Customer-Specific Requirements for use with IATF 16949

Contents

Foreword

The specific requirements of Stellantis (CSR - Customer Specific Requirements) are detailed in the document Quality Requirements for Suppliers" (reference 01276_22_00061/*PRO.00109*) called **QRS.**

The **QRS** is included in the source packages and is part of the contractual documents between Stellantis and its suppliers.

The IATF portal documents are those that Stellantis makes available for Certification Bodies (CB) so that suppliers can be audited as part of IATF 16949 certification rules:

- This document "**CSRs for use with IATF16 949**" which describes generic requirements taken among the QRS requirements to help CBs understand and audit the Stellantis CSRs.
- **Stellantis quick reference guide** (available in IATF website HERE) to help the auditor checking that the supplier follows up the quality of its automotive products in a consistent way with the customer indicators

Note 1: QRS document may not be applicable and replaced by specific procedures (raw materials for instance). Refer to the contractual documents between the supplier and Stellantis to know what is applicable.
Note 2: In this document, the terms "organization", "supplier" or "Tier 1" are interchangeable, both representing Stellantis' suppliers.
Note 3: Also in this document, "sub-suppliers" or "sub-contractors"" refer to entities providing automotive components, materials or manufacturing services to suppliers used to manufacture automotive products for Stellantis. "Tier N" refers to the full supply chain.

The English version of this document is the master version

Certification requirement

The supplier certification according to the IATF 16949 technical specification and IATF Rules by a CB recognized by the International Automotive Task Force (IATF) is a required condition prior to any business relationship with Stellantis.

IATF 16949 Certification Waiver

Stellantis may, in some cases, fully waive certain organizations from IATF 16949 certification. This waiver generally applies to those organizations whose quality management system is acceptable without certification to IATF 16949. The waiver is registered in the Stellantis Scorecard "Stellantis Bidlist (Quality – Warranty)" available to Stellantis Suppliers through the Stellantis B2B portal.

Evidence of IATF 16949 certification:

Organizations shall verify evidence of their certification to IATF 16949 in the Stellantis Scorecard. Missing status, or invalid status (e.g Cancelled, expired) leads to penalties in the quality performance of the supplier.

The organization is responsible to check its Unique Site Identifier (USI) linked to the Stellantis manufacturing code and to inform its CB to update, if needed, the IATF database (see the Stellantis pocket guide).

Stellantis organization in Supplier Relationship

The Supplier Quality Development (SQD) of Stellantis Global Purchasing Department is organized in such a way that there is a unique operational Stellantis representative per supplier plant. This Stellantis representative name "SQE" is to be known by the Customer representative of the supplier (paragraph 5.3.1 of IATF 16949).

The Supplier Quality Engineer (SQE) is the contact for any questions about application of CSRs. In case of no SQE being appointed, the representative may be the “CQC" Commodity Quality Champion who is the SQD representative in charge of the "overall commodity" procurement family.

Stellantis Customer-Specific Requirements for IATF16949 use

Stellantis has identified, among all customer specific requirements from QRS document, the most auditable as priority for the purpose of IATF16949 audits:

Category 1: The ones needed to help the IATF auditor to audit IATF clauses.

Category 2: The ones that have often been found as weaknesses in the supplier’s Quality Management System (2nd part audits, study of past quality problems…) and lead to specific Stellantis quality requirements established to address those weaknesses.

The Stellantis Customer-Specific Requirements related to IATF 16949 are as follows, with the applicable sections of IATF 16949 and what the IATF auditor can check when auditing the IATF clauses on Stellantis suppliers.

Note: The ones in category 1 are interpretations of IATF clauses and are identified with rationale “*To help auditing IATF clauses on Stellantis programs”*

The ones in category 2, as supplemental requirements, have their own rationale and specific instructions in column “*How/what the Auditor can check*”

4.3.2 Customer-specific requirements

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
Introduction	*Clarify the CSR documents for Stellantis*	All applicable QRS requirements are considered Customer-Specific Requirements, and this document is just a representative selection of the most audit-relevant ones. The supplier must integrate **all the QRS requirements** in its quality system and processes.	Evidence that analysis of current version of QRS has been done.

