

AUTOMOTIVE QUALITY MANAGEMENT SYSTEM MANUAL

( REF. IATF 16949:2016 & ISO 9001:2015)

*FACTORY*

**{officeAddress}**

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## **Date: {effdate}** **DIRECTOR**

**{doc\_no}, Issue No. – {issueNo}, Rev. No. – {rev\_no}, Eff. Date - {effdate}**

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This Automotive Quality Manual has been designed to comply with the requirement of ISO 9001:2015 & IATF 16949:2016 Automotive Quality Management systems.

The Requirements in this manual are aimed to preventing nonconformities and detecting nonconformities during generation in all processes.

This manual is applicable to **“**{natureOfBusiness}**”,** so as to provide confidence in the product quality and our capability to consistently maintain & improve it for customers.

The Director of the company hereby establishes the practices as given in this manual, to be followed by all personnel of this organisation.

**ISO 9001:2015 Scope:**

“{natureOfBusiness}”

**IATF 16949:2016 Scope:**

“{natureOfBusiness}”

**IATF application:**

**All elements of ISO 9001:2015 & IATF 16949:2016 are applied except product design. Customer specified requirement, Customer Drawing & master sample is used for process design & manufacturing.**

DOCUMENT NO. - {doc\_no}

ISSUE NO. - {issueNo}

NATURE OF DOCUMENT - MASTER/CONTROLLED/UNCONTROLLED

ORIGIN DATE. - {o\_date}

ISSUED BY -MANAGEMENT REPERSENTATIVE

EFF. DATE . - {effdate}

* Doc. Number is not given in case of uncontrolled copy.
* Master copy is stamp by master copy by blue stamp on front pages.
* Control copy is stamp by controlled copy by blue stamp on

Front pages.

* Obsolete copy is stamp by obsolete copy by red stamp on front page.
* Incase of print/zerox copy without control stamp for standard doc. (Not for records) consider as a uncontrolled copy/documents.
* The manual has created in times new roman font (for english) & kurti dev 14 font (for hindi). Min. Font height is 08, so that it could readable and visiable clearly for all.
* External origin documents will be maintained by without any type of stamp.
* Manual will be revised after 20 amendments when updates are in IATF oversight or in a IATF standard. This Updation will be not done through documents request & issue note doc. Every year manual shall be review & after review eff. Date will be change. Before one year, oversight si’s will be update without eff. Date change or manual update.

1.2 Structure of the manual

This Quality manual is structured as shown in the index page of this manual. Different sections are arranged under various section numbers & Annex. The sections of the quality management system manual are numbered serially, in such a way that section numbers correspond to the respective clause of ISO 9001:2015 & IATF 16949:2016. Further according to index of the manual, a list of reference procedures has been given (clause wise of the international standards). Each sheet also carries the revision number and signature of the person who have approved and prepared this manual. The master copy with the management representative bears the signature in original of the approving and issuing authorities or keep in digital media. The photocopies of the same marked with a rubber stamp “controlled copy when in green/Blue”, on each page, are issued to controlled copy holders.

The manual has been issued in loose leaf binding to facilitate easy Updation.

1.3 Issuance

Copy of quality manual which are subject to modifications are called “controlled copies” and are Prepared only to the persons/agencies listed in copy holder as given in section 0.6 of this manual. Control copies of quality manual are assigned a control number and are distributed with a transmittal letter to each holder of the manual which is received and returned to the management representative as an acknowledgement signs the transmittal letter that the manual has been received. Uncontrolled copies of the manual are not subject to modification. However, they are the latest updated version when issued **and no value will be considered** on the time of verification.

1.4 Amendment procedure

Whenever a revision is done for contents of a section of this manual, the whole section is revised and is issued with next revision number. The revision is approved by **MD** but in absence of and issued by **management representative (MR)/ Plant Head**.

If there are more than **20 amendments in the manual**, the complete manual is revised to next rev. no.

The insertion of the amended sections and the removal of the old sections in the individual controlled copies as per the copy holder of the manual (given as section 0.6), is the responsibility of the person holding the individual copy. All old sections so removed are returned to the management representative who ensures that the same is destroyed. Management representative as record preserves one copy of the old version marked as “obsolete” in RED. The management representative has the discretion to issue uncontrolled copies of the manual to company’s clients for which amendment procedure does not apply**.**

COMPANY INTRODUCTION:

1.1 COMPANY PROFILE

|  |  |
| --- | --- |
| **NAME OF THE COMPANY** | **{company\_name}** |
| **NATURE OF BUSINESS** | {natureOfBusiness} |
| **REGISTERED OFFICE** | **{officeAddress}** |

|  |  |
| --- | --- |
| **MAJOR SHOP FACILITIES** |  |
| **Built up area-Factory** | **1696 Sq. Yard** |
| **Office:** | **236 Sq. Yard** |
| **Covered Area:** | **1024 Sq. Yard** |
| **POWER** | **DG 125 KVA** |

**REFER TO ANNEX IX**

|  |  |  |
| --- | --- | --- |
| **SR. NO** | **COPY TYPE** | **COPY HOLDERS** |
|  | **MASTER COPY** | **DIRECTOR** |
|  | **CONTROLLED COPY** | **MR** |
| **3.** | **CONTROLLED COPY** | **CUSTOMER/SUPPLIER/ PROCESS OWNER/ INTERESTED PARTIES IF REQUIRED** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **AMENDMENT RECORD/ DOC. NAME** | **SECTION No.** | **BRIEF DESCRIPTION OF CHANGE** | **NEW REVISION** | | **REMARKS** |
| **STATUS** | **DATE** |
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ONS HOLKAR is renowned **“{natureOfBusiness}**. We are committed to achieve the highest level of quality products & services necessary to ensure customer satisfaction by continual improvement of quality management system.

THROUGH

* Connecting and listening to customer through market survey and keep customer perception in mind.
* Provide training and developing skills of the employee.
* Making superior quality product through deployment of process & implementation of various product certification.
* Optimizing variability in products through employee’s involvement & process review.
* Improving effectiveness and efficiency of quality management system through monthly monitoring of objectives.
* Abide with statutory and regulatory requirements.
* Continual quality improvement through Kaizen.
* Enhance customer satisfaction through core tools implementation.
* Go through Root Cause analysis and take corrective action on each complaint.
* On time delivery of products and services.

**Date: Mr. Prackriti Siingh**

**{effdate} (Director)**

*हम ग्राहको को संतुष्टि सुनिश्चित करने के लिए आवश्यक गुणवक्ता वाले उत्पादों और सेवाओं के* उत्तम स्तर को प्राप्त करने के लिए प्रतिबंद है।

THROUGH

* बाजार सर्वेक्षण के माध्यम से ग्राहक से जुड़ना, सुनना और ग्राहकों की परसेप्शन को ध्यान में रखना।
* कर्मचारी को प्रशिक्षण और विकासशील कौशल प्रदान करना।
* विभिन्न उत्पादों प्रमाणन की प्रक्रिया और कार्यान्वयन के माध्यम से बेहतर गुणवत्ता वाला उत्पाद बनाना ।
* कर्मचारियों की भागीदारी और प्रक्रिया की समीक्षा के माध्यम से उत्पादों में परिवर्तन शीलता का अनुकूलन।
* उदेश्यो की मासिक निगरानी के माध्यम से गुणवक्ता प्रबंधन प्रणाली की प्रभावशीलता और दक्षता में सुधार।
* वैधानिक और नियम को आवश्यकताओं के साथ पालन करे।
* काइज़ेन के माध्यम से लगातार गुणवक्ता में सुधार।
* कोर उपकरण कार्यान्वयन के माध्यम से ग्राहकों की संतुष्टि में बृद्धि।
* मूल कारण विश्लेषण से गुजरे और प्रत्येक शिकायत के मूल कारण का विश्लेषण और करेक्टिव एक्शन के द्वारा कारवाही करे ।
* **समय पर उत्पादों और सेवाओं का वितरण।**

**Date: Mr. Prackriti Siingh {effdate} ( Director)**

**CODE OF CONDUCT POLICY**

**ONS HOLKAR** has committed that Our Employees Code of Conduct company policy outlines our expectations regarding employees’ behavior towards their colleagues, supervisors and overall organization.We promote freedom of expression and open communication. But we expect all employees to follow our code of conduct. They should avoid offending, participating in serious disputes and disrupting our workplace. We also expect them to foster a well-organized, respectful and collaborative environment. Understand the areas covered by the Code, Company policies and procedures, and laws that apply to our job**.**

* Follow the legal requirements of all locations where we do business.
* Conduct ourselves in ways that are consistent with the Code, Company policies and procedures, and laws.
* Speak up if we have concerns or suspect violations of the Code, Company/policies and procedures, or laws.
* When requested, certify that we have reviewed, understand and agree to follow the Code.
* Understand that, following the Code is a mandatory part of our job.

**ANTI-BRIBERY POLICY**

**ONS HOLKAR is** committed to the prevention, deterrence and detection of bribery and all other corrupt business practices. It is company policy to conduct all of its business activities without fraud & with honesty, integrity and the highest possible ethical standards and vigorously enforce its business practice, wherever it operates throughout the India, of not engaging in bribery or corruption.

**CORPORATE RESPONSIBILITY POLICY**

**ONS HOLKAR** has commitment on long term, sustainable business that delivers value for all stakeholders including; our employees, Customer, External Provider and the wider community, by managing our business responsibly, we support the creation of a financially stable organization and deliver value for our stakeholders.

**RECORDS RETENTION POLICY**

**ONS HOLKAR** has commitment to maintain the documents & records are adequately protected and ensure that no misuse of them. The records are distributed and available as master list of documents and maintained by records retention periods. All documents are properly signed & approved and controlled by procedure.

**WHISTLEBLOWING POLICY**

**ONS HOLKAR** has availability for that, every employees can reported for any suspected, Misconducts, Illegal acts or failure to communicate directly with top management. Their Identity will be secure and no one knows for this communication. The communication will be held by telephonic communication and contact no. is “9971231999”.

Date: {effdate}

APPOINTMENT LETTER TO MANAGEMENT REPRESENTATIVE

**QMS Person** has been appointed as the Management Representative (M.R.) for maintain & implementation of Automotive Quality Management System IATF 16949:2016 & Customer Requirement. They are irrespective of other responsibilities, is responsible for establishing and maintaining the Automotive Quality Management System and ensuring that it is implemented effectively. As M.R., He is responsible for the following activities and has the authority for:

**-** Establish and documented the automotive quality Management System ISO 9001:2015 & IATF 16949:2016 as per the requirement.

* Ensure automotive quality Management System IATF 16949:2016 & ISO 9001:2015 awareness training is given to all employees and others as interested parties.
* Co-ordinate between the consultant, customer and the departments process owners for maintaining of the System.
* Ensure implementation of the automotive quality Management System.
* Plan & Conduct internal audits and management review meetings and ensure that it is conducted as per the requirements and planned interval.
* Ensure effective correction & corrective action, established during the internal audit, and are taken by the departments.
* Control all the documents related to the Automotive Quality Management System
* Co-ordinate with the Certification Body.
* Plan and organize external audit for external provider with others team members.
* Report to the undersigned at regular intervals, of the status of the Automotive Management System activities in the company.
* Aware to management for give & update information regarding Automotive Quality Management System.

