

# Corporate Quality

Corporate Quality Team MBRDI, Bengaluru

Mercedes-Benz
The best or nothing.



## Corporate Quality @ RD/I

### RD/I Leadership



#### **Process definition**

- ASPICE VDA 3.1, ISO9001/TS16949, ISO26262, ISO45001 ISO14001, ISO22301, Design & Development oriented process
- Support Oriented Processes
- Assessment Oriented Processes
- Management Oriented Processes

# Definition



## **Process Deployment**

- Tailored processes derived Standard Processes
- Fortnightly Induction on QMS processes
- Usage of efficient tools such as SharePoint, DocMaster. Confluence
- Yearly management review of deployed process & its effectiveness

#### **Process Improvement**

- Process harmonization at departments and organization level
- Metrics rollout at org level.
- Partners satisfaction on the deliverable quality.
- · Sustainability in engineering lifecycle activates.
- Cross Functional Audits.





#### **Process Compliance**

- Internal assessments, Internal audit, External audit and Corporate audits
- Pool of certified auditors and assessors
- Measure Business partners satisfaction annually and act on potential areas

## MBC Quality Policy



## MBC Q-Policy

We meet the expectations of our customers and inspire customers with our high-quality products. To this end, we anchor the quality ideas in all processes with a common MBC quality policy.



Mercedes-Benz quality starts with capturing and implementing customer requirements and ends with sustainable customer satisfaction.



The foundation of our daily business is the compliance with legal, governmental and technical-regulatory requirements as well as internal guidelines and standards.



Quality starts with every employee. With a high level of discipline, we do our best to achieve quality every day. Only together as a team can we ensure our MBC quality promise to our customers.



With the creativity of our employees, an open culture ("speak-up"), consistent issue management and the reflection of our actions, we live the continuous improvement process across divisions.



Structured risk management as well as seizing chances and continuously adapting to change, enable us to be prepared for future challenges. With KPIs, we create transparency, control our processes and thus achieve our goals.

# ISO 9001:2015 - Quality Management Systems - 7 Principles

#### Engagement of people

Identifying, understanding and managing interrelated processes as a system contributes to the organization's effectiveness and efficiency in achieving its objectives.

#### **Improvement**

Continual improvement of the organization's overall performance should be a permanent objective of the organization.

#### Evidence-based decision making

Effective decisions are based on the analysis of data and information

#### Relationship Management

An organization and its suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value



#### **Customer Focus**

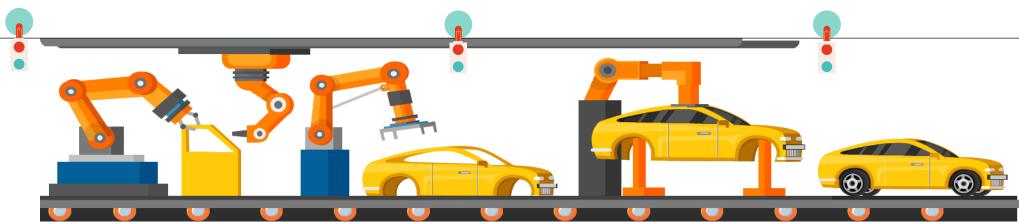
Organizations depend on their customers and therefore should understand current and future customer needs, should meet customer requirements and strive to exceed customer expectations.

#### Leadership

Leaders establish unity of purpose and direction of the organization. They should create and maintain the internal environment in which people can become fully involved in achieving the organization's objectives.

#### Process Approach

A desired result is achieved more efficiently when activities and related resources are managed as a process.



# Audits, Assessments, Gate Checks: Process Compliance at MBRDI

## Internal Assessment

- Conducted by Certified MBRDI Internal Auditors/QBAs
- Checklist based
- Once in 6 months





- Checklist based
- Once in a year



- External AuditBy Certifying Agencies- TÜV SÜD
- Official Certificate is issued after successful completion of audit
- Once in a year