5.1 Leadership and commitment

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
introduction	*Stellantis commitment to human rights as well as environment respect*	Suppliers shall adhere to social, ethical and environmental principles by **signing the Stellantis Global Responsible Purchasing Guidelines GRPG** (00614_21_00397). All suppliers need to have a **valid EcoVadis rating** as prerequisite for a Business relation with Stellantis.	Evidence that the GRPG has been signed and uploaded into Orion IT system Evidence that the EcoVadis evaluation has been done and that if the result is lower than 25% an action plan has been defined to improve the score.

6.2.2.1 Quality objectives and planning to achieve them — supplemental

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
3.2 Control of the quality and industrial performance	*For continuous improvement*	Each year, Stellantis sets quality targets for the supplier. The supplier must incorporate these objectives into its yearly improvement plan. The supplier must implement **analysis and action plans to achieve these goals** and include their own suppliers in the analysis. The quality objectives shall be **cascaded to the sub-suppliers** and must be consistent with Stellantis targets.	Targets are known and integrated by the supplier in its objectives and monitoring to achieve them (IATF clause 9.1.3.1) These targets are inputs in the management review (9.3.2.1) and frequency of review is consistent with the trend and action plan implementation (IATF clause 9.3.1.1)

7.5.3.2.1 Record retention

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
4.3 Record retention time	*To help auditing IATF clauses on Stellantis programs for appropriate retention periods.*	Complementary to IATF16949 requirement, specific minimum retention period is required by Stellantis for some documents. The concerned documents and applicable retention period are defined in QRS document.	No specific additional instruction to audit this clause, see rationale.

8.2.1.1 Customer communication — supplemental

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
Several sections concerned	*To help auditing IATF clauses on Stellantis programs*	The supplier must use the specified formats for some deliverables (during request for quotation, development or production phase), Specific tools are used by Stellantis and its suppliers to exchange data. These tools are accessed through the Stellantis B2B portal or EsupplierConnect. The main IT systems to be used are: - for sourcing: GST IT system - for the design and development phase, depending on the program: • PLM or AUROS which supports the APQP & PPAP processes - for the mass production phase: • Amadeus/SQP/NCT (depending on the region), which are the systems recording the list of incidents and allowing to follow their management • EDI (Electronic Data Interchange) for logistics	No specific additional instruction to audit this clause, see rationale.

8.2.3.1.2 Customer-designated special characteristics & 8.3.3.3 Special characteristics

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
2.4.1 Identification and classification of characteristics	*To help auditing IATF clauses on Stellantis programs by ensuring appropriate designation of special characteristics and cascading in documentation*	**The Customer-designated special characteristics for Stellantis** are defined **in the Part Inspection Standard P.I.S.** document, based on the **CTF list** (Functional and Technical Characteristics list) and their associated classification. There are 2 types: - **CTF to audit** is used to monitor non-dispersive CTFs: The compliance must be guaranteed by validation in the project phase through measurement results or computation results and timely tests included in the product validation plan (supplier DVP&R) or the Stellantis DVP&R (validation of integration).	No specific additional instruction to audit this clause, see rationale.

They are identified as **CTF to audit** in the P.I.S.

- **CSE (Essential Monitored Characteristic)** is used to monitor dispersive CTFs:
  - If the CTF can be technically and economically measured, then the **CSE is the CTF**;
  - If the CTF is NOT measurable or qualifiable on the finished product due to technical or economic reasons (e.g. destructive test, ...) the CTF can be broken down into some contributing **measurables characteristics CSEs**.

NOTE: The classification and symbols might be different depending on the region or program. The classification is visible in the P.I.S. also.
For example, the classification can be:
(S) = Safety, (P) = Breakdown, (M) = Major, (F) = Low or:
<S> = Safety, <E> = Emissions, <H> = Homologation, Stoplight / Diamond <D> = Critical Characteristic, < Qh > = Capability Characteristic, None of prior cases - = Ordinary Characteristic

Regulatory attribute (R) = Regulatory, when applicable, is also allocated to the above characteristic classifications.

The P.I.S. includes the required performance targets (Cp, Cpk), the control means and the minimum contractual inspection frequencies between Stellantis and the supplier.

The Supplier Control Plan must include, but is not limited to, the customer designated special characteristics which are identified in the P.I.S.

The inspection frequencies in the control plan must be consistent with those of the P.I.S. (generally equal, but the Supplier Control Plan frequencies can be increased temporarily, particularly for a quality crisis).