Mr. Sundaram Mishra

**(Management Representative)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Chapter No.** | **Description** | **IATF 16949:2016 Clause** | **Issue / Revision Status** | **Effective Date** |
| **1** | **SCOPE** | **1** | **01/00** | **02.01.2023** |
| 2 | Scope – automotive supplemental | 1.1 | **01/00** | **02.01.2023** |
| **3** | **NORMATIVE REFERENCE** | **2** | **01/00** | **02.01.2023** |
| 4 | Normative and informative references | 2.1 | **01/00** | **02.01.2023** |
| **5** | **TERMS & DEFINITIONS** | **3** | **01/00** | **02.01.2023** |
| 6 | Term and definition for the automotive industry | 3.1 | **01/00** | **02.01.2023** |
| **7** | **CONTEXT OF THE ORGANIZATION** | **4** | **01/00** | **02.01.2023** |
| **8** | Understanding the organization and its context | 4.1 | **01/00** | **02.01.2023** |
| **9** | Understanding the needs and expectations of interested parties | 4.2 | **01/00** | **02.01.2023** |
| **10** | Determining the scope of the quality and management system | 4.3 | **01/00** | **02.01.2023** |
| 11 | Determining the Scope of QMS - supplemental | 4.3.1 | **01/00** | **02.01.2023** |
| 12 | Customer Specific Requirements | 4.3.2 | **01/00** | **02.01.2023** |
| 13 | Quality management system and its processes | 4.4 | **01/00** | **02.01.2023** |
| 14 | **-------------------------------** | 4.4.1 | **01/00** | **02.01.2023** |
| 15 | Conformance of products and services | 4.4.1.1 | **01/00** | **02.01.2023** |
| 16 | Product Safety | 4.4.1.2 | **01/00** | **02.01.2023** |
| 17 | --------------------------------------- | 4.4.2 | **01/00** | **02.01.2023** |
| **18** | **LEADERSHIP** | **5** | **01/00** | **02.01.2023** |
| 19 | Leadership and commitment | 5.1 | **01/00** | **02.01.2023** |
| 20 | General | 5.1.1 | **01/00** | **02.01.2023** |
| 21 | Corporate responsibility | 5.1.1.1 | **01/00** | **02.01.2023** |
| 22 | Process effectiveness and efficiency | 5.1.1.2 | **01/00** | **02.01.2023** |
| 23 | Process owners | 5.1.1.3 | **01/00** | **02.01.2023** |
| 24 | Customer focus | 5.1.2 | **01/00** | **02.01.2023** |
| 25 | Policy | 5.2 | **01/00** | **02.01.2023** |
| 27 | Establishment the quality policy | 5.2.1 | **01/00** | **02.01.2023** |
| 28 | Communicating the quality policy | 5.2.2 | **01/00** | **02.01.2023** |
| 29 | Organization Roles, Responsibilities And Authorities | 5.3 | **01/00** | **02.01.2023** |
| 30 | Organizational roles , responsibilities and authorities- Supplemental | 5.3.1 | **01/00** | **02.01.2023** |
| 31 | Responsibility and authority for product requirements and corrective Actions | 5.3.2 | **01/00** | **02.01.2023** |
| **32** | **PLANNING** | **6** | **01/00** | **02.01.2023** |
| 33 | Actions to address risk and opportunities | 6.1 | **01/00** | **02.01.2023** |
| 34 | ------------------------------------------- | 6.1.1 & 6.1.2 | **01/00** | **02.01.2023** |
| 35 | Risk Analysis | 6.1.2.1 | **01/00** | **02.01.2023** |
| 36 | Preventive Action | 6.1.2.2 | **01/00** | **02.01.2023** |
| 37 | Contingency Plans | 6.1.2.3 | **01/00** | **02.01.2023** |
| 38 | Quality objectives and planning to achieve them | 6.2 | **01/00** | **02.01.2023** |
| 39 | --------------------------------------------- | 6.2.1 & 6.2.2 | **01/00** | **02.01.2023** |
| 40 | Quality objectives and planning to achieve them-supplemental | 6.2.2.1 | **01/00** | **02.01.2023** |
| 41 | planning of changes | 6.3 | **01/00** | **02.01.2023** |
| **42** | **SUPPORT** | **7** | **01/00** | **02.01.2023** |
| 43 | **Resources** | **7.1** | **01/00** | **02.01.2023** |
| 44 | General | 7.1.1 | **01/00** | **02.01.2023** |
| 45 | People | 7.1.2 | **01/00** | **02.01.2023** |
| 46 | Infrastructure | 7.1.3 | **01/00** | **02.01.2023** |
| 47 | Plant , facility, and equipment planning | 7.1.3.1 | **01/00** | **02.01.2023** |
| 48 | Environment for the operation of process | 7.1.4 | **01/00** | **02.01.2023** |
| 49 | Environment for the operation of processes- supplemental | 7.1.4.1 | **01/00** | **02.01.2023** |
| 50 | Monitoring and measuring resources | 7.1.5 | **01/00** | **02.01.2023** |
| 51 | General | 7.1.5.1 | **01/00** | **02.01.2023** |
| 52 | Measurement system analysis | 7.1.5.1.1 | **01/00** | **02.01.2023** |
| 53 | Measurement traceability | 7.1.5.2 | **01/00** | **02.01.2023** |
| 54 | calibration / verification records | 7.1.5.2.1 | **01/00** | **02.01.2023** |
| 55 | laboratory requirements | 7.1.5.3 | **01/00** | **02.01.2023** |
| 56 | Internal Laboratory | 7.1.5.3.1 | **01/00** | **02.01.2023** |
| 57 | External Laboratory | 7.1.5.3.2 | **01/00** | **02.01.2023** |
| 58 | Organizational Knowledge | 7.1.6 | **01/00** | **02.01.2023** |
| -59 | **Competence** | **7.2** | **01/00** | **02.01.2023** |
| 60 | Competence - Supplemental | 7.2.1 | **01/00** | **02.01.2023** |
| 61 | Competence – on the job training | 7.2.2 | **01/00** | **02.01.2023** |
| 62 | Internal Auditor Competency | 7.2.3 | **01/00** | **02.01.2023** |
| 63 | Second party auditor competency | 7.2.4 | **01/00** | **02.01.2023** |
| 64 | Awareness | 7.3 | **01/00** | **02.01.2023** |
| 65 | Awareness-supplemental | 7.3.1 | **01/00** | **02.01.2023** |
| 66 | Employees motivation and empowerment | 7.3.2 | **01/00** | **02.01.2023** |
| 67 | Communication | 7.4 | **01/00** | **02.01.2023** |
| 68 | Documented information | 7.5 | **01/00** | **02.01.2023** |
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| 70 | QMS Documentation | 7.5.1.1 | **01/00** | **02.01.2023** |
| 71 | Creating and updating | 7.5.2 | **01/00** | **02.01.2023** |
| 72 | Control of documented information | 7.5.3 | **01/00** | **02.01.2023** |
| 73 | ------------------------------------------ | 7.5.3.1 & 7.5.3.2 | **01/00** | **02.01.2023** |
| 74 | Record Retention | 7.5.3.2.1 | **01/00** | **02.01.2023** |
| 75 | Engineering Specification | 7.5.3.2.2 | **01/00** | **02.01.2023** |
| **76** | **OPERATION** | **8** | **01/00** | **02.01.2023** |
| 77 | Operational planning and control | 8.1 | **01/00** | **02.01.2023** |
| 78 | Operational planning and control- supplemental | 8.1.1 | **01/00** | **02.01.2023** |
| 79 | Confidentiality | 8.1.2 | **01/00** | **02.01.2023** |
| 80 | Requirements for products and services | 8.2 | **01/00** | **02.01.2023** |
| 81 | Customer communication | 8.2.1 | **01/00** | **02.01.2023** |
| 82 | Customer communication-Supplemental | 8.2.1.1 | **01/00** | **02.01.2023** |
| 83 | Determining the requirements for products and services | 8.2.2 | **01/00** | **02.01.2023** |
| 84 | Determining the requirements for products and services-supplemental | 8.2.2.1 | **01/00** | **02.01.2023** |
| 85 | Reviews of the requirements for products and services | 8.2.3 | **01/00** | **02.01.2023** |
| 86 | -------------------------------------------------- | 8.2.3.1 | **01/00** | **02.01.2023** |
| 87 | Reviews of the requirements for products and services- supplemental | 8.2.3.1.1 | **01/00** | **02.01.2023** |
| 88 | Customer – designated special characteristics | 8.2.3.1.2 | **01/00** | **02.01.2023** |
| 89 | Organization manufacturing feasibility | 8.2.3.1.3 | **01/00** | **02.01.2023** |
| 90 | ---------------------------- | 8.2.3.2 | **01/00** | **02.01.2023** |
| 91 | Changes of requirements for products and services | 8.2.4 | **01/00** | **02.01.2023** |
| 92 | Design and Development of products and services | 8.3 | **01/00** | **02.01.2023** |
| 93 | General | 8.3.1 | **01/00** | **02.01.2023** |
| 94 | Design and Development of products and services-–supplemental | 8.3.1.1 | **01/00** | **02.01.2023** |
| 95 | Design And Development Planning | 8.3.2 | **01/00** | **02.01.2023** |
| 96 | Designs and development planning –supplemental | 8.3.2.1 | **01/00** | **02.01.2023** |
| 97 | Product design skills | 8.3.2.2 | **01/00** | **02.01.2023** |
| 98 | Development of products With embedded software | 8.3.2.3 | **01/00** | **02.01.2023** |
| 99 | Design and Development inputs | 8.3.3 | **01/00** | **02.01.2023** |
| 100 | Products design outputs | 8.3.3.1 | **01/00** | **02.01.2023** |
| 101 | Manufacturing process design input | 8.3.3.2 | **01/00** | **02.01.2023** |
| 102 | Special Characteristic | 8.3.3.3 | **01/00** | **02.01.2023** |
| 103 | Design and Development Controls | 8.3.4 | **01/00** | **02.01.2023** |
| 104 | Monitoring | 8.3.4.1 | **01/00** | **02.01.2023** |
| 105 | Design and Development validation | 8.3.4.2 | **01/00** | **02.01.2023** |
| 106 | Prototype Programme | 8.3.4.3 | **01/00** | **02.01.2023** |
| 107 | Product approval process | 8.3.4.4 | **01/00** | **02.01.2023** |
| 108 | Design and Development Outputs | 8.3.5 | **01/00** | **02.01.2023** |
| 109 | Design and development outputs –  supplemental | 8.3.5.1 | **01/00** | **02.01.2023** |
| 110 | Manufacturing process design output | 8.3.5.2 | **01/00** | **02.01.2023** |
| 111 | Design development changes | 8.3.6 | **01/00** | **02.01.2023** |
| 112 | Design development changes- Supplemental | 8.3.6.1 | **01/00** | **02.01.2023** |
| **113** | **CONTROL OF EXTERNALLY PROVIDE PROCESS, PRODUCTS AND SERVICES** | **8.4** | **01/00** | **02.01.2023** |
| 114 | General | 8.4.1 | **01/00** | **02.01.2023** |
| 115 | General- supplemental | 8.4.1.1 | **01/00** | **02.01.2023** |
| 116 | Supplier selection process | 8.4.1.2 | **01/00** | **02.01.2023** |
| 117 | Customer directed sources(also known as Directed BUY) | 8.4.1.3 | **01/00** | **02.01.2023** |
| 118 | Type and extent of control | 8.4.2 | **01/00** | **02.01.2023** |
| 119 | Type and extent of control – Supplement | 8.4.2.1 | **01/00** | **02.01.2023** |
| 120 | Statutory and regulatory requirements | 8.4.2.2 | **01/00** | **02.01.2023** |
| 121 | Supplier quality management system development | 8.4.2.3 | **01/00** | **02.01.2023** |
| 122 | Automotive product – related software | 8.4.2.3.1 | **01/00** | **02.01.2023** |
| 123 | Supplier Monitoring | 8.4.2.4 | **01/00** | **02.01.2023** |
| 124 | Second Party audits | 8.4.2.4.1 | **01/00** | **02.01.2023** |
| 125 | Supplier Development | 8.4.2.5 | **01/00** | **02.01.2023** |
| 126 | Information for external providers | 8.4.3 | **01/00** | **02.01.2023** |
| 127 | Information for external providers-supplement | 8.4.3.1 | **01/00** | **02.01.2023** |
| 128 | **Products and service provision** | **8.5** | **01/00** | **02.01.2023** |
| 129 | Control of Products and service provision | 8.5.1 | **01/00** | **02.01.2023** |
| 130 | Control plan | 8.5.1.1 | **01/00** | **02.01.2023** |
| 131 | Standardized work- operator instructions & visual standards | 8.5.1.2 | **01/00** | **02.01.2023** |
| 132 | Verification of job set-ups | 8.5.1.3 | **01/00** | **02.01.2023** |
| 133 | Verification after shutdowns | 8.5.1.4 | **01/00** | **02.01.2023** |
| 134 | Total productive maintenance | 8.5.1.5 | **01/00** | **02.01.2023** |
| 135 | Management of production tooling and manufacturing, test, inspection tooling and equipment. | 8.5.1.6 | **01/00** | **02.01.2023** |
| 136 | Production scheduling | 8.5.1.7 | **01/00** | **02.01.2023** |
| 137 | Identification And Traceability | 8.5.2 | **01/00** | **02.01.2023** |
| 138 | Identification and traceability -Supplemental | 8.5.2.1 | **01/00** | **02.01.2023** |
| 139 | Property belonging to customers or external providers | 8.5.3 | **01/00** | **02.01.2023** |
| 140 | Preservation | 8.5.4 | **01/00** | **02.01.2023** |
| 141 | Preservation- supplemental | 8.5.4.1 | **01/00** | **02.01.2023** |
| 142 | Post –Delivery Activities | 8.5.5 | **01/00** | **02.01.2023** |
| 143 | Feedback of information from service | 8.5.5.1 | **01/00** | **02.01.2023** |
| 144 | Service agreement with customer | 8.5.5.2 | **01/00** | **02.01.2023** |
| 145 | Control Of Changes | 8.5.6 | **01/00** | **02.01.2023** |
| 146 | Control of changes-Supplement | 8.5.6.1 | **01/00** | **02.01.2023** |
| 147 | Temporary Changes of process controls | 8.5.6.1.1 | **01/00** | **02.01.2023** |
| 148 | **Release Of Products And Services** | **8.6** | **01/00** | **02.01.2023** |
| 149 | Release of products and services - supplemental | 8.6.1 | **01/00** | **02.01.2023** |
| 150 | Layout inspection and functional testing | 8.6.2 | **01/00** | **02.01.2023** |
| 151 | Appearance items | 8.6.3 | **01/00** | **02.01.2023** |
| 152 | Verification and acceptance of conformity of externally provided products and services | 8.6.4 | **01/00** | **02.01.2023** |
| 153 | Statutory and regulatory conformity | 8.6.5 | **01/00** | **02.01.2023** |
| 154 | Acceptance criteria | 8.6.6 | **01/00** | **02.01.2023** |
| 155 | **Control Of Nonconforming Outputs** | **8.7** | **01/00** | **02.01.2023** |
| 156 | ------------------------------------ | 8.7.1 | **01/00** | **02.01.2023** |
| 157 | Customer authorization for concession | 8.7.1.1 | **01/00** | **02.01.2023** |
| 158 | Control of non-conforming products | 8.7.1.2 | **01/00** | **02.01.2023** |
| 159 | Control of suspect product | 8.7.1.3 | **01/00** | **02.01.2023** |
| 160 | Control of reworked products | 8.7.1.4 | **01/00** | **02.01.2023** |
| 161 | Control of repaired products | 8.7.1.5 | **01/00** | **02.01.2023** |
| 162 | Customer notification | 8.7.1.6 | **01/00** | **02.01.2023** |
| 163 | Non-conforming products disposition | 8.7.1.7 | **01/00** | **02.01.2023** |
| 164 | ----------------------- | 8.7.2 | **01/00** | **02.01.2023** |
| **165** | **PERFORMANCE EVALUATION** | **9** | **01/00** | **02.01.2023** |
| 166 | Monitoring ,Measurement, Analysis And Evaluation | 9.1 | **01/00** | **02.01.2023** |
| 167 | General | 9.1.1 | **01/00** | **02.01.2023** |
| 168 | Monitoring and Measurement of manufacturing process | 9.1.1.1 | **01/00** | **02.01.2023** |
| 169 | Identification of Statistical tools | 9.1.1.2 | **01/00** | **02.01.2023** |
| 170 | Application of Statistical concepts | 9.1.1.3 | **01/00** | **02.01.2023** |
| 171 | Customer Satisfaction | 9.1.2 | **01/00** | **02.01.2023** |
| 172 | Customer satisfaction-supplemental | 9.1.2.1 | **01/00** | **02.01.2023** |
| 173 | Analysis And Evaluation | 9.1.3 | **01/00** | **02.01.2023** |
| 174 | Prioritization | 9.1.3.1 | **01/00** | **02.01.2023** |
| 175 | **Internal Audit** | **9.2** | **01/00** | **02.01.2023** |
| 176 | ---------------------------------- | 9.2.1 & 9.2.2 | **01/00** | **02.01.2023** |
| 177 | Internal Audit Programme | 9.2.2.1 | **01/00** | **02.01.2023** |
| 178 | QMS Audit | 9.2.2.2 | **01/00** | **02.01.2023** |
| 179 | Manufacturing Process audit | 9.2.2.3 | **01/00** | **02.01.2023** |
| 180 | Product audit | 9.2.2.4 | **01/00** | **02.01.2023** |
| 181 | **Management Review** | **9.3** | **01/00** | **02.01.2023** |
| 182 | General | 9.3.1 | **01/00** | **02.01.2023** |
| 183 | Management review - supplemental | 9.3.1.1 | **01/00** | **02.01.2023** |
| 184 | Management Review Inputs | 9.3.2 | **01/00** | **02.01.2023** |
| 185 | Management review inputs-supplemental | 9.3.2.1 | **01/00** | **02.01.2023** |
| 186 | Management Review Outputs | 9.3.3 | **01/00** | **02.01.2023** |
| 187 | Management review Outputs- Supplemental | 9.3.3.1 | **01/00** | **02.01.2023** |
| **188** | **IMPROVEMENT** | **10** | **01/00** | **02.01.2023** |
| **189** | **General** | **10.1** | **01/00** | **02.01.2023** |
| **190** | **Nonconformity And Corrective Actions** | **10.2** | **01/00** | **02.01.2023** |
| 191 | ---------------------------------- | 10.2.1 & 10.2.2 | **01/00** | **02.01.2023** |
| 192 | Problem Solving | 10.2.3 | **01/00** | **02.01.2023** |
| 193 | Error proofing | 10.2.4 | **01/00** | **02.01.2023** |
| 194 | Warranty management system | 10.2.5 | **01/00** | **02.01.2023** |
| 195 | Customer complaints and field failure test analysis | 10.2.6 | **01/00** | **02.01.2023** |
| **196** | **Continual Improvement** | **10.3** | **01/00** | **02.01.2023** |
| 197 | Continual improvement- supplemental | 10.3.1 | **01/00** | **02.01.2023** |

