



# Heads Up

Issue: 03

Date: 2002/12/10

To: ANSI-RAB NAP Accredited Registrars and Accreditation Auditors

From: Randy Dougherty

Re: Expected Actions for QS-9000 Registered Companies That Do Not Meet Expectations of Supplier Development.

First I remind all CRBs approved for QS-9000 to review QS-9000 Clause 4.6.2.1, and then to read Sanctioned Interpretation C9, and then to read the Update on Section 4.6.2.1 and C9 which is on the QS-9000 Web site, [www.qs-9000.org](http://www.qs-9000.org).

The deadline for conformance to C9 is 2002/12/31.

The Supplier Quality Requirements Task Force is finalizing a statement of what of the actions it expects a CRB to take for a QS-9000 registered organization that does not conform with C9.

Note: The final and official statement of expectations will be posted on the QS-9000 Web site.

As a heads up for you, as and ANSI-RAB NAP accredited registrar, the proposed wording is as follows:

***Advisory: QS-9000:1998, Clause 4.6.2.1 and Sanctioned Interpretation C9***

***Situation:***

***QS-9000 certified supplier site not meeting the requirements of Clause 4.6.2.1 and Sanctioned Interpretation C9 related to subcontractor development.***

***Finding recommendations:***

- ***Major non-conformity:***
  - 1) ***Non-compliance with 4.6.2.1 and C9, and***
  - 2) ***Certified supplier site has performance problems as identified by customer performance trend data including, but not limited to:***
    - a. ***Delivered part quality***
    - b. ***Customer disruptions including field returns***
    - c. ***Delivery schedule performance (including incidents of premium freight)***
    - d. ***Customer notifications related to quality or delivery issues, and/or***

3) *Other non-conformities in the certified supplier system indicating either a likely failure of the quality system or conditions exist to materially reduce its ability to assure controlled processes and products.*

*Implications: A “major” finding means certification probation status with four months to remedy the probation as provided in R3 of the Sanctioned Interpretations currently in effect.*

- *Minor non-conformity:*

1) *Non-compliance with 4.6.2.1 and C9, and no other performance or quality system factors as listed above.*

*Implications: A “minor” finding requires 60 days to correct. If the “minor” is not corrected, the result is a “major” finding as provided in R3 of the Sanctioned Interpretations currently in effect.*

**I repeat that this wording is proposed. The official wording will appear on the QS-9000 Web site.**

The expectation of the automotive customers, Ford, GM, and DaimlerChrysler, is clear and unambiguous. If a QS-9000 registered company does not conform with C9, the CRB is expected to cite this as a nonconformity. The bottom-line impact of making the nonconformity a major or minor is this: if cited as a major, the QS-9000 registered company has at most 4 months in which to conform or its registration will be rescinded; if cited as a minor, the QS-9000 registered company has, at most, six months in which to conform or its registration will be rescinded.