The organization shall document the equivalence of the internal special characteristic symbols with Stellantis equivalent symbols and reference the equivalence when the organization uses internal symbols in its communications with Stellantis

8.3.3.2 Manufacturing process design input

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
1.2 - Tender documents *1.3 - Supplier bid* *3.2.4.1 CQI Special Process Assessments* *3.9 Lessons learned*	*Integrate lessons learnt and required best practices into the manufacturing process*	The organization shall include **Additional Quality Requirements (AQR)** provided by Stellantis as inputs to manufacturing process design.	If AQR are applicable, they are part of the source package and can be found in GST IT system. The applicable AQR are also followed during APQP. Evidence may be integration in the PFMEA such as specific controls.

8.3.5.1 Design and development outputs — supplemental

See below 8.3.5.2

8.3.5.2 Manufacturing process design output

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
2.4.3 Design FMEA / Process FMEA	*To help auditing IATF clauses on Stellantis programs. Also identified as a weakness in identifying failure modes and addressing the adequate level of controls.*	Design FMEA and Process FMEA must be developed and completed by the supplier (for suppliers not product design responsible, only the process FMEA is required). The use of the "**AIAG & VDA FMEA Handbook" or SAE J1739 or the Stellantis work instructions and templates or equivalent is required**. Stellantis SQE may accept another PFMEA standard temporarily provided that the supplier has an action plan to integrate Stellantis requirements. Regardless of standard used, the Supplier **must use the Stellantis Action Priority tables to evaluate the risks which must be included in the 'Design FMEA Study Summary"** (01272_06_00006 / CEP.00031) **and 'Process FMEA Study summary'** (01272_06_00043 / CEP.00061). Severity of failure modes must be linked to each characteristic, not overall part classification. i.e., **any characteristic (CTF or CSE) classified as "safety" shall have severity 10 assigned in the PFMEA.**	Ensure the supplier uses the Stellantis Action Priority tables unless otherwise agreed with Stellantis. All characteristics classified as Safety have the right level of severity in the PFMEA.

8.4.2.4 Supplier monitoring

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
3.2.4.2 Tier N Performance Monitoring	*Ensure a robust supplier management.* *Even if required by IATF, Stellantis has more detailed criteria.* *This is an identified weakness currently at tier 1 (top issues)*	Suppliers must manage their sub-contractors/supply chain to meet Stellantis' requirements and ensure adherence by them to the procedure **"GSQN-011 Global Stellantis Tier N Management"** (01598_24_00484/GSQN-011) As per this procedure, the supplier must have implemented a risk classification method for managing its supply chain, classifying it based on risks such as: - Classification of the component provided. For safety characteristics, Tier N N must be classified as High. - Industrial risks (high production, …) - Quality level (number & severity of incidents, in field incidents, ...) - Any other criteria identified by the Tier 1 for product or manufacturing risks. This **classification must be reviewed regularly (at least once a year** or at any major event such as zero km or in-field problems).	Check if the supplier has implemented the classification of its sub-contractors and regular review is implemented.

8.4.2.4.1 Second-party audits

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
3.2.4.2 Tier N Performance Monitoring	*Ensure robust supplier management*	The supplier must carry out audits of its suppliers identified **as medium or high risk,** to ensure respect of the Stellantis requirements above, preferably using the **Stellantis Manufacturing Requirements for Suppliers "MRS" Standard** tool made available by Stellantis or another similar tool that meets the same or higher standards. **The result must be shared annually with Stellantis.**	Evidence that the supplier has evaluated its high and medium risk tier 2 and sent the result to Stellantis

8.4.2.1 Type and extent of control — supplemental

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
2.4.11. Process for proactive containment *3.2.4.2 Tier N Performance Monitoring*	*Preventative measure for all new or modified parts, or any major change in the manufacturing process.*	The organization must require its suppliers to implement a "**proactive containment (safe launch) in the launch period to make the control plan robust** and prevent NOK parts at the beginning of the serial production.	Evidence that the supplier requires a safe launch from its sub suppliers See section 8.6.1 of this document