**A.2 Normative references**

The following documents, in whole or in part , are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies.

For undated references the latest edition of the referenced documents ( including any amendments) applies.

ISO 9000:2015 , Quality management systems- Fundamentals and vocabulary

Annex A (Control Plan) is a normative part of this Automotive QMS standard.

Annex B (Bibliography - automotive supplemental) is informative, which provides additional information intended to assist the understanding or use of this Automotive QMS standard

**3. TERMS & DEFINITION FOR THE AUTOMOTIVE INDUSTRY**

**Accessory part**

Customer specified additional components (s) that are either mechanically or electrically connected to the vehicle or power train before ( or after ) delivery to the final customer (e.g., custom floor m, trucks bed liners , wheel covers , sound systems enhancement , sunroofs , spoilers , super – chargers , etc.

**Advance product quality planning (APQP)**

Product quality planning process supports development of a product or services that will satisfy customer requirements; APQP serves as a guide in the development process and also a standard way to share reseat between organisation and their customers ;APQP covers design robustness , design testing and specification compliance , production process design , quality inspection standard , process capability , production capability , product packaging , product testing and operator training plan , among other item

**Aftermarket part**

Replacement part(s) not procured or released by an OEM for service part applications, which may or may not be produced to original equipment specification

**Authorization**

Documented permission for a person (s) specifying rights and responsibility related to giving or denying permissions or sanctions within an organisation.

**Challenge (master) part**

Part(s) of known specification , calibrated and traceable to standard , with expected results ( pass or fail ) that are used to validate the functionality of an error – proofing device or check fixtures(e.g. Go/ No-go gauging )

**Control plan**

Documented description of the systems and processes required for controlling the manufacturing of product.

**Customer requirements**

All requirements specified by the customer ( e .g. , technical , commercial , product and manufacturing process – related requirements , general terms and conditions , customer –specific , requirements , etc.). Where the audited organization is a vehicle manufacturer, vehicle manufacturer subsidiary, or joint venture with a vehicle manufacturer, the relevant customer is specified by the vehicle manufacturer, their subsidiaries, or joint ventures.

Where the audited organization is a vehicle manufacturer, vehicle manufacturer subsidiary, or joint venture with a vehicle manufacturer, the relevant customer is specified by the vehicle manufacturer, their subsidiaries, or joint ventures.

**Customer-specific requirements (CSRs)**

Integration of supplemental requirements linked to specific clauses (s) of this Automotive QMS standard.

**Design for assembly (DFA)**

Process by which Products Are Designated with Ease of Assembly consideration. (e .g., if a product contains fewer parts it will take less time to assemble, thereby reducing assembly costs )

**Design for manufacturing ( DFM)**

Integration of Product Design and process planning to design a product that is easily and economically manufactured.

**Design for manufacturing & Assembly ( DFMA)**

Combination of two methodologies: design for manufacture (DFM) , which is the process of optimizing the design to be easier to produce , have higher throughput , and improved quality ; and design for assembly (DFA), which is the optimization of the design to reduce risk of error , lowering costs , and making it easier to assemble .

**Design for six sigma (DFSS)**

Systematic methodology, Tools , and techniques with the aim of being a robust design of product or processes that meets customer expectations and can be produced at a six-sigma quality level.

**Design responsible organization**

Organization with authority to establish a new, or change an existing, product specification.

Note -This responsibility includes testing and verification of design performance within the customer’s specified application.

**Error proofing**

Product and manufacturing process design and development to prevent manufacture of nonconforming products.

**Escalation process**

Process used to highlights or flag certain issues within an organisation so that the appropriate personnel can respond to these situations and monitor the resolutions.

**Fault tree analysis (FTA)**

Deductive failure analysis methodology in which an undesired state of a system is analysed; fault tree analysis maps the relationship between faults , sub systems , and redundant design elements by creating a logic diagram of the overall systems.

**Laboratory**

Facility for inspection, test, or calibration that may include but is not limited to the following: chemical, metallurgical, dimensional, physical, electrical, or reliability testing.

**Laboratory scope**

Controlled documents containing

* Specific tests , evaluations, and calibrations that a laboratory is qualified to perform ;
* A list of the equipment that the laboratory uses to perform the above ; and
* A list of methods and standard to which the laboratory perform the above

**Manufacturing**

Process of making or fabricating

* Production materials ;
* Production parts or service parts ;
* Assemblies ; or
* Heat treating, welding, painting, plating, or other finishing services.

**Manufacturing feasibility**

An analysis and evaluation of a proposed project to determine if it is technically feasible to manufacture the product to meet customer requirements. This includes but is not limited to the following (as applicable ) : within the estimated costs , and if the necessary resources , facilities , tooling , capacity , software and personnel with required skills , including support functions , are or are planned to be available.

**Manufacturing services**

Companies that test, manufacture, distribute, and provide repair services for components and assemblies.

**Multi –disciplinary approach**

Method to capture input from all interested parties who may influence how a process is administered by a team whose members include personnel from the organisation and may include customer and supplier representatives; team members may be internal or external to the organization; either existing teams or ad hoc teams may be used as circumstances warrant; input to the team may include both organisation and customer inputs.

**No trouble found ( NTF )**

Designation applied to a part replaced during a services event that, when analysed by the vehicle or parts manufacturer, meets all the requirements of a “good part “(also referred to as “ no fault found “ or “ trouble not found “ )

**Outsourced process**

Portion of an organisation’s function ( or processes) that is performed by an external organisation.

**Periodic overhaul**

Maintenance methodology to prevent a major unplanned breakdown where , based on fault or interruption history , a piece of equipment , or subsystems of the equipment , is proactively taken out of service and disassembled , repaired , parts replaced , reassembled , and then returned to service.

**Predictive maintenance**

An approach and set of techniques to evaluate the condition of in – service equipment by performing periodic or continuous monitoring of equipment conditions, in order to predict when maintenance should Performed.

**Premium freight**

Extra costs or charges incurred in addition to contracted delivery.

Note- This can be caused by method, quantity, unscheduled or late deliveries, etc.

**Preventive maintenance**

Planned activities at regular intervals (time – based, periodic inspection, and overhaul) to eliminate cause of equipment failure and unscheduled interruptions to production , as an output of the manufacturing process design.

**Product**

Applies to any intended output resulting from the product realization process.

**Product safety**

Standards relating to the design and manufacturing of products to ensure they do not represent harm or hazards to customers.

**Production safety**

Condition where manufacturing processes are idle ; time span may be a few hours to a few months.

**Reaction plan**

Action or series of steps prescribed in a control plan in the event abnormal or manufacturing events are detected.

**Remote location**

Location that supports manufacturing sites and at which non production processes occur

**Service part**

Replacement part (s) manufacturing to OEM specifications that are procured or released by the OEM for service part application, including remanufactured parts.

**Site**

Location at which value-added manufacturing processes occur

**Special characteristic**

Classification of a product characteristic or manufacturing process parameter that can affect safety or compliance with regulations, fit, function, performance, requirements, or subsequent processing of product.

**Special status**

Notification of a customer – identified classification assigned to an organisation where on more customer requirements are not being satisfied due to a significant quality or delivery issue.

**Support function**

Non – production activity (conducted on site or at a remote location) that support one (or more) manufacturing sites of the same organisation.

**Total productive maintenance**

A system of maintaining and improving the integrity of production and quality systems through machine, equipment, processes, and employees that add value to the organisation.

**Trade – off curves**

Tool to understand and communicate the relationship of various design characteristics of a product to each other ; a product’s performance on one characteristics is mapped on the Y-axis and another on the x – axis , then a curve is plotted to illustrate product performance relative to the two characteristics.

**4.0 Context of the Organization**

**4.1 Understanding the Organization & its context**

**ONS HOLKAR** has determined external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result of its **Automotive** Quality **Management System. Ref Doc. Organization & its context F03(ONSH/P/QMS/05)**

**ONS HOLKAR** is monitoring and reviewing information about these external and internal issues on **Annual Basis**. This Issues are may be **positive and negative** as per condition of consideration.

Understanding the **external context** is facilitated by considering issues arising from legal, technological, or Statutory and regularity requirements, Changes in technology competitive, market, cultural, social and economic environments, whether international, national, regional or local.

The **internal issues** that issues which arise from infrastructure, employee’s grievances, customer feedback, Performance of the organization, Culture, working Environment etc. & issues related to values, culture, knowledge and performance of the organization.

**4.2 Understanding the needs and expectations of interested parties**

**ONS HOLKAR** ability’s to consistently provide products and services that meet customer and applicable statutory and regulatory requirements. **ONS HOLKAR** has determined:

1. The interested parties as External & Internal Customers, External provider and Legal / Product/ Process Certification

Bodies that is relevant to the Automotive Quality Management System; which are addressed**.**

1. The requirement of these interested parties that are relevant to the Automotive Quality Management System

which are addressed. The organization is monitor and review information about these interested parties and their relevant requirements in the documents as **need & expectations of interested parties (Ref Doc. Organization & its context F03(ONSH/P/QMS/05).**

**4.3 Determining the Scope of the Quality Management System**

ONS HOLKAR has determined the boundaries and applicability of the **Automotive** **Quality Management System** to establish its scope when determining this scope, **ONS HOLKAR** has considered:

a) **The external and internal issues**; **referred in 4.1, Documented as F03(ONSH/P/QMS/05)**

b) **The requirements of relevant interested parties; referred in 4.2**

c) **The** **products and services of the organization**.

**ONS HOLKAR** has applied all the requirements of this International Standard if they are applicable within the determined scope of its Automotive Quality Management System. The scope of **ONS HOLKAR Automotive** **Quality Management System** has be available in **Section** **0.3** in the QMS Manual and be maintained as maintained documented information. The scope has state the types of products and services covered, and provide justification for any requirement of this International Standard that **ONS HOLKAR** determines is not applicable to the scope of its **Quality Management System**.

**ONS HOLKAR** apply all the requirements of this International Standard if they are applicable in the organization within the determined scope of its quality management system.

**ONS HOLKAR** provides products and services as **Manufacturer Of wire harness. Design is excluded from our scope**, which is mention in **Section 0.3.** Products and services provide by organization only by **customer requirements** **and customer approved design sheet/Data Sheet (Ref Doc. Quality manual authorization & scope ONSH/QM/01, Section 0.3).**

**4.3.1 Determining the scope of the Quality management system**

Supportingfunction as remote site all process is included in the scope of the Automotive QMS.

