability that ensures delivered product can be traced from a finished product in the customer application back to specific lots, sub-components, parts, blanks and raw material, must be put in place. In addition to component/materials traceability, the system must be capable of providing the production history of a lot or serial number.	To specify traceability requirements for safety critical parts.
	If product is controlled in lots or batches, a documented risk analysis related to severity of non-conformance and probability of occurrence must be conducted and used in establishing the lot sizes to minimize the impact of product recall (SPQAM § 7.3).	To specify that risk analysis drives the traceability strategies for all supplied parts.
8.5.6.1 Control of changes	All proposed changes to product, production process, material, or sub-suppliers after PPAP must be submitted to Volvo Group for approval using the Product or Process Change Notification (PPCN) process. Requests for change must be submitted at least 12 weeks prior to its introduction. If the change is impacting a process covered by an index audit performed by Volvo. The request for change must be submitted at least 26 weeks prior to its introduction.	To clarify that change requests and customer approvals are mandatorily done before the introduction.
8.6.2 Layout inspection and functional testing	Introduction of changes without Volvo Group approval is not allowed (SPQAM § 7.1). An annual verification of compliance to specifications, including dimensions, materials, reliability, regulatory and environmental requirements (also called requalification) must be performed on supplied parts.	To clarify requalification, layout inspection and product audit requirements.
	Results must be retained and made available to Volvo on request and any detected deviation must be promptly communicated. Any deviation on this Product Requalification requirement must be agreed in writing between the supply partner and Volvo (SPQAM § 6.14).	

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§ IATF 16949	Customer-Spe	ecific Requirement to	IATF 16949		Rationale
8.6.5 Statutory and regulatory conformity	Parts that have the symbols [2R] or [3R		e, legal regulations, or features	, are identified using the	
	Their performance	targets are:			To specify indication and performance targets
		COP Characteristics level 2R	COP Characteristics level 3R		for each compliance of production (COP) characteristic and expected reaction when process is not under statistical control.
		C _{pk} ≥ 1,33	C _{pk} ≥ 1,33		
	Process under statistical control, normally distributed	 On-going SPC* Ppk analysis conducted every 12 months 	 Inspection completed to control plan** Ppk analysis conducted every 3 years 		Clarification: Governmental authorities, the automotive industry and environmental organizations have
	Process not under statistical control or capability not achieved	 Machine or process 100% automated checking surveillance Action plan for achieving process control and capability 	 Machine or process 100% automated checking surveillance Action plan for achieving process control and capability 		developed guidelines and regulations that are placed on vehicle manufacturers. These regulations apply both to the customer vehicle and to the manufacturing processes. Ensuring compliance to these regulations is referred to as Conformance of Production or
	and available upon re	g from SPC, such as control charts c quest. nust be recorded, maintained, stored	СОР.		
8.7.1.1 Customer authorization for concession	prior to the shipme		ns@volvo.com (with SQE in co Form (last issue) and must follo v (SPQAM § 7.2).		To specify the deviation approval process flow.

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§ IATF 16949	Customer-Specific Requirement to IATF 16949	Rationale
9.1.2.1 Customer satisfaction	 PPM and QPM are the metrics used to measure the performance of the parts delivered. They do not concern the field quality issues. Minimum performance levels and details about the metrics are detailed in section #2. For specific products, additional part specific targets may be defined in the RFP. Volvo Group requirement is zero defect unless specified differently by Volvo and visible on the supplier scorecard (SPQAM § 8.4). 	To clarify metrics and targets to be assessed with monitoring and actions in place.
	In case of negative performance trends or significant abnormalities, the Low Performing Supplier process (LPS) is initiated. The LPS process, which consists of three stages, will be notified by a warning letter sent to the supply partners' Quality department (SPQAM § 8.7). Supply partners must inform the relevant Certification Body as part of the audit planning information.	To clarify the escalation and notification process.
10.2.3 Problem solving	 8 Disciplines (8D) process as common problem-solving process is the mandatory method for any quality issue (SPQAM § 8.2). Reaction timings are the following: Immediately: Acknowledge receipt of Inspection Report (IR) and initiate containment activities. 24 Hours: Begin containment activities to include sorting internally, in transit and at Volvo Group facilities, (third party allowed). Problem analysis started. Identify other sites at risk. 48 Hours: Containment completed, and short-term corrective action fully implemented. 10 working days: Cause analysis complete for both occurrence and non-detection, permanent corrective action defined and implemented. (Timing starts after confirmation and acceptance of non-conformance.) 20 working days: Effectiveness of permanent corrective action checked, and recurrence prevented 	To clarify mandated methods and timings of the problem-solving process.
10.2.5 Warranty management systems	When Field Failures are determined to be the result of a supply partner's product, it is expected that supply partners will fully participate in the investigation, root cause analysis and corrective action when field failures are identified.	
	A copy of the warranty charter, which defines the conditions defining response timing and responsibility, is included in the Framework Agreement (SPQAM § 8.8).	To clarify where warranty information can be found.