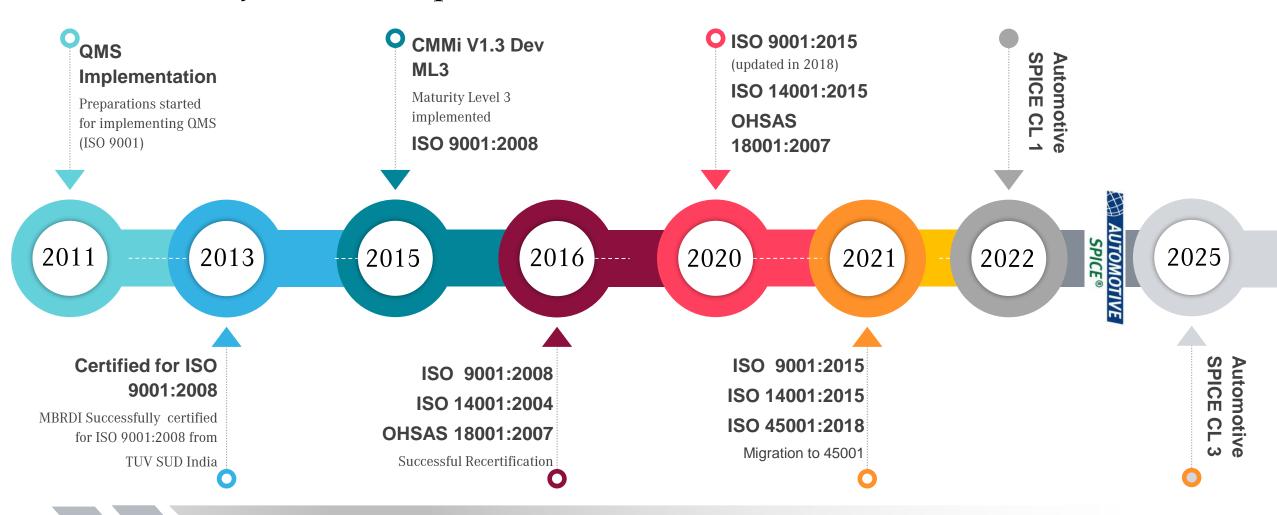


- To verify compliance to ISO 9001:2015, ISO 14001:2015, OHSAS 18001:2007 and organization define procedures
- Focus is on Processes not on a Person
- Fact Finding rather than fault finding
- Projects are selected for audit by sampling
- Planned activity with pre-informed and mutually agreed schedule
- Non-Conformities tracked through separate NCR forms
- Audit findings analysis and process improvements reported to top management



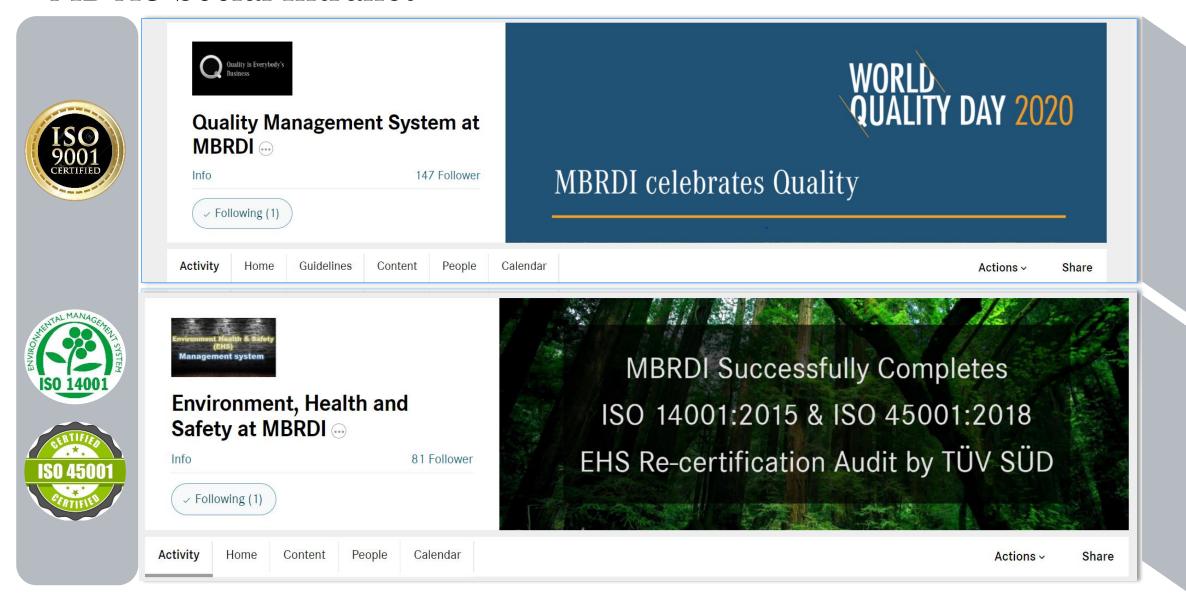


# QMS Journey & Roadmap



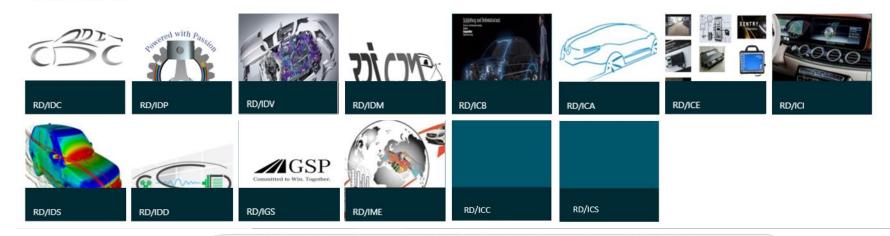
- For MBRDI ISO 9001:2015 (TS16949) is not certified separately, It is brought under the scope of MB AG certification as remote location
- ISO 14001:2015 and ISO 45001 certifications are planned Independently for MBRDI

## MB AG Social Intranet



## RD India SharePoint (Process and Procedures)

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## Quality Management System at MBRDI>> MB AG Helpful Links>>RD India SharePoint (New)

| Artefacts     |                  |  |     |          |                                       |
|---------------|------------------|--|-----|----------|---------------------------------------|
| Document Type | Document Number  | Title  |     | Language | Link                                  |
| Turtle        | T 623 CDCPVM 340 | Process Risk Plan - Core Process                         | ••• | English  | Docmaster                             |
| Process flow  | P623CDCPVM296    | Component Development_Support Vehicle                    |     | English  | Component Development_Support Vehicle |
| Process flow  | P623CDCPVM295    | Component Development Process                            | ••• | English  | Component Development Process         |
| Process flow  | P623CDV-C-P-06   | Prototyping  | ••• | English  | Docmaster                             |
| Process flow  | P623CDV-C-P-07   | Supplier Integration                                     | ••• | English  | Docmaster                             |
| Process flow  | P623CDV-C-P-05   | Testing  | ••• | English  | Docmaster                             |
| Process flow  | P623CDV02        | RD I/CDV Core process-2 "Overall Vehicle<br>Development" | ••• | English  | Docmaster                             |

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# Quality is Everybody's Business



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