**Scope:**

“**{natureOfBusiness}.”**”

**QMS Application:**

**All requirements of IATF 16949:2016 are applied except product design.**

**Justification for exclusion:**

**Design provide by customer so no required.**

**4.3.2 Customer -Specific requirements**

The CSR has been evaluated and included in the scope of **ONS HOLKAR** Automotive Quality Documented information. The **CSR is notifying on mail**, **Customer’s** **approved design sheet, telephonic conversation or the time of quality agreement**. We have a documents as **customer needs and expectation**, **Doc. No**. **F02(ONSH/P/MKT/02)** and receive. Customer needs on this documents. Customer specific requirement matrix Doc. No. ONSH/QM/01, is updated for every automotive customer. Also ensure that all requirement shall be documented. CSR shall be review at 2 year freq. Send mail to customer for CSR requirement and updation and update CSR matrix acc. CSR updation resp. is goes to QMS and Quality person with concerned process owner.

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**4.4 Quality Management System and its processes**

**4.4.1 ONS HOLKAR**  has established, implement, maintained, retained and continually improve an **Automotive Quality Management System,** including the processes needed and their interactions, in accordance with the requirements of this **IATF 16949:2016.**

**ONS HOLKAR**  has determined the processes needed for the **Automotive** **Quality Management System** and their application throughout the organization and:

a) The **Process interlink-age and sequence of the process Annex III in quality manual** shows that required inputs and the outputs expected from these processes;

b) Prepare the sequence and interaction of these processes:

c) **ONS HOLKAR** apply the criteria and methods (including monitoring, measurements

and related performance indicators) needed to ensure the effective operation and control of these processes;

All performance indicator (**Key performance indicator F04(ONSH/P/QMS/05)**) is based on their process objective and monitor accordingly.

1. Develop & identify the resources needed for these processes and ensure their availability

e) Assign the responsibilities and authorities for these processes;

f) Address the risks and opportunities as determined in accordance with the requirement of 6.1.

g) Evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results;

**﻿**h) Improve the processes of the **Automotive** **Quality Management System.**

**4.4.1.1 Conformance of products and services**

**ONS HOLKAR** has committed and ensure to conformance of all products and services and processes comply the all requirement of Customer’s, statutory and regulatory requirement including conformance with material requirement.

**4.4.1.2 Product Safety**

**ONS HOLKAR** has documented process for the management of product safety related products and manufacturing process which include and documented as Procedure **ONSH/P/QMS/03**

1. Identify the legal requirement as statutory & regulatory requirements for product safety.
2. Customer notification requirement
3. Special approval for design FMEA if applicable
4. Identify the product safety related characteristics.
5. Identifications and controls of safety related characteristics of products and at the point of manufacture.
6. Special approval of control plans and process FMEA.
7. Reactions Plans
8. Defined responsibilities, definitions of escalation process and flow of information, including top management and customer notification.
9. Conduct on time training programmer for compliance of product requirements and manufacturing process.
10. Changes of products and process shall be approved prior to implementation, including evaluation of potential effects on products safety from process and products changes
11. Transfer of requirements with regards of products safety throughout the supply chain, including customer designated sources.
12. Products traceability by manufactured lot at minimum throughout the supply chain.
13. Lesson learned for new products introduction.

Note: For the design FMEA, Special approval **of safety related requirements or documents may be required by the customer or the organization’s internal processes by the management or by the customer.**

**ONS HOLKAR** always prepare and flexible for new products development.

**4.4.2** To the extent necessary, **ONS HOLKAR**  has:

a) Maintain documented information to support the operation of its processes;

b) Retain documented information to have confidence that the processes are being carried out as planned.

**5.0 Leadership**

**5.1 Leadership and Commitment**

**5.1.1 General**

**ONS HOLKAR** management is fully demonstrating about leadership and commitment to automotive quality management system according to IATF 16949:2016 requirements. For finding their effectiveness management has taken the action as given below:

a) Providing Accountability to concernprocess ownerfor the effectiveness of the Automotive **Quality Management System;**

b) Establishment of **ONS HOLKAR** quality policy and objective .The quality policy, objective and theirs importance are communicated to all level of department and employees in the organization. Implement quality policy as part of induction process and prominently **display throughout the company premises in local language** **Section 0.8, Quality Policy & other policy**. Quality policy and objective has implement as so compatible with context and strategic direction of the organization.

c) **ONS HOLKAR** top management continually communicates to employees at all level so that they integrate the requirement of **Automotive QMS** into their business processes, customer requirements and statutory and regulatory requirements.

d) **ONS HOLKAR** management has committed to maintain and implement process approach and risk based thinking so that avoiding the potential risk and satisfaction of customer and their requirements. Risk based thinking also compile the requirement of Statutory and regulatory requirements.

e) All required and adequate resources are available in the organization. Resources are identified and provided by the organization so that they are identified and meet the requirements. Competent personnel are assigned for the management performance and verification of all activities which affect the quality. Automotive Quality system audit has been performed by the suitably trained and competent independent personnel.

f) Top management has conduct annual management review meeting. The purpose of meeting that conforming and achievement of Automotive QMS and their requirements. In management review meeting attending employees are top management and all department heads. The main agenda of meeting to achieve the Automotive QMS requirement and their intended results. Management has taken their respective correction and their corrective action for achieving the requirements.

g) **ONS HOLKAR** management conducts on timely internal audit so that find non conformity and C/CA actions. The C/CA action ensuring that the **Quality Management System** achieves its intended results;

h) Top management appointed the **Management Representative** for Engaging, directing and supporting persons to contribute to the effectiveness of the Quality Management System;

i) Promoting improvement;

j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

**5.1.1.1 Corporate responsibility**

**ONS HOLKAR** organization hasdisplay and implement **corporate** **responsibility policies, including anti-bribery policy, an employee’s code of conduct and ethics escalation policy (Whistle – blowing policy) Section 0.8, Quality Policy & other policy in their premises.**

**5.1.1.2 Process effectiveness and efficiency**

**ONS HOLKAR is review the** process needed for effectiveness and efficiency of the quality management system to evaluate and improve the QMS system in the organization. Management has conduct management review meeting for reviewing the internal audit, product audit and manufacturing process audit so that verify the customer and legal requirements compliances or not. The output of this audit is input of management review meeting.

**5.1.1.3 Process Owners**

Top management has appointed the all department’s heads as process owner whose are responsible and managing the organization process and their outputs **Roles Responsibility and authorities** **F01(ONSH/P/QMS/01)** . Process owner clearly know their roles and responsibility for the department and also for organization. All process owners are competent and their competency is defined by the organization and them capable for their roles and responsibility.

**5.1.2 Customer focus**

Top management has demonstrated leadership and commitment with respect to customer so that collecting perception of the customers about the organizations. The organization work effectively in the following areas for customer focus, these area included **1. Products and services conformity 2. Product and services liabilities 3. Delivery 4. Price 5. Good Communication 6. Continual Quality Improvement 7. Enhance Customer satisfaction**. This above are achieved through

1. Customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
2. The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;

C) Satisfaction and dissatisfaction level has been identified and promptly response has been taken. Take immediate action on customer complain and ensure that this will not repeated in future. Taken correction and corrective action has resolve the complained with given time frame with the customers. Review and monitor customer feedback about the products and services and taken action against it. ﻿Anyengineering changes are strictly followed as per scheduled agreed with the customers. Process flow charts, control plan, FMEA, MSA and Core tools requirements are strictly followed by the organization for up to customer satisfaction.

**5.2 Policy**

**5.2.1 Establishing the Quality Policy**

Top management has established, implement and maintain a Quality Policy that:

a ) is appropriate to the purpose and context of **ONS HOLKAR** and supports its strategic direction;

b) Provides a framework for setting Quality Objectives;

c) Includes a commitment to satisfy applicable requirements;

d) Includes a commitment to continual improvement of the **Quality Management System.**

**5.2.2 Communicating the Quality Policy**

The Quality Policy has made -

a) Be available and be maintained as documented information;

b) Be communicated, understood and applied within **ONS HOLKAR**

c) Be available to relevant interested parties, as appropriate through company profile, Company PPT and Website.

**5.3 Organizational Roles, Responsibilities and Authorities**

Top management has ensured that the responsibilities and authorities **Roles Responsibility and authorities** **F01(ONSH/P/HR/01)** for relevant roles are assigned, communicated and understood within **ONS HOLKAR** and **those customer requirements** are met**.** Top management has assigned the responsibility and authority for:

1. Ensuring that the **Quality Management System** conforms to the requirements of this International Standard;
2. Ensuring that the processes are delivering their intended outputs;
3. Reporting on the performance of the **Quality Management System** and on opportunities for

Improvement, in particular to Top management

1. Ensuring the promotion of customer focus throughout **ONS HOLKAR**

e) Ensuring that the integrity of the **Quality Management System** is maintained when changes to the **Quality Management System** are planned and implemented.

**5.3.1 Responsibilities, Authority and Authorities- Supplemental**

Director shall establish Responsibility and Authority of all the personnel defined in the organization structure. The responsibilities and authorities of all personnel in the organization are communicated after approved by **Plant head**.

Top management shall assign personnel with the responsibility and authority to ensure that customer requirements are met. These assignments shall be documented. This includes but is not limited to the

selection of special characteristics, setting quality objectives and related training, corrective and preventive action product design and development. Capacity analysis logistic information customer scorecards, and customer portals.

**5.3.2 Responsibilities, Authority and Authorities for product requirement and corrective actions**

**Top Management has responsible for the movement of the Quality and also all concern department as well as process owner. The Top Management has responsible for improvement plan and process improvement as well as for Organization. Roles & Responsibilities.**

a) personnel responsible for conformity to product requirements have the authority to stop shipment and stop production to correct quality problems;

b) personnel with authority and responsibility for corrective action are promptly informed of products or processes that do not conform to requirements to ensure that nonconforming product is not shipped to the customer and that all potential nonconforming product is identified and contained;

c) production operations across all shifts are staffed with personnel in charge of, or delegated responsibility for, ensuring conformity to product requirements.

**Responsibility for Quality**

**QA Head** shall be promptly informed by Respective section Head –Production, Department Head – QA when the products & processes become non-compliant with specified requirements in their specific areas.

The person responsible for product quality is authorized to stop production to correct quality problems is defined in the Responsibilities & Authorities documented above.

Plant Head shall ensure the production operations is run across all shifts, shall be staffed with personnel in charge of, or delegated responsibility for, ensuring product quality.

**Management representative**

**QMS Person** is appointed as the Management Representative for **ONS HOLKAR** reporting to Director. He has the authority and responsibility for implementing the quality management system as per IATF 16949: 2016 irrespective of his other responsibility. He shall be responsible for maintenance of documentation and quality audits. He will facilitate the management review and related activities. He will be responsible for follow up on the closure of non-conformities generated and their effectiveness. He shall be given full co-operation and support of all concerned in this regard. He also has the authority to ensure the promotion of awareness of customer requirements throughout the organization through follow up of contractual requirements and verification for compliance.

**Customer Representative**

**QA Head** is appointed as the Customer Representative for **ONS HOLKAR** who will look after customer requirement to represent the needs of the customer in internal functions in addressing quality requirements, (such as selection of special characteristic setting quality objective, training, corrective and preventive action, and product development) have been added under the responsibility of Plant Head.

**6. Planning**

**6.1 Actions to address Risks and Opportunities**

**ONS HOLKAR** consider all the risk and issues **ONSH/P/QMS/13** referred in the clause 4.1 understanding the context of the organization. Planning is considered according to the type and nature of product and services and the processes. **ONS HOLKAR** has considered issues referred in 4.1 and requirement refers to 4.2.

1. Provide conformance that Automotive QMS achieve its intended results.
2. Enhance the positive effect of this potential risk.
3. Plan for that to prevent, control and reduce the undesired effects of risks.
4. Achievement for improvement.

**6.1.2 ONS HOLKAR** has plan:

a) To Actions for addressing these risks and opportunities. Prepared plan for addressing the risk in all department.

b) Organization has:

1) Process map for risk identification and turtle diagram. Implementation of process map and turtle diagram fulfills the requirement of Automotive QMS.

2) Action plan against them risk is taken by the organization. Evaluation of action is mention in KPI. Actions taken to address risks and opportunities have been proportionate to the potential impact on the conformity of products and services. The organization address risk including avoiding risk, transform risk into opportunity, eliminating the risk sources, sharing risk and retaining the risk by decision of all departments.

Opportunities can promote the new practices, new products development, adding the customer, using new technology, fulfill the requirement of customer’s need and their expectation, Building the partnership and addressing the new customer.

**6.1.2.1 Risk analysis**

**ONS HOLKAR** has prepared the risk analysis matrix **F01(ONSH/P/QMS/13)** based on a) Lesson learned from product recalls, products audit, field returns, repairs, customer complaints, scrap and reworks. b) We also review risk analysis for cyber-attack threats to information technology system. The organization has retained documented information for risk analysis.

**6.1.2.2 Preventive action**

**ONS HOLKAR** has determined and implement actions to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions shall be appropriate to the severity of the potential issues.

The organization shall establish a process to lessen the impact of negative effects of risk including the following:

a) Determining potential nonconformities and their causes;

b) Evaluating the need for action to prevent occurrence of nonconformities:

c) Determining and implementing action needed;

d) documented information of action taken;

e) Reviewing the effectiveness of the preventive action taken;

f) Utilizing lessons learned to prevent recurrence in similar processes.

