

Customer-Specific Requirements for use with IATF 16949:2016

Version 4.0 – March 2025
Effective March 2025

Foreword

Part quality requirements are contractually established through Renault Group's standard 00-10-415 and RGPQP, which conform to the expectations outlined in the IATF 16949:2016 standard.

Renault Group requires organizations to deliver only high-quality parts to its plants. Organizations must define and implement regularly scheduled action plans.

Organizations must also be able to demonstrate, upon request, that their entire production complies with the Safety and Regulatory Characteristics applicable in the commercialization countries.

Scope

IATF 16949:2016 and this document define the fundamental quality system requirements for organizations supplying parts to Renault Group and its affiliates.

This document applies to all suppliers of Renault Group.

References

Technical documents required for collaboration with Renault Group are provided in the RFQ package and are accessible through the Renault Group B2B portal.

Terms and Definitions

RGPQP: Renault Group 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

RCCP: Renault Claim Compensation Procedure

Additional Information

Renault Group requires suppliers to follow core tools aligned with industry standards, including:

- FMEA/AMDEC: Can be based on AIAG, VDA, or supplier-specific methods. R-FMEA is mandatory.
- MSA: Gauge confirmation must include bias, linearity, repeatability, and reproducibility.
- APQP: Renault Group mandates the use of RGPQP for all projects.
- PPAP Equivalent: Renault Group's PSW package replaces the traditional PPAP submission.
- SPC: Must include process capability studies and continuous monitoring.
- RCCP: Defines supplier liability and compensation procedures.

Contact

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Section 1 – Customer-Specific Requirements

§ IATF 16949	Customer-Specific Requirement to IATF 16949
4.4.1.2 Product safety	<p>Organizations must comprehensively demonstrate that their entire production conforms to Safety and Regulatory Characteristics. Safety and Regulatory Characteristics specified in the part drawings must be incorporated into the Control Plan during production. Conformity of Production (COP) trials must be conducted with the defined methods and frequency.</p> <p>Organizations must comply with the latest regulations in the country of commercialization. Evidence of tests, including results and summary reports, must be provided upon request and stored for the required period.</p>
5.1.1.1 Corporate responsibility	<p>Renault Group requires organizations to adopt good practices in sustainable development and social responsibility, specifically in the following areas:</p> <ul style="list-style-type: none"> • No child labor • No forced work • Working conditions • Health and Safety • Environmental protection <p>Acceptable evidence includes:</p> <ul style="list-style-type: none"> • Acknowledgment of Renault Group's Corporate Social Responsibility guidelines and commitment to DDSF (Déclaration des Droits Sociaux Fondamentaux) • 2nd-party evaluation (e.g., customer evaluation) • 3rd-party evaluation, such as ISO 26000 evaluation, OHSAS 18001 / ISO 14001 certification • Any other system demonstrating commitment to sustainable development and social responsibility
5.1.2 Customer focus	<p>Renault Group may assess an organization's quality management system through audit tools such as ASES, PESES, or SHC. Organizations must achieve at least a C rank in the ASES evaluation. In some cases, a minimum B rank may be required. Organizations receiving a D rank will not be awarded business unless top management commits to providing the necessary resources and implementing an action plan to reach the required quality level.</p>

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5.3.1 Organizational roles, responsibilities, and authorities	Organizations must appoint a Supplier Customer Quality Representative (SCQR) responsible for deploying RGPQP. The SCQR may be assigned at the plant or group level. The SCQR must have the authority to manage and deploy RGPQP throughout the organization.
6.1.2.2 Preventive actions	Organizations must implement and review continuous action plans to ensure zero non-conforming parts are delivered to Renault Group plants. These plans must be documented and available for audits or performance reviews.
7.2.1 Competence	The SCQR must undergo RGPQP training every three years by a recognized RGPQP training provider. Staff interacting with Renault Group during the quotation, project development, and mass production phases must undergo RGPQP training at least every three years, provided by a recognized training provider. Evidence includes, but is not limited to: <ul style="list-style-type: none"> • Training records • Explanation of RGPQP requirements • Demonstration of access to RGPQP templates Note: More details can be obtained in the B2B Supplier Portal.
7.2.2 Competence — on-the-job training	Organizations must qualify workers on workstations handling Safety and/or Regulatory Characteristics and final control stations.
8.3.5.2 Manufacturing process design output	Organizations must use Reverse FMEA (R-FMEA) to update FMEA assessments and transition from corrective to preventive actions.
8.5.6.1 Control of changes	Organizations must notify Renault Group's Product Engineering, Procurement (SAM), and Supplier Quality representatives of any proposed changes via the Design Change Request or Process/Facility Change Request forms available in RGPQP. Unapproved changes (to the product, process, or site transfer) will be classified as a Trust Disruption and will trigger an IATF Performance Complaint (IATF CMS).