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Section 2 – VOLVO Group Online Supplier Scorecard Guide

Supply Partners shall send a screenshot of the online Supplier Scorecard to their IATF certification body in advance of each audit; more information can be obtained by the relevant Certification Body.

The online Scorecard appears as shown below:

	Supplier Sale: Supplier Sale:						
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Steed Supplier Index Steed Ste	Steed Supplier Index Steed Ste			Surface Treatment Index	100% Verified Restriction (Tim Woods , 2015-10-04)		
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EE Index 2016 Self Assessment Stopping ParameterRestriction (George Burns, 2015-10-10)	EE Index 2016 Self Assessment Stopping ParameterRestriction (George Burns, 2015-10-10)			Steel Supplier Index	91% Verified Restriction (Ludovic Terra , 2015-10-21)		
EE Index 78% Self Assessment Stopping ParameterRestriction (George Burns , 2015-10-16)	EE Index 78% Self Assessment Stopping ParameterRestriction (George Burns , 2015-10-16)			Software Index	41% Not Approved Stopping Parameter Normal (Jean-Louis Buisson ,	2015-11-01)	
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				Polymer Index			
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Converting Supplier:	Important Actual (2023-12 - 2024-03), Last Period (2023-11 - 2024-01) Union 200 Union Section 1 View 200 View 200	_				[View performance breakdown]	
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The key information for customer performance evaluation is:

• The target color code (Green positive trend, red negative trend) depends on the brand target value:

		PPM 👔				QPM 👔			Del	ivery Precisio	n (%) 👔	
Т	Target	Last Period	Actual	Trend	Target	Last Period	Actual	Trend	Target	Last Period	Actual	Trend

- **PPM:** The PPM value is defined as the number of rejected parts divided by the total quantity delivered and multiplied by 1 000 000.
- **QPM presentation:** Values (default) displays actual data received. When "points" is selected, the values will be converted and displayed in points. If "Point (values)" is selected, both will be displayed.

QPM evaluation criteria:

Parts Milli		Non-conforming Inspection parts Reports						Volu valu	
PPM	Points	NC parts	Points	IRs raised	Points	Vol yal, %	Points		
1-100	0	0	0	0-1	0	<0,01	0		
101-500	5	1-5	5	2	5	0,01≤x<0,16	5		
501-2000	10	6-25	10	3-4	10	0,16≤x<0,41	10		
2001-5000	15	26-250	15	5-8	20	0,41≤x<1,01	15		
5001 -	20	251 -	20	9-12	30	1,01≤x	20		
				13 -	40				

Performance: Automotive Purchasing displays PPM, QPM, Delivery Precision and Service
 Level data for actual period and last period.

Company name	Document type		
Volvo Group	IATF CSR		
Document name	Version	Issue Date	Page
IATF 16949 Customer-Specific Requirements	1	2024-05-01	11 (11)
Issuer (Dept., name, email, location)	Reg. No.	Classification	Effective Date
Volvo Group		Open	2024-07-01

Section 3 – Volvo Group Supplier Code Guide

Each Supply Partner's plant is assigned a unique Parma code; therefore, 1 Parma code = 1 address

Parma code can be found in the Supply Partner's portal as shown below:

Home			
View	Supplier Information		print ?
Agreements			
Payment Terms Supplier Information			
Supplier Scorecard Performance Breakdown	Click the 🕂 images to show more information!		
Supplier Spend	encritic - integer to short more mornation.		
Minutes & Actionplans	Supplier number	99999	
Update	Supplier humber		
Information	Name	Deleted in PARMA. Info in PARMA	
	Supplier used by	AP	
	+ Address	XXX	
	+ Roles & Structure		

Parma code structure varies depending on the supplied brand; the below are the IATF 16949 applicable brands:

Volvo Trucks	Mack Trucks	Renault Trucks	Volvo Eicher Powertrain (VEPT)	Volvo Eicher Commercial Vehicles (VECV)
From 2 to 7 digits without spaces\dashes	From 2 to 7 digits without spaces\dashes	From 2 to 7 digits without spaces\dashes	From 2 to 7 digits without spaces\dashes	6 digits without spaces\dashes