**6.1.2.3 Contingency plans**

**ONS HOLKAR**  has contingency process **ONSH/P/QMS/11**

a) Identify and evaluate internal and external risks to all manufacturing processes and infrastructure equipment essential to maintain production output and to ensure that customer requirements are

b) Define contingency plans **F01(ONSH/P/QMS/11)** according to risk and impact to the customer;

c) Prepare contingency plans for continuity of supply in the event of any of the following: key equipment failures; interruption from externally provided products, processes, and services; recurring natural disasters; fire, Pandemics, utility interruptions; Cyber Attack on information technology system labor shortages; or infrastructure disruptions:

d) include, as a supplement to the contingency plans, a notification process to the customer and other interested parties for the extent and duration of any situation impacting customer operations;

e) Conduct contingency plan reviews at a minimum annually using a multidisciplinary team including top management, and update as required;

f) Document the contingency plans and retain documented information describing any revision(s), including the person who authorized the changes.

g) Include in contingency plan the development and implementation of appropriate employees training and awareness.

The contingency plans are include provisions to validate that the manufactured product continues to meet customer specifications after the re-start of production following an emergency in which production was stopped and if the regular shutdown processes were not followed.

**6.2 Quality Objectives and planning to achieve them.**

**6.2.1 ONS HOLKAR** has established Quality Objectives **(Ref. Departmental Objectives – as KEY PERFORMANCE INDICATOR F04(ONSH/P/QMS/05)** at relevant functions, levels and processes needed for the **Quality Management System.**

The quality objectives are:

a) Consistent with the Quality Policy;

b) Measurable;

c) Take into account Applicable Requirements;

d) Relevant to conformity of products and services and to enhancement of Customer Satisfaction;

e) Monitored;

f) Communicated;

g) Updated as appropriate.

**ONS HOLKAR** has maintained documented information on the Quality Objectives **(Ref. Departmental objective as KEY PERFORMANCE INDICATOR F04(ONSH/P/QMS/05)**.

**6.2.2** When planning how to achieve its Quality Objectives, ONS HOLKAR determines:

a) What will be done?

b) What resources will be required?

c) Who will be responsible?

d) When it will be completed;

e) How the results will be evaluated.

**6.2.2.1 Quality objectives and planning to achieve them - supplemental**

Top management ensure that quality objectives **F04(ONSH/P/QMS/05)** to meet customer requirements are defined, established and maintained for relevant functions, processes, and levels throughout the organization.

The results of the organization's review regarding interested parties and their relevant requirements shall be considered when the organization establishes its annual quality objectives and related performance targets (internal and external).

**6.3 Planning of changes**

When **ONS HOLKAR**  determines the need for changes to the **Quality Management System,** the changes has been carried out in a planned manner.

**﻿ONS HOLKAR**  consider:

a) The purpose of the changes and their potential consequences;

b) The integrity of the **Quality Management System;**

c) The availability of resources;

d) The allocation or reallocation of responsibilities and authorities.

**7 Supports**

**7.1 Resources**

**7.1.1 General**

**ONS HOLKAR** determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the **Quality Management System.**

ONS HOLKAR Consider:

a) The capabilities of and constraints on, existing internal resources **List Of Machine** **F04(ONSH/P/MNT/01)**

b) What needs to be obtained from external providers?

**7.1.2 People**

**ONS HOLKAR** has determine and provide the persons necessary for the effective implementation of its **Quality Management System** and for the operation and control of its processes as **Master** **List Of Employees** **F07(ONSH/P/HR/01)**

**7.1.3 Infrastructure**

**ONS HOLKAR** has determined, provide and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.

**7.1.3.1 Plant, facility, and equipment planning**

**ONS HOLKAR** use a multidisciplinary approach including risk identification and risk mitigation methods for developing and improving plant, facility, and equipment plans. ln designing plant layouts, the organization shall:

a) optimize material flow, material handling, and value-added use of floor space including control of nonconforming product

b) Facilitate synchronous material flow, as applicable and

c) Implement cyber protection of equipment’s and system supporting manufacturing.

Methods shall be developed and implemented to evaluate manufacturing feasibility for new product or new operations. Manufacturing feasibility assessments shall include capacity planning. These methods have also been applicable for evaluating proposed changes to existing operations.

The organization has maintain process effectiveness, including periodic re-evaluation relative to risk, to incorporate any changes made during process approval, control plan maintenance and verification of job set-ups. Assessments of manufacturing feasibility and evaluation of capacity planning shall be inputs to management reviews.

**7.1.4 Environment for the Operation of processes**

**ONS HOLKAR** has determined, provide and maintain the environment necessary for the operation of its processes as **Plant Facility and Equipment Planning** **ONSH/P/HR/04** and to achieve conformity of products and services.

**7.1.4.1 Environment for the Operation of processes- Supplemental**

The **ONS HOLKAR** maintained its premises in a state of order, cleanliness, and repair that is consistent with the product and manufacturing process needs.

**7.1.5 Monitoring and measuring resources**

**7.1.5.1 General**

**ONS HOLKAR** determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

**ONS HOLKAR** has ensured that the resources provided:

a) Are suitable for the specific type of monitoring and measurement activities being undertaken;

b) Are maintained to ensure their continuing fitness for their purpose.

**ONS HOLKAR** Retains appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

**7.1.5..1.1 Measurement systems analysis**

Statistical studies shall be conducted to analyses the variation present in the results of each type of inspection, measurement, and test equipment system identified in the control plan. The analytical methods and acceptance criteria used shall conform to those in reference manuals on measurement systems analysis. Other analytical methods and acceptance criteria may be used if approved by the customer.

**ONS HOLKAR** has records of customer acceptance of alternative methods shall be retained along with results from alternative measurement systems analysis **ONSH/P/QA/04**  .

**7.1.5.2 Measurement traceability**

When measurement traceability is a requirement and considered by **ONS HOLKAR** to be an essential part of providing confidence in the validity of measurement results, measuring equipment has be:

a) Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification has be retained as documented information as **Calibration Status** **F06(ONSH/P/QA/06)** ;

b) Identified in order to determine their status;

c) Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results**.**

**ONS HOLKAR**  has determine if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and has taken appropriate action as necessary.

**7.1.5.2.1 Calibration/verification records**

**ONS HOLKAR**  have a documented process for managing calibration/verification records. Record of the calibration/verification activity for all gauges and measuring and test equipment (including employee-owned equipment relevant for measuring, customer-owned equipment, or on-site supplier) needed to provide evidence of conformity to internal requirements, legislative and regulatory requirements, and customer-defined requirements shall be retained.

**ONS HOLKAR**  ensure that calibration/verification activities and records shall include the following details:

a) revisions following engineering changes that impact measurement systems;

b) Any out-of-specification readings as received for calibration/verification;

c) An assessment of the risk of the intended use of the product caused by the out- of-specification condition;

d) when a piece of inspection measurement and test equipment is found to be out of calibration or defective during its planned verification or calibration or during its use, documented information on the validity of previous measurement results obtained with this piece of inspection measurement and test equipment shall be retained, including the associated standard's last calibration date and the next due date on the calibration report;

e) Notification to the customer if suspect product or material has been shipped;

f) Statements of conformity to specification after calibration/verification;

g) Verification that the software version used for product and process control is as specified;

h) Records of the calibration and maintenance activities for all gauging (including employee-owned equipment, customer-owned equipment, or on-site supplier-owned equipment)

i) production-related software verification used for product and process control (including software installed on employee-owned equipment, customer-owned equipment, or on-site supplier-owned equipment).

**7.1.5.3 Laboratory requirements**

**7.1.5.3.1 Internal laboratory**

An organization's internal laboratory facility shall have a defined scope as **LABORATORY SCOPE** **F01(ONSH/P/QA/12)** that includes its capability to perform the required inspection, test, or calibration services. This laboratory scope shall be included in the quality management system documentation. The laboratory shall specify and implement, as a minimum, requirements for:

a) adequacy of the laboratory technical procedures;

b) Competency of the laboratory personnel;

c) Testing of the product;

d) Capability to perform these services correctly, traceable to the relevant process standard (such as ASTM, EN, etc.) when no national or international standard(s) is available, the organization shall define and implement a methodology to verify measurement system capability

e) Customer requirements, if any;

f) Review of the related records

NOTE Third-party accreditation to ISO/IEC 17025 (or equivalent) may be used to demonstrate the organization's in-house laboratory conformity to this requirement.

**7.1.5.3.2 External laboratory**

External/commercial/independent laboratory facilities used for inspection, test, or calibration services by the organization shall have a defined laboratory scope that includes the capability to perform the required inspection, test, or calibration, and either:

-the laboratory shall be accredited to ISO/IEC 17025 or national equivalent by an accreditation body (Signatory) of the ILAC MRA (International Laboratory Accreditation Forum Mutual Recognition Arrangement – www.ilac.org) and include the relevant inspection, test or calibration services in the scope of accreditation (Certificate); The certificate of calibration or test report shall include the mark of a national accreditation body or

-there shall be evidence that the external laboratory is acceptable to the customer.

— where non-accredited laboratory is utilized (for example, but not limited to specialist or integrated equipment parameters with no international traceable standard reference, or original equipment manufacturers), the organization is responsible to ensure that there is evidence that the laboratory has been evaluated and meets the requirements of Section 7.1.5.3.1 of IATF 16949.

**Note: integrated self-calibration of measurement equipment, including use of proprietary software, does not meet the requirements of calibration.**

**7.1.6 Organizational knowledge**

**ONS HOLKAR** has determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge has be maintained and be made available to the extent necessary.

When addressing changing needs and trends, **ONS HOLKAR** has consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

**7.2 Competence**

**ONS HOLKAR has:**

a) Determine the necessary competence of person(s) doing work under its control that affects the Performance and effectiveness of the **Quality Management System,**

b) Ensure that these persons are competent on the basis of appropriate education, training, or experience;

c) Where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;

d) Retain appropriate documented information as evidence of competence **( Doc. Competence Matrix F02(ONSH/P/HR/02).**

**7.2.1 Competence – Supplemental**

**ONS HOLKAR** has establish and maintain a documented process for identifying training needs including awareness and achieving competence of all personnel performing activities affecting conformities to the product and process requirements. Personnel performing specific assigned tasks has defined for qualified as required with particulars attention to the satisfaction of customer requirement.

To reduce or eliminate risks to **ONS HOLKAR**  the training and awareness shall also include information about prevention relevant for **ONS HOLKAR**  working environments and employees responsibilities like recognizing the symptoms of pending equipment failure and attempted cyber – attacks.

**7.2.2 Competence – on the job training**

**ONS HOLKAR** provide on-the-job training **F13(ONSH/P/HR/01)** (which shall include customer requirements training) for personnel in any new or modified responsibilities affecting conformity to quality requirements, internal requirement, regulatory requirement for on the job training shall be commensurate with the level of education the personnel possess and the complexity of the task they are required to perform for their daily work. Persons whose work can affect quality shall be informed about the consequences of non-conformity to customer requirement.

**7.2.3 Internal auditor competency**

**ONS HOLKAR**  have a documented process **INTERNAL AUDITOR COMPETENCY** (**ONSH/P/QMS/02)** to verify that internal auditors are competent, taking into account customer-specific requirements and **ONS HOLKAR**  requirement also. For additional guidance on auditor competencies, we take help from ISO '19011. **ONS HOLKAR** have maintained a list of qualified internal auditors.

Quality management system auditors, are able to demonstrate the following minimum competencies:

a) Understanding of the automotive process approach for auditing, including risk-based thinking;

b) Understanding of applicable customer-specific requirements;

c) Understanding of applicable ISO 9001:2015 and IATF 16949 requirements related to the scope of the audit;

d) Understanding of applicable core tool requirements related to the scope of the audit;

e) Understanding how to plan, conduct, report, and close out audit findings.

For the manufacturing process auditors have technical understanding of the relevant manufacturing process to be audited, including process risk analysis (such as PFMA) and control plan.

Product auditors have competence in understanding product requirements and use of relevant measuring and test equipment to verify product conformity.

When **ONS HOLKAR personnel provide the** training to achieve competency, documented information we retained to demonstrate the trainer's competency with the above requirements.

Maintenance of and improvement in internal auditor competence is demonstrated through:

f) Executing a minimum number of audits per year, as defined by the organization; and

g) Maintaining knowledge of relevant requirements based on internal changes (e.g., process technology, product technology) and external changes (e.g., ISO 9001, IATF 16949, core tools and customer specific requirements).

**7.2.4 Second-party audit of competency**

**ONS HOLKAR** demonstrate the competence of the auditors undertaking the second-party audits. Second-party auditors shall meet customer specific requirements for auditor qualification and demonstrate the minimum following core competencies, including understanding of:

a) The automotive process approach to auditing, including risk based thinking;

b) Applicable customer and organization specific requirements;

c) Applicable ISO 9001 and IATF 16949 requirements related to the scope of the audit;

d) Applicable manufacturing processes to be audited, including PFMEA and control plan;

e) Applicable core tool requirements related to the scope of the audit;

f) How to plan, conduct, prepare audit reports, and close out audit findings

**7.3 Awareness**

**ONS HOLKAR** has **TRAINING PLAN** **F05(ONSH/P/HR/01)** ensured that persons doing work under control is aware of

a) The Quality policy;

b) Relevant Quality Objectives;

c) Their contribution to the effectiveness of the **Quality Management System,** including the benefits of improved performance;

d) The implications of not conforming to the **Quality Management System** requirements.