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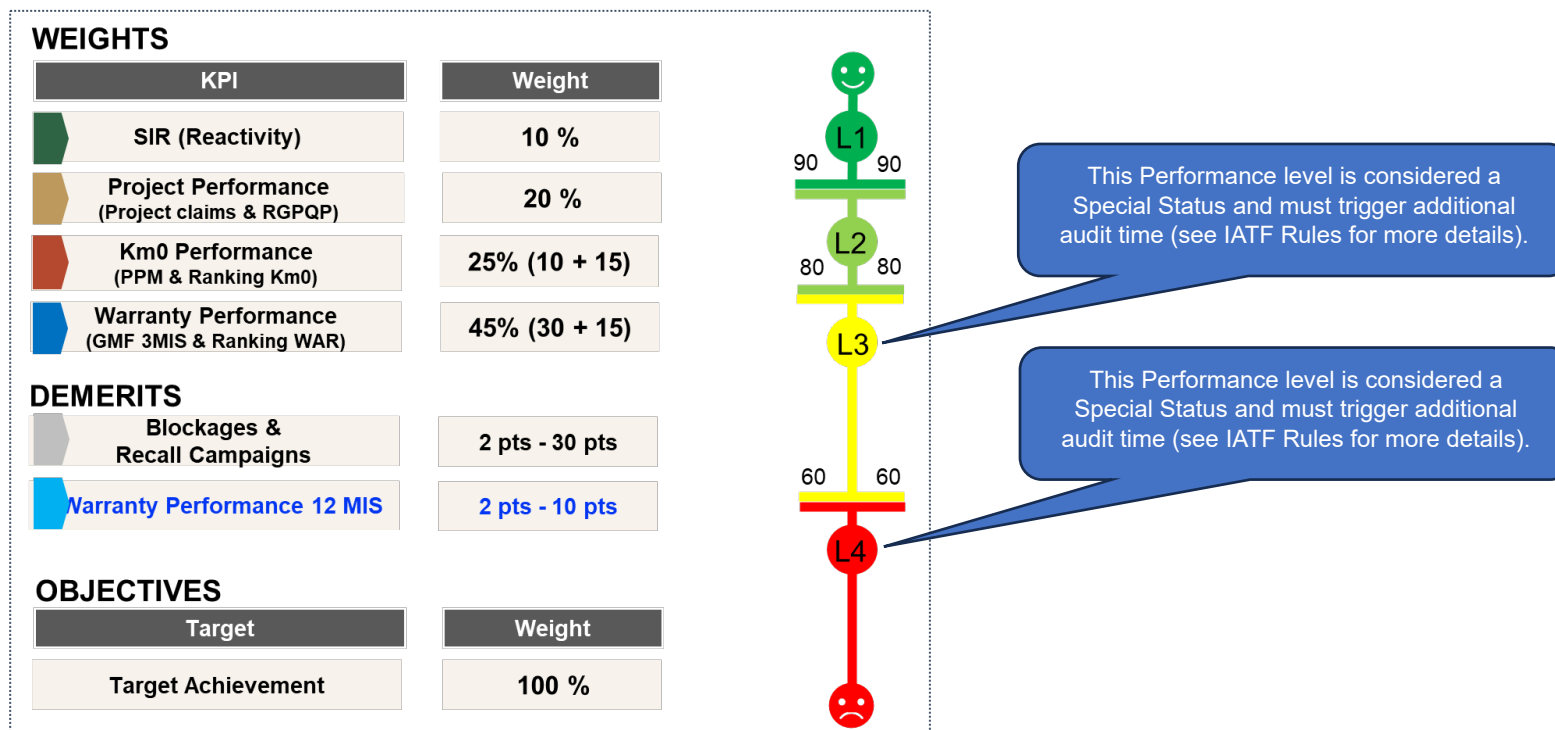
Version 4.0 – March 2025
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§ IATF 16949	Customer-Specific Requirement to IATF 16949
<p>9.1.2.1 Customer Satisfaction</p>	<p>In case of repeated and/or recurring unsatisfactory performance of the Supplier, Renault Group may issue a Performance complaint through the IATF Complaint Management System (IATF CMS).</p> <p>This might be driven by L3 / L4 RSSC, SHC / ASES / OSA poor level, Trust Disruption, not robust change management (product/process change or site transfer implemented without customer validation) or Plant Blockage/recall campaigns.</p> <p>The supplier must actively cooperate with its IATF certification body to address the complaint in a timely and effective manner.</p> <p>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.</p> <p>In more detail, each Complaint issued by Renault Group shall be addressed as follows:</p> <ol style="list-style-type: none"> 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. Renault Group's 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.