8.5.6.1 Control of changes — supplemental

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
3.4 Change Management	*To help auditing IATF clauses on Stellantis programs and also address identified weaknesses on feasibility and risk assessment of changes*	In case of a product and/or process change request issued by a supplier, the supplier must apply the rules laid down by 01276_23_00070 / CEP.00081 "**Product and Process Changes in Serial Life perform a risk assessment study**: - A **risk assessment study** must be done (e.g., Impact study, bank of parts, revalidation etc.) - **The changes must be classified according to Stellantis classification** system (A, B C or D) and associated level of validation and PPAP submission - The supplier must append a part protection plan with their request	Check the procedure and the classification levels ABCD from Stellantis process are integrated in the supplier process Check that the validation of changes is done at the right level after risk analysis

8.6.1 Release of products and services — supplemental

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
2.3.2. PPAP file *2.3.3. Targets*	*To help auditing IATF clauses on Stellantis programs: Some suppliers in trouble during IATF audit due to request to show evidence of a PSW signed by the customer.*	Stellantis applies PPAP process and requests PPAP status A before delivering products without deviation. **Stellantis does not sign the PSW**. The supplier can find out the **approval verdict by directly consulting Stellantis's relevant information system**.	No specific additional instruction to audit this clause, see rationale.
2.4.11. Process for proactive containment	*Preventative measure for all new or modified parts, or any major change in the manufacturing process, and validate the supplier control plan for serial life*	The supplier must set up a proactive containment area (**safe launch**) to validate the supplier's process control plan. The conditions for implementing this safe launch (notably the exit conditions) are detailed in the procedure "Proactive Containment" GSQN.004/01598_22_01972. This preventive measure is also required to protect the customer **after planned or unplanned plant shutdown**. Note: achieving the PPAP acceptance is not a sufficient exit condition period of the proactive containment. Refer to the conditions specified in the procedure GSQN.004.	Evidence that the process is included in the supplier processes, including cascading to its suppliers (see section 8.5.2.1 of this document) For ongoing programs, safe launch areas are clearly identified with adequate conditions (lighting, work instructions, trained operators, control records and real-time reaction plans. If no new program is ongoing, the supplier must be able to show where it takes place usually, last records…

8.7.1.4 Control of reworked product

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
2.4.10.7 Rework (modification) operations	*To help auditing IATF clauses on Stellantis programs for the correct management of rework in the PFMEA and control plan as well as Stellantis approval for unplanned rework*	Re-use of components is considered to be a rework operation. **Rework operations planned must be incorporated into the overview of process flows, the FMEA process and the control plan to be qualified with the standard manufacturing process**. **The supplier must obtain authorization** from Stellantis before carrying out **rework operations not planned** during the initial qualification. The authorization request comes with rework procedures and an analysis of associated impacts. **Each reworked part must be identified** via a mark or a serial or batch number, and must be subject to reverification to demonstrate conformance to all specified requirements, i.e., dimensional, fit, form, function, and/or reliability/durability, etc.	No specific additional instruction to audit this clause, see rationale.

9.1.2.1 Customer satisfaction

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
3.8 Mass production escalation process)	*Clarify that only complaints in CMS are complaints for Stellantis* *Some suppliers were in trouble because they didn't inform the certification body about some specific Stellantis status such as escalation level 2 or New Business Hold.*	When a supplier's production site generates too many disruptions to Stellantis sites, Stellantis can introduce incremental measures to handle the situation (warning letter, escalation level 1, escalation level 2, New Business Hold). These are Stellantis internal escalation levels. Stellantis reserves the right to request the initiation of the decertification process, pursuant to IATF rules in case of long-lasting bad performance, long escalation, if a breach to the IATF 16949 requirements or to Stellantis's quality requirements are identified...) to require the certification body to investigate and engage the decertification process. In such a situation, a performance complaint is launched **through IATF CMS process** (Complaint Management System) and the supplier is notified in writing.	Stellantis expects a response on systemic root causes and particularly on identified affected IATF clauses that Stellantis considered as violated by the supplier. Note: the action plan sent by the supplier to Stellantis may be focused on corrective actions and may not identify the systemic QMS root causes. Stellantis acceptance of a corrective action plan is consequently not sufficient to address the root cause of the QMS issues and to close a complaint. In case of unclear or insufficient information to identify the issues, the auditor must get in touch with the complaint initiator.