**7.3.1 Awareness - supplemental**

**ONS HOLKAR**  maintained documented information that demonstrates that all employees are aware of their impact on product quality and the importance of their activities in achieving, maintaining, and improving quality, including customer requirements and the risks involved for the customer with nonconforming product.

**7.3.2 Employee motivation and empowerment**

**ONS HOLKAR**  maintain a documented process **PLANT FACILITY AND EQUIPMENT PLANNING** **ONSH/P/HR/04** to motivate employees to achieve quality objectives, to make continual improvements, and to create an environment that promotes innovation. The process shall include the promotion of quality and technological awareness throughout the whole organization.

**7.4 Communication**

**ONS HOLKAR has** determines the internal and external communications **COMMUNICATION PROCESS**  **ONSH/P/QMS/12** relevant to the Quality Management System including:

a) On what it will communicate;

b) When to communicate;

c) With whom to communicate;

d) How to communicate;

e) Who communicates?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| INTERNAL COMMUNICATION | | | | |
| What | When | With whom | How | Who |
| Quality policy | Permanent | All Employees/Interested parties | Display/Letter/ Training | Plant Head |
| Important of effective QMS | As per Training plan/ during orientation training | All Employees | Training/Display | Plant Head/Head HR |
| Responsibilities and Authority | During recruitment /promotion/ Department change | Employees | Procedure/oral/ Training | Director/ CEO |
| Quality objectives | While defining / once in 3 months | All employees | Procedure/oral/ Training | Plant Head |
| Customer complaint/Feedback | At the time of receipt | Head of department/ Respective process owner | Meeting | HOD QA |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| EXTERNAL COMMUNICATION | | | | |
| What | When | With whom | How | Who |
| Information to external providers | Placing purchase order/Quotation collection | External Provider | Purchase order/Letter/Email/ Oral | Head purchase |
| Product information | Enquiry stage | Customer | Email/Website/ Catalogue/Letter | Head Marketing |
| Enquiry, order, amendments | Enquiry review/order review | Customer | Electronic media/Letter/oral | Head Marketing |
| Customer Feedback | Once action taken | Customer | Forwarding customer feedback form | Head Marketing |
| Action taken for customer complaints | Once action taken | Customer | Electronic media/Letter/oral | Head Marketing/Plant Head &HOD QA |
| Information to external providers | As agreed with customer | Customer | Delivery challan /Letter/Email | Head Stores/Head purchase |

**7.5 Documented information**

**7.5.1 General**

**ONS HOLKAR Quality Management System** has included:

a) Documented information required by this International Standard;

b) Documented information determined by **ONS HOLKAR**  as being necessary for the effectiveness of the **Quality Management System. (Ref. Procedure “CONTROL OF DOCUMENTED INFORMATION”** **ONSH/P/QMS/01 )**

**7.5.1.1 Quality management system documentation**

The **ONS HOLKAR** 's quality management system has documented and include a quality manual, which is a series of documents and maintain in (electronic & hard copy both).

The format and structure of the quality manual is at the discretion of the organization and prepare with all clause requirement. It is prepare with Manual index which is a series of documents and a list is retained as a documents that comprise the quality manual for the organization.

The quality manual is include with the following requirement

a) The scope of the quality management system, including details of and .justification for any exclusions;

b) Documented processes established for the quality management system, or reference to them;

c) The organization's processes and their sequence and interactions (inputs and outputs), including type and extent of control of any outsourced processes;

d) A document (for example, a table, a list, or a matrix) as CSR matrix indicating where within the organization's quality management system their customer-specific requirements are addressed.

**7.5.2 Creating and updating**

When creating and updating documented information, **ONS HOLKAR**  has ensured appropriate:

a) Identification and description (e.g. a title, date, author, or reference number);

b) Format (e.g. language, software version, graphics) and media (e.g. paper, electronic);

c) Review and approval for suitability and adequacy.

**7.5.3 Control of documented information.**

**7.5.3.1** Documented information required by the **Quality Management System** and by this International Standard has been controlled to ensure

a) It is available and suitable for use, where and when it is needed;

b) It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

**7.5.3.2** For the control of documented information, **ONS HOLKAR**  has addressed the following activities as per Procedure **CONTROL OF DOCUMENTED INFORMATION”** **ONSH/P/QMS/01 ) –** as applicable:

a) Distribution, access, retrieval and use;

b) Storage and preservation, including preservation of legibility;

c) Control of changes (e.g. version control);

d) Retention and Disposition.

Documented information of external origin determined by **ONS HOLKAR**  to be necessary for the planning and operation of the **Quality Management System**  has be identified as appropriate, and be controlled. Prepare **List of maintained and retained documented information F01(ONSH/P/QMS/01)**

Documented information retained as evidence of conformity has been protected from unintended alterations.

**7.5.3.2.1 Record retention**

The organization shall define, document, and implement a record retention policy **SECTION 0.8 ONSH/QM/01**. The control of records shall satisfy statutory, regulatory, organizational, and customer requirements. Production part approvals, tooling records (including maintenance and ownership), product and process design records, purchase orders (if applicable), or contracts and amendments shall be retained for the length of time that the product is active for production and service requirements, plus one calendar year, unless otherwise specified by the customer or regulatory agency.

NOTE Production part approval documented information may include approved product, applicable test equipment records, or approved test data.

**7.5.3.2.2 Engineering specifications**

The organization shall have a documented process **ECN CONTROL PROCEDURE** **ONSH/P/NPD/02** describing the review, distribution, and implementation of all customer engineering standards/specifications and related revisions based on customer schedules, as required.

When an engineering standard/specification change results in a product design change, refer to the requirements in ISO 900'1, Section 8.3.6. When an engineering standard/specification change results in a product realization process change, refer to the requirements in Section 8.5.6.1. The organization shall retain a record of the date on which each change is implemented in production. implementation shall include updated documents. Review should be completed within 10 working days of receipt of notification of engineering standards/specifications changes.

**8 Operation**

**8.1 Operational planning and control**

**ONS HOLKAR** has plan, implement and control the processes needed to meet the requirements for the provision of products and services, and to implement the actions determined in Clause 6, by:

a) Determining the requirements for the products and services;

b) Establishing criteria for:

1) The processes;

2) The acceptance of products and services;

c) Determining the resources needed to achieve conformity to the product and service requirements;

d) Implementing control of the processes in accordance with the criteria;

e) Determining and keeping documented information to the extent necessary:

1) To have confidence that the processes have been carried out as planned;

**﻿**2) To demonstrate the conformity of products and services to their requirements.

**ONS HOLKAR**  has ensured that outsourced processes **(Calibration process ONSH/P/QA/06)** are controlled.

**8.1.1 Operational planning and control - supplemental**

When planning for product realization, the following topics are included:

a) Customer product requirements and technical specifications;

b) Logistics requirements;

c) Manufacturing feasibility:

d) Project planning

e) Acceptance criteria.

The resources identified to the required verification, validation, monitoring, measurement, inspection, and test activities specific to the product and the criteria for product acceptance

**8.1.2 Confidentiality**

The organization shall ensure the confidentiality of customer-contracted products and projects under development, including related product information.

**8.2 Requirements for Products and Services**

**8.2.1 Customer Communication**

Communication with customers has included:

a) Providing information relating to products and services;

b) Handling enquiries, contracts or orders, including changes;

c) Obtaining customer feedback relating to products and services, including customer complaints;

d) Handling or controlling customer property;

e) Establishing specific requirements as **Annex. VIII CUSTOMER SPECIFFIC REQUIREMENT** & contingency actions, when relevant.

**8.2.1.1 Customer communication - supplemental**

written or verbal communication shall be in the language agreed with the customer. The organization shall have the ability to communicate necessary inf6rmition, including data in a customer-specified computerlanguageandformat(e.g.,computer-aideddesigndata,electronicdatalntercnange)

**8.2.2 Determining the requirements for Products and Services**

When determining the requirements for the products and services to be offered to customers, **ONS HOLKAR**  has ensured that:

a) The requirements for the products and services are defined, including:

1) Any applicable statutory and regulatory requirements;

2) Those considered necessary by **ONS HOLKAR**

b) **ONS HOLKAR** can meet the claims for the products and services it offers.

**8.2.2.1 Determining the requirements related to Products and Services- Supplemental**

These requirements include recycling, environmental impacts and characteristics identified as results of the organization’s knowledge of the products and manufacturing process. Compliance includes all applicable government, safety, and environment regulation to acquisition, storage, handling, recycling, elimination, and disposal of material.

**8.2.3 Review of requirements related to products and services**

**8.2.3.1 ONS HOLKAR** has ensured that it has the ability to meet the requirements for products and services to be offered to customers. **ONS HOLKAR** has conducted a Feasibility Studies - review before committing to supply Products and services to a customer, to include:

a) Requirements specified by the customer, including the requirements for delivery and post-delivery activities;

b) Requirements not stated by the customer, but necessary for the specified or intended use, when known;

c) Requirements specified by **ONS HOLKAR**

d) Statutory and regulatory requirements applicable to the products and services;

e) Contract or order requirements differing from those previously expressed.

**ONS HOLKAR** has ensured that contract or order requirements differing from those previously defined are resolved.

The customer’s requirements have been confirmed by **ONS HOLKAR** before acceptance, when the customer does not provide a documented statement of their requirements.

**8.2.3.1.1 Review of the requirements for products and services - supplemental**

**ONS HOLKAR** retain documented evidence of a customer-authorized waiver for the requirements stated in Section 8.2.3.1 for a formal review.

**8.2.3.1.2 Customer-designated special characteristics**

The organization shall conform to customer requirements for designation, approval documentation, and control of special characteristics.

**8.2.3.1.3 Organization manufacturing feasibility**

The organization shall utilize a multidisciplinary approach to conduct an analysis to determine if it is feasible that the organization's manufacturing processes are capable of consistently producing product that meets all of the engineering and capacity requirements specified by the customer. The organization shall conduct this feasibility analysis for any manufacturing or product technology new to the organization and for any changed manufacturing process or product design. Additionally, the organization should validate through production runs, benchmarking studies, or other appropriate methods, their ability to make product to specifications at the required rate.

**8.2.3.2 ONS HOLKAR** has retained documented information, as applicable:

a) On the results of the review;

b) On any new requirements for the products and services.

**8.2.4 Changes to requirements for products and services**

**ONS HOLKAR** has ensured that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed. All the changes in a process is documented through **CHANGE MANAGEMENT PROCESS ONSH/P/PRD/03**

* 1. **Design and development of products and services (NA)**

**if & when applicable then follow the below process as**

**8.3.1 General**

**ONS HOLKAR** has established, implement and maintain a design and development process,  **that** is appropriate to ensure the subsequent provision of products and services.

**8.3.1.1 Design and development of products and services - supplemental**

The requirements of ISO 9001 section 8.3.1 is apply to product and manufacturing process design and development and focus on error prevention rather than detection. **ONS HOLKAR** shall document the design and development process **ONSH/P/NPD/01** .

**8.3.2 Design and development planning**

In determining the stages and controls for design and development **(Ref. APQP Time plan F04(ONSH/P/NPD/01) ONS HOLKAR**  has considered:

a) The nature, duration and complexity of the design and development activities;

b) The required process stages, including applicable design and development reviews;

c) The required design and development verification and validation activities;

d) The responsibilities and authorities involved in the design and development process;

e) The internal and external resource needs for the design and development of products and services;

f) The need to control interfaces between persons involved in the design and development process;

g) The need for involvement of customers and users in the design and development process;

h) The requirements for subsequent provision of products and services;

I) The level of control expected for the design and development process by customers and other relevant interested parties;

j) The documented information **ONSH/P/NPD/01** demonstrate that design and development requirements have been met.

**8.3.2.1 Design and development planning - supplemental**

The organization shall ensure that design and development planning includes all affected stakeholders within the organization and, as appropriate, its supply chain. Examples of areas for using such a multidisciplinary approach include but are not limited to the following:

a) Project management (for example, APQP or VDA-RGA);

b) Product and manufacturing process design activities (for example, DFM and DFA), such as consideration of the use of alternative designs and manufacturing processes;

c) Development and review of product design risk analysis (FMEAs), including actions to reduce potential risks;

d) Development and review of manufacturing process risk analysis (for example, FMEAS, process flows, control plans, and standard work instructions).

**8.3.2.2 Product design skills**

The organization shall ensure that personnel with product design responsibility are competent to achieve design requirements and are skilled in applicable product design tools and techniques. Applicable tools and techniques shall be identified by the organization.

NA

**8.3.2.3 Development of products with embedded software**

The organization shall use a process for quality assurance for their products with internally developed embedded software. A software development assessment methodology shall be utilized to assess the organization's software development process. Using prioritization based on risk and potential impact to the customer, the organization shall retain documented information of a software development capability self-assessment.

**8.3.3 Design and development inputs**

ONS HOLKAR has determined the requirements essential for the specific types of products and services to be designed and developed. ONS HOLKAR has considered:

a) Functional and performance requirements;

b) Information derived from previous similar design and development activities;

c) Statutory and regulatory requirements;

**﻿**d) Standards or codes of practice that ONS HOLKAR has committed to implement;

e) Potential consequences of failure due to the nature of the products and services.

Inputs have been adequate for design and development purposes, complete and unambiguous. Conflicting design and development inputs has be resolved. ONS HOLKAR has retained documented information on design and development inputs.

**8.3.3.1 Product design input**

The organization shall identify, document, and review product design input requirements as a result of contract review. Product design input requirements include but are not limited to the following:

NA

a) Product specifications including but not limited to special characteristics (see Section 8.3.3.3);

b) Boundary and interface requirements;

c) Identification, traceability, and packaging;

d) Consideration of design alternatives;

e) Assessment of risks with the input requirements and the organization's ability to mitigate/manage the risks, including from the feasibility analysis;

f) targets for conformity to product requirements including preservation, reliability, durability, serviceability, health, safety, environmental, development timing, and cost;

g) Applicable statutory and regulatory requirements of the customer-identified country of destination, if provided;

h) Embedded software requirements.

The organization shall have a process to deploy information gained from previous design projects. competitive product analysis (benchmarking), supplier feedback, internal input, field data, and other relevant sources for current and future projects of a similar nature.

**8.3.3.2 Manufacturing process design input**

The organization shall identify, document, and review manufacturing process design input requirements including but not limited to the following:

a) Product design output data including special characteristics;

b) Targets for productivity, process capability, timing, and cost;

c) Manufacturing technology alternatives;

d) Customer requirements, if any;

e) Experience from previous developments;

f) New materials;

g) Product handling and ergonomic requirements; and

h) Design for manufacturing and design for assembly.

The manufacturing process design shall include the use of error-proofing methods to a degree appropriate to the magnitude of the problem(s) and commensurate with the risks encountered

**8.3.3.3 Special characteristics**

**ONS HOLKAR**  is use a multidisciplinary approach to establish, document, and implement its process to identify special characteristics, including those determined by the customer (Customer drawing/ In Sample/ Any others) and the risk analysis performed by the organization, and include the following:

a) documentation of special characteristics in the product and manufacturing documents and relevant risk analysis (such as FMEA), control plans, and standard work/operator instructions; special characteristics are identified with specific markings documented in the manufacturing documents which show the creation of the control required for these special characteristics.

b) Development of control and monitoring strategies for special characteristics of products and production processes;

c) customer-specified approvals, when required;

d) Compliance with customer specified definitions and symbols or the organization's equivalent symbols or notations, as defined in a symbol conversion table. The symbol conversion table shall be submitted to the customer, if required.

**8.3.4 Design and development controls**

**ONS HOLKAR has** applies controls to the design and development process to ensure that:

a) The results to be achieved are defined;

b) Reviews are conducted to evaluate the ability of the results of design and development to meet Requirements;

c) Verification activities are conducted to ensure that the design and development outputs meet the input requirements;

d) Validation activities are conducted to ensure that the resulting products and services meet the Requirements for the specified application or intended use;

e) Any necessary actions are taken on problems determined during the reviews, or verification and validation activities;

f) Documented information of these activities is retained.

**8.3.4.1 Monitoring**

Measurements at specified stages during the design and development of products and processes shall be defined, analyzed, and reported with summary results as an input to management review. When required by the customer, measurements of the product and process development activity shall be reported to the customer all stages specified, or agreed to, by the customer.

When appropriate, these measurements may include quality risks, costs, lead times, critical paths, and other measurements.

**8.3.4.2 Design and development validation**

Design and development validation shall be performed in accordance with customer requirements, including any applicable industry and governmental agency-issued regulatory standards. The timing of design and development validation shall be planned in alignment with customer-specified timing, as applicable.

Where contractually agreed with the customer, this shall include evaluation of the interaction of the organization's product, including embedded software, within the system of the final customer's product.

**8.3.4.3 Prototype programme**

When required by the customer, the organization shall have a prototype programme and control plan. The organization shall use, whenever possible, the same suppliers, tooling, and manufacturing processes as will be used in production All performance testing activities shall be monitored for timely completion and conformity to requirements When services are outsourced, the organization shall include the type and extent of control in the scope of its quality management system to ensure that outsourced services conform to requirements (see ISO 900'1, Section 8.4).

**8.3.4.4 Product approval process**

**ONS HOLKAR** establish, implement, and maintain a product and manufacturing approval process **ONSH/P/NPD/03** conforming to requirements defined by the customers. The organization shall approve externally provided products and services per ISO 9001 9001, section 8.4.3, prior to submission of their part approval to the customer. **ONS HOLKAR** obtain documented product approval prior to shipment, if required by the customer. Records of such approval shall be retained. Product approval should be subsequent to the verification of the manufacturing process.

**8.3.5 Design and development outputs**

**ONS HOLKAR has** ensured that design and development outputs:

a) Meet the input requirements;

b) Are adequate for the subsequent processes for the provision of products and services;

c) Include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria;

d) Specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.

**ONS HOLKAR** retain documented information on design and development outputs.

**8.3.5.1 Design and development outputs - supplemental**

The product design output shall be expressed in terms that can be verified and validated against product design input requirements. The product design output shall include but is not limited to the following, as an applicable:

a) Design risk analysis (FMEA);

b) Reliability study results;

c) Product special characteristics;

d) Results of product design error-proofing, such as DFSS, DFN4A, and FTA;

e) Product definition including 3D models, technical data packages, product manufacturing information, and geometric dimensioning & tolerancing (GD&T);

f) 2D drawings, product manufacturing information, and geometric dimensioning & tolerancing (GD&T);

g) Product design review results;

h) Service diagnostic guidelines and repair and serviceability instructions;

i) Service part requirements;

j) Packaging and labeling requirements for shipping.

**8.3.5.2 Manufacturing process design output**

**ONS HOLKAR**  document the manufacturing process design output in a manner that enables verification against the manufacturing process design inputs. The organization shall verify the outputs against manufacturing process design input requirements. The manufacturing process design output shall include but is not limited to the following:

a) Specifications and drawings;

b) Special characteristics for product and manufacturing process;

c) Identification of process input variables that impact characteristics;

d) Tooling and equipment for production and control, including capability studies of equipment

and process;

e) Manufacturing process flow charts/layout, including linkage of product, process, and tooling;

f) Capacity analysis;

g) Manufacturing process FMEA;

h) Maintenance plans and instructions;

i) Control plan (see Annex A);

j) Standard work and work instructions;

k) Process approval acceptance criteria;

l) Data for quality, reliability, maintainability, and measurability;

m) Results of error-proofing identification and verification, as appropriate;

n) Methods of rapid detection, feedback, and correction of product manufacturing process nonconformities.

**8.3.6 Design and development changes**

**ONS HOLKAR** has identify, review and control changes made during, or subsequent to, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements.

**ONS HOLKAR** has retained documented information on:

a) Design and development changes;

b) The results of reviews;

c) The authorization of the changes;

d) The actions taken to prevent adverse impact.

**8.3.6.1 Design and development changes - supplemental**

**ONS HOLKAR** evaluate all design changes after initial product approval, including those proposed by the organization or its suppliers, for potential impact on fit, form, function, performance, and/or durability. These changes shall be validated against customer requirements and approved internally, prior to production implementation. lf required by the customer, the organization shall obtain documented approval, or a documented waiver, from the customer prior to production implementation.

For products with embedded software, the organization shall document the revision level of software and hardware as part of the change record.

**﻿**

**8.4 Control of externally provided processes, products and services**

**8.4.1 General**

**ONS HOLKAR** has ensured that externally provided processes, products and services conform to requirements**. (Ref. Procedure – PURCHASE** **ONSH/P/PUR/01)**

**ONS HOLKAR** has determined the controls to be applied to externally provided processes, products and services when:

a) Products and services from external providers are intended for incorporation into **ONS HOLKAR**  ’s own products and services;

b) Products and services are provided directly to the customer(s) by external providers on behalf of **ONS HOLKAR**

c) A process, or part of a process, is provided by an external provider as a result of a decision by **ONS HOLKAR**

**ONS HOLKAR** has determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. **ONS HOLKAR**  retain documented information of these activities and any necessary actions arising from the evaluations.

**8.4.1.1 General - supplemental**

The organization shall include all products and services that affect customer requirements such as subassembly,

Sequencing, sorting, rework, and calibration services in the scope of their definition of externally provided products, processes, and services.

**8.4.1.2 Supplier selection process**

The organization shall have a documented supplier selection process. The selection process shall include:

a) An assessment of the selected supplier's risk to product conformity and uninterrupted supply of

the organization's product to their customers;

b) Relevant quality and delivery performance:

c) An evaluation of the supplier's quality management system;

d) Multidisciplinary decision making; and

e) An assessment of software development capabilities, if applicable.

Other supplier selection criteria that should be considered include the following:

- Volume of automotive business (absolute and as a percentage of total business);

- Financial stability;

- purchased product, material, or service complexity;

- required technology (product or process);

- Adequacy of available resources (e.g., people, infrastructure);

- Design and development capabilities (including project management);

- manufacturing capability;

- change management process;

- Business continuity planning (e.g., disaster preparedness, contingency planning);

- Logistics process;

- Customer service

**8.4.1.3 Customer-directed sources (also known as "Directed-Buy")**

When specified by the customer, the organization shall purchase products, materials, or services from customer-directed sources. All requirements of Section 8.4 (except the requirements in IATF 16949, Section 8.4.1.2) are applicable to the organization's control of customer-directed sources unless specific agreements are otherwise defined

by the contract between the organization and the customer.

**8.4.2 Type and extent of control**

**ONS HOLKAR**  ensure that externally provided processes, products and services do not adversely affect **ONS HOLKAR** ability to consistently deliver conforming products and services to its customers. **ONS HOLKAR has** :

a) Ensure that externally provided processes remain within the control of its **Quality Management System;**

b) Define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;

c) Take into consideration:

1) The potential impact of the externally provided processes, products and services on **ONS HOLKAR**  ability to consistently meet customer requirement and applicable statutory and regulatory requirements;

2) The effectiveness of the controls applied by the external provider;

d) Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

**8.4.2.1 Type and extent of control – supplemental**

The organization shall have a documented process to identify outsourced processes and to select the types and extent of controls used to verify conformity of externally provided products, processes, and services to internal (organizational) and external customer requirements.

The process shall include the criteria and actions to escalate or reduce the types and extent of controls

and development activities based on supplier performance and assessment of product, material, or service risks.

Where characteristics or components “pass through” the organization’s quality management system without validation or controls, the organization shall ensure that the appropriate controls are in place at the point of manufacture.

**8.4.2.2 Statutory and regulatory requirements**

The organization shall document their process **ONSH/P/HR/05** to ensure that outsource process as purchased products, processes, and services conform to the current applicable statutory and regulatory requirements and to select the types and extent of control used to verify conformity of external provided products, process and service to internal (**ONS HOLKAR** ) and external customer requirement.

The process shall include the criteria and actions to escalate or reduce the types and extent of controls and development activities based on supplier performance and assessment of product, material, or service risks.

Where characteristics or components “pass through” the organization’s quality management system without validation or controls, the organization shall ensure that the appropriate controls are in place at the point of manufacture.

lf the customer defines special controls for certain products with statutory and regulatory requirements, the organization shall ensure they are implemented and maintained as defined, including at suppliers.

**8.4.2.3 Supplier quality management system development**

The **ONS HOLKAR**  has a system to require their suppliers of automotive products and services to develop, implement, and improve a quality management system with the ultimate objective of eligible organization becoming certified to this Automotive QMS Standard.

Using a risk-based model, the organization shall define a minimum acceptable level of QMS development and a target QMS development level for each supplier. Unless otherwise specified by the customer, a QMS certified to ISO 9001 is the initial minimum acceptable level of development. Based on current performance and the potential risk to the customer, the objective is to move suppliers through the following QMS development progression:

a) certification to ISO 9001 through third-party audits; unless otherwise specified by the customer, suppliers to the organization shall demonstrate conformity to ISO 900'1 by maintaining a third-party certification issued by a certification body bearing the accreditation mark of a recognized IAF MLA (international Accreditation Forum Multilateral Recognition Arrangement) member and where the accreditation body's main scope includes management system certification to ISO/lEC 17025

b) Certification to ISO 900'1 with compliance to other customer-defined QMS requirements (such as Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers [MAQMSR] or equivalent) through second-party audits;

c) Certification to lSO900'l with compliance to IATF 16949 through second-party audits;

d) Certification to 16949 through third-party audits (valid third-party certification of the supplier to IATF '16949 by an IATF-recognized certification body).

**8.4.2.3.1 Automotive product-related software or automotive products with embedded software**

The organization shall require their suppliers of automotive product-related software, or automotive products with embedded software, to implement and maintain a process for software quality assurance for their products.

A software development assessment methodology shall be utilized to assess the supplier's software development process. Using prioritization based on risk and potential impact to the customer, the organization shall require the supplier to retain documented information of a software development capability self-assessment

**8.4.2.4 Supplier monitoring**

**ONS HOLKAR** have a documented process **SUPPLIER MONITORING ONSH/P/PUR/03** and criteria to evaluate supplier performance in order to ensure conformity of externally provided products, processes, and services to internal and external customer requirements.

At a minimum, the following supplier performance indicators are be monitored:

a) Delivered product conformity to requirements;

b) Customer disruptions at the receiving plant, including yard holds and stop ships;

c) Delivery schedule performance;

lf customer demand for the below given requirement then **ONS HOLKAR**  also include the following, as appropriate, in their supplier performance monitoring:

d) Special status customer notifications related to quality or delivery issues;

e) Dealer returns, warranty, field actions, and recalls.

**8.4.2.4.1 Second- party audits**

**ONS HOLKAR** include a second-party audit process in their supplier management approach. Second-party audits may be used for the following:

a) Supplier risk assessment;

b) Supplier monitoring;

c) Supplier QMS development:

d) Product audits:

e) Process audits.

Based on a risk analysis, including product safety/regulatory requirements, performance of the supplier, and QMS certification level, at a minimum, the organization shall document the criteria for determining the need, type, frequency, and scope of second-party audits. **ONS HOLKAR** retain records of the second-party audit reports. lf the scope of the second-party audit is to assess the supplier's quality management system, then the approach shall be consistent with the automotive process approach.

**8.4.2.5 Supplier development**

**ONS HOLKAR**  determine the priority, type, extent, and timing actions for of required supplier development its active suppliers. Determination inputs shall include but are not limited to the following:

a) Performance issues identified through supplier monitoring

b) second-party audit findings

c) third-party quality management system certification status;

d) Risk analysis.

**ONS HOLKAR** implement actions necessary to resolve open (unsatisfactory) performance issues and pursue opportunities for continual improvement and documented as **SUPPLIER SELECTION & APPROVAL PROCESS ONSH/P/PUR/02**

**8.4.3 Information for external providers**

**ONS HOLKAR** has ensured the adequacy of requirements prior to their communication to the external provider. **ONS HOLKAR**  **has** communicated to external providers its requirements through **Purchase Orders for**:

a) The processes, products and services to be provided;

b) The approval of:

1) Products and services;

2) Methods, processes and equipment;

**﻿**3) The release of products and services;

c) Competence, including any required qualification of persons;

d) The external providers’ interactions with **ONS HOLKAR**

e) Control and monitoring of the external providers’ performance to be applied by **ONS HOLKAR** Verification or validation activities done by **ONS HOLKAR** or its customer to verify the intended outcomes of the external providers’ premises.

**8.4.3.1 Information for external providers \_ supplemental**

The organization shall pass down all applicable statutory and regulatory requirements and special product and process characteristics to their suppliers and require the suppliers to cascade all applicable requirements down the supply chain to the point of manufacturing

**8.5 Production and service provision**

**8.5.1 Control of Production and Service provision**

**ONS HOLKAR has** implement production **ONSH/P/PRD/01** and service provision under controlled conditions. Controlled conditions have included, as applicable:

**a)** The availability of documented information that defines:

1) The characteristics of the products to be produced, the services to be provided, or the activities to be performed;

2) The results to be achieved;

**b)** The availability and use of suitable monitoring and measuring resources;

**c**) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;

**d)** The use of suitable infrastructure and environment for the operation of processes;

**e)** The appointment of competent persons, including any required qualification;

**f**) The validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;

**g**) The implementation of actions to prevent human error;

**h)** The implementation of release, delivery and post-delivery activities.

**8.5.1.1 Control plan**

**ONS HOLKAR** develop control plans **ONSH/P/NPD/04** at the system, subsystem, component and/or material level for the relevant manufacturing site. and all products supplied. Including those for processes producing bulk material as well as parts. Family control plans are acceptable for bulk material and similar parts using a common manufacturing process.

**ONS HOLKAR**  have a control plan for prelaunch and production that shows linkage and incorporates information from the design risk analysis (If provided by the customer), process flow diagram, and manufacturing process risk analysis outputs such as FMEA.

**ONS HOLKAR**  if required by the customer, provide measurement and conformity data collected during execution of either the pre-launch or production control plans. **ONS HOLKAR** include in the control plan:

a) Controls used for the manufacturing process control, including verification of job setups;

b) First off/ last-off part validation, as applicable;

c) Methods for monitoring of control exercised over special characteristics (see Annex A) defined by both the customer and the organization;

d) The customer-required information, if any;

e) Specified reaction plan (see Annex A); when nonconforming product is detected, the process becomes statistically unstable or not statistically capable.

The organization shall review control plans, and update as required, for any of the following:

f) The organization determines it has shipped nonconforming product to the customer;

g) When any change occurs affecting product, manufacturing process, measurement, logistics, supply sources, production volume changes, or risk analysis (FMEA) (see Annex A);

h) After a customer complaint and implementation of the associated corrective action, when applicable;

i) At a set frequency based on a risk analysis.

lf required by the customer. The organization shall obtain customer approval after review or revision of the control plan.

**Annex A: Control Plan**

**A.1 Phases of the control plan**

A control plan covers three distinct phases, as appropriate:

a) **Prototype**: a description of the dimensional measurements, material, and performance tests that

will occur during building of the prototype. The organization shall have a prototype control plan, if

required by the customer.

b) **Pre launch**: a description of the dimensional measurements, material, and performance tests

that occur after prototype and before full production. Pre-launch is defined as a production phase

in the process of product realization that may be required after prototype build.

c) **Production**: documentation of product/process characteristics, process controls, tests, and

measurement systems that occur during mass production.

Control plans are established at a part number level; but in many cases, family control plans may cover a

number of similar parts produced using a common process. Control plans are an output of the quality

plan.

NOTE 1 ONSH is recommended that the organization require its suppliers to meet the requirements of this

Annex.

NOTE 2 For some bulk materials, the control plans do not list most of the production information. This

information can be found in the corresponding bONSHh formulation/recipe details.

NOTE 3 For highly automated processes (e.g., semiconductors, machining, welding) where the control method (i.e., specification/tolerances, sample size, frequency) is controlled by a system (e.g., MES - Manufacturing Execution System or similar), summary control information is acceptable with direct references or linkage to the system that manages the detailed process control information.

**A.2 Elements of the control plan**

A control plan includes, as a minimum, the following contents:

**General data**

a) control plan number;

b) issue date and revision date, if any;

c) Customer information (see customer requirements);

d) organization's name/site designation;

e) Part number(s); or common control plan designation

f) Part name/description;

g) Engineering change level;

h) Phase covered (prototype, pre-launch, production);

i) Key contact;

.j) par/process step number;

k) Process name/operation description;

l) functional group/area responsible.

**Product control**

a) product-related special characteristics;

b) Other characteristics for control (number, product or process);

c) specification/tolerance.

**Process control**

a) Process parameters (including process settings and tolerances);

b) process-related special characteristics;

c) Machines, jigs, fixtures, tools for manufacturing (including identifiers, as appropriate).

**Methods**

a) Evaluation measurement technique;

b) error-proofing;

c) Sample size and frequency;

d) Control method.

**Reaction plan**

a) Reaction plan (include or reference).

**8.5.1.2 Standardized work - operator instructions and visual standards**

**ONS HOLKAR**  ensure that standardized work documents as **MASTER LIST OF WI**

are:

a) Communicated to and understood by the employees who are responsible for performing the work

b) Legible

c) Presented in the languages understood by the personnel responsible to follow them;

d) Accessible for use at the designated work areas.

The standardized work documents shall also include rules for operator safety.

**8.5.1.3 Verification of job set-ups**

**ONS HOLKAR**  verify job setups when performed, such as an initial run of a job, material changeover' or job change that requires a new set-up; maintain documented information for set-up personnel; use statistical methods of verification, where applicable;

perform first off/last off part validation, as applicable; where appropriate, first-off parts should be retained for comparison with the last-off parts; where appropriate, last-off-parts should be retained for comparison with first off parts in subsequent runs; retain records of process and product approval following setup and first-off/last-off part

Validations.

**8.5.1.4 Verification after shutdown**

The organization shall define and implement the necessary actions to ensure product compliance with requirements after a planned or unplanned production shutdown period

**8.5.1.5 Total productive maintenance**

The organization shall develop, implement and maintain a documented total productive maintenance system as **TOTAL PRODUCTIVE MAINTENANCE ONSH/P/TPM/01.** At a minimum, the system shall include the following:

a)identification of process equipment necessary to produce conforming product at the required volume;

availability of replacement parts for the equipment identified in item

1. provision of resource for machine, equipment, and facility maintenance:
2. packaging and preservation of equipment, tooling, and gauging;
3. applicable customer-specific requirements;
4. documented maintenance objectives, for example: OEE (Overall Equipment Effectiveness)' MTBF (Mean Time Between Failure), and MTTR (Mean Time to Repair)' and Preventive Maintenance compliance metrics. Performance to the maintenance objectives shall form an input into management review regular review of maintain an plan and objectives and a documented action plant or address corrective actions where objectives are not achieved;
5. use of preventive maintenance methods;
6. use of predictive maintenance methods, as applicable;
7. periodic overhaul.

**8.5.1.6 Management of production tooling and manufacturing, test, inspection tooting and equipment**

The organization shall provide resources for tool and gauge design, fabrication, and verification activities for production and service materials and for bulk materials, as applicable.

The organization shall establish and implement a system for production tooling management, whether owned by the organization or the customer, including:

a) maintenance and repair facilities and personnel;

b) Storage and recovery;

c) Setup;

d) tool-change programmes for perishable tools;

e) Tool design modification documentation, including engineering change level of the product;

f) Tool modification and revision to documentation;

g) Tool identification, such as serial or assets number; the status, such as production, repair or

Disposal; ownership; and location.

The organization shall verify that customer-owned tools, manufacturing equipment, and test/inspection equipment are permanently marked in a visible location so that the ownership and application of each item can be determined.

The organization shall implement a system to monitor these activities if any work is outsourced.

**8.5.1.7 Production scheduling**

The organization shall ensure that production is scheduled in order to meet customer orders/demands such as Just-ln-Time (Jit) and is supported by an information system that permits access to production information at key stages of the process and is order driven.

The organization shall include relevant planning information during production scheduling, e.g., customer orders, supplier on time delivery performance, capacity, shared loading (multi-part station), lead time, inventory level, preventive maintenance, and calibration.

**8.5.2 Identification and traceability**

**ONS HOLKAR** use suitable means in Form of Identification tags to identify outputs when it is necessary to ensure the conformity of products and services.

**ONS HOLKAR** identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.

**ONS HOLKAR** control **the unique identification no. and documented as IDENTIFICATION & TRACIBILITY ONSH/P/QMS/07**  of the outputs through providing lot No. when traceability is a requirement and has retain the documented information necessary to enable traceability.

**8.5.2.1 Identification and traceability – supplemental**

The purpose of traceability is to support identification of clear start and stop points for product received by the customer or in the field that may contain quality and/or safety-related nonconformities. Therefore, the organization shall implement identification and traceability processes as described below.

The organization shall conduct an analysis of internal, customer, and regulatory traceability requirements for all automotive products, including developing and documenting traceability plans, based on the levels of risk or failure severity for employees, customers, and consumers. These plans shall define the appropriate traceability systems, processes, and methods by product, process, and manufacturing location that:

a) Enable the organization to identify nonconforming and/or suspect product;

b) Enable the organization to segregate nonconforming and/or suspect product;

c) Ensure the ability to meet the customer and/or regulatory response time requirements;

d) Ensure documented information is retained in the format (electronic, hardcopy, archive) that enables the organization to meet the response time requirements;

e) Ensure serialized identification of individual products, if specified by the customer or regulatory standards;

f) Ensure the identification and traceability requirements are extended to externally provided products with safety/regulatory characteristics.

**8.5.3 Property belonging to customers or external providers**

**ONS HOLKAR** exercise care with property belonging to customers or external providers while it is under **ONS HOLKAR C**ontrol or being used by **ONS HOLKAR As** identify, verify, protect and safeguard customers’ or external providers property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, **ONS HOLKAR** report this to the customer or external provider and retain and maintained documented information **PRESERVATION OF CUSTOMER PROPERTY ONSH/P/QA/09** on what has occurred.

**8.5.4 Preservation**

ONS HOLKAR preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements documented as **STORE PROCESS ONSH/P/ST/01**

**8.5.4.1 Preservation - supplemental**

Preservation shall include identification, handling, contamination control, packaging, storage, transmission or transportation, and protection. preservation shall apply to materials and components from external and/or internal providers from receipt through processing, including shipment and until delivery to/acceptance by the customer'

in order to detect deterioration, the organization shall assess at appropriate planned intervals the condition of product in stock, the place/type of storage container, and the storage environment.

The organization shall use an inventory management system to optimize inventory turns over time and ensure stock rotation, such as "first-in-first-out' (FIFO). **INVENTORY MANAGEMENT SYSTEM ONSH/P/ST/02**

The organization shall ensure that obsolete product is controlled in a manner similar to that of nonconforming product.

organizations shall

**8.5.5 Post-delivery activities**

**ONS HOLKAR** meet requirements for post-delivery activities associated with the products and services.

In determining the extent of post-delivery activities that are required, **ONS HOLKAR** consider:

a) Statutory and regulatory requirements;

b) The potential undesired consequences associated with its products and services;

c) The nature, use and intended lifetime of its products and services;

d) Customer requirements;

e) Customer feedback.

**8.5.5.1 Feedback of information from service**

The organization shall ensure that a process for communication of information on service concerns to

manufacturing, material handling, logistics, engineering, and design activities is established,

implemented, and maintained.

NOTE 1 The intent of the addition of "service concerns" to this sub-clause is to ensure that the organization is aware of nonconforming product(s) and material(s) that may be identified at the customer location or in the field.

NOTE 2 "Service concerns" should include the results of field failure test analysis (see Section 10.2.6) where applicable.

**8.5.5.2 Service agreement with customer**

When there is a service agreement with the customer, the organization shall:

a) Verify that the relevant service centers comply with applicable requirements;

b) Verify the effectiveness of any special purpose tools or measurement equipment;

c) Ensure that all service personnel are trained in applicable requirements.

**8.5.6 Control of changes**

**ONS HOLKAR** review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

**ONS HOLKAR**  retain documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

**8.5.6.1 Control of changes - supplemental**

The organization shall have a documented process to control and react to changes that impact product realization. The effects of any change. including those changes caused by the organization, the customer, or any supplier, shall be assessed.

The organization shall:

a) define verification and validation activities to ensure compliance with customer requirements;

b) Validate changes before implementation;

c) Document the evidence of related risk analysis;

d) Retain records of verification and validation.

Changes, including those made at suppliers, should require a production trial run for verification of changes (such as changes to part design, manufacturing location, or