Section 2 – Supplier Scorecard (RSSC) Guide

RSSC (Renault Group Supplier Scorecard) is available at site and group level. Full details of content and calculations are available in Renault Group Supplier B2B Portal.

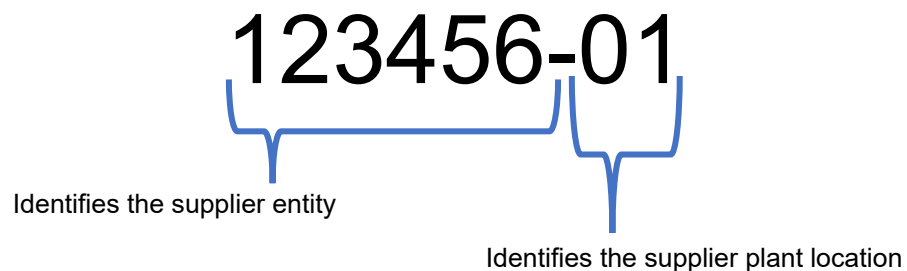
Suppliers must submit their RSSC to their IATF certification body prior to each audit. Further details can be obtained from the relevant Certification Body.



Section 3 – Supplier Code Guide

The COFOR is the supplier code used by Renault Group; it is available on the Renault Group Supplier B2B Portal.

Below is an example of the COFOR code structure:



Note: any zeroes ahead of the “6digit-2digit” format, if present, are to be ignored.

Section 4 – Revision History

Version 4.0

- Added the RCCP definition.
- Updated "Resources / Skills" to require RGPQP training from a recognized provider for SCQR and project teams.
- Updated "Customer Satisfaction" to include Change Management validation and Customer validation.
- Clarified that failure to comply with Change Management requirements results in an IATF CMS.
- Added RCCP to the "Core Tools" section.
- Expanded "Status and CB Notification" with additional details.
- Revised "Renault Supplier Score Card" with a new content presentation.

Version 3.0

- Renamed "Groupe Renault" to "Renault Group."
- Due to changes in the Renault/Nissan/Mitsubishi relationship:
 - a. Adjusted Alliance terminology, e.g.: "ANPQP" changed to "RGPQP."
 - "SAR SCQR" terminology adjusted.
 - b. Updated acronyms and definitions accordingly.
- Introduced the "Renault Supplier Score Card (RSSC)" as a key indicator of supplier quality performance.
- Added a detailed new paragraph: "9.1.2.1 Customer Satisfaction."
- Provided additional details for Certification Bodies.

Version 2.0

- Updated wording from "IATF 16949" to "IATF 16949:2016."
- Replaced "supplier" with "organization" to align with IATF 16949:2016 terminology.
- Revised wording in the Foreword.
- Refined the Scope section to focus on CSR use for CBs; other items are included in the requirements chapters.
- Updated definitions.
- Added links to the corresponding requirements in ISO 9001 and IATF 16949 for sections 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, and 4.9.
- Revised wording for "Leadership and Commitment" in section 4.1 to clarify RSE requirements.
- Reworded "Customer Focus" in section 4.2.
- Enhanced section 4.3 "Resources" to include additional details on SAR training and authority.
- Revised section 4.4 "Skills and Training" to clarify qualifications for workers.
- Reworded "Design and Process/Facility Change Request" in section 4.5.
- Removed "The Certification Body Quality Follow-up" requirement, as it is already included in the IATF Rules.
- Deleted "Focus on Key Items" since it is already covered in the requirements chapters.
- Revised "Groupe Renault and the Core Tools" to align with Groupe Renault's ANPQP.
- Reworded "Groupe Renault Notification to Certification Bodies."
- Added Change Control information.