9.2.2.1 Internal audit programme

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
3.2.4 Manufacturing Requirements for Suppliers (MRS Standard)	*Specific to Stellantis and key to ensure a robust manufacturing system*	Stellantis requires suppliers to implement a manufacturing process system which respect the **Stellantis Manufacturing Requirements for Suppliers "MRS" Standard**. The supplier shall identify gaps to meet MRS standard and implement action plans to be ready for any Stellantis assessment. The supplier sites shall **provide an annual MRS self-assessment.**	The supplier has identified the gaps to meet all MRS requirements and has identified actions for all NOK criteria of the MRS (use of "MPA 2 days" sheet in MRS standard) There is an annual review done by the supplier and action plan follow up.

9.2.2.3 Manufacturing process audit

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
3.2.4 Manufacturing Requirements for Suppliers (MRS Standard)	*Specific to Stellantis and Key for quality improvement (standard respect)*	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. NOTE: no specific auditor qualification is required to perform LPA, but LPA performers shall be trained to LPA process. LPA shall be implemented for **all operational manufacturing & logistic areas**. **All shifts** shall be audited. All management levels should be involved (from team leader to top management) but **at least the management of operational teams** shall be involved (e.g.: in manufacturing area, from shift/team leader to manufacturing leader) Reaction plans shall be in place to immediately respond to nonconformances and implement corrective actions.	LPA process is integrated in the supplier processes with a specific check list. LPA schedule is established and regularly updated Regular review take place with top management

9.2.2.4 Product audit

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
3.11 Production Conformity	*Suppliers do not provide on time the reports required for the Conformity of Production (COP) audits*	Regulatory compliance of production At Stellantis 's request, the supplier must provide the following product compliance elements, within one week: - Dimensional Report, according to the mass production part inspection standard (PIS), in a format with structured and digitized data. - Audit reports - Access to results of mass production control plan As part of an audit of Stellantis plants by an external body (Regulatory Audits COP, ISO, IATF...), the **maximum time limit is reduced to 48 hours**. If the requested data is not transmitted within the time limit, an incident supplier relationship is reported, and penalties are applied to the scoring BIDLIST.	Ensure the supplier has integrated this timing in its processes

10.2.3 Problem solving

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
3.6 Reactivity	*To help auditing IATF clauses on Stellantis programs. No specific requirement but identified as a recurring weakness (root causes analysis not robust enough and PFMEA not consequently updated)*	The supplier must apply the process: 01272_14_00005 “Global Stellantis Supplier Claim Procedure – GSQN.001” The attention of the supplier is particularly drawn to the need for respecting the times / (schedules – timelines) During mass production, the supplier must use the Stellantis Tracking system (Amadeus/SQP or NCT&GIM depending on the region) to submit 8D report to manage the containment, corrective and preventive actions. The supplier shall take advantage of the quality failures reported (0km and in-field) to conduct an in-depth analysis of the technical and system root causes and implement appropriate action plans.	No specific additional instruction to audit this clause, see rationale.

10.2.5 Warranty management system

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
3.6 Reactivity *3.7 Part Warranty*	*Key process to ensure customer satisfaction*	As per IATF 16949 requirement, the Supplier must implement a **warranty management proces**s, including a method for warranty part analysis, with NTF (no trouble found): - **A coordinator** to manage the warranty claims is identified - The Stellantis portal is **checked daily** for any relevant warranty incident. - The **return of suspect parts** must be managed - **Engineering and quality resources** required for the analysis are identified and available. - **Customer protection** is ensured with immediate containment and identification of all potential Stellantis plants impacted. The identified plants must be informed immediately	Use of CQI-14 is considered as a best practice to ensure an efficient warranty management process. Otherwise, ensure a process exists including Stellantis Customer Specific requirement as described here as a minimum.

10.3.1 Continual improvement – supplemental

QRS section	Rationale	Customer-Specific Requirement	How/what the Auditor can check
3.2.4 Manufacturing Requirements for Suppliers (MRS Standard)	*Key process to ensure PFMEA robustness and update*	There is a **Reverse PFMEA** (proactive approach) process in place to identify new potential failure modes or verify the existing failure modes on the shop floor. Reverse PFMEAs activities are scheduled and tracked.	Check: - If the supplier is challenging each failure mode trying to intentionally create a defect at workstation - If the frequency of reverse PFMEA is set on a regular basis or other criteria (e.g., risk analysis). - The planning for reviews with prioritization of operation and their status /planned-done.

Revision History

Revision	Date	Modification
1	June 2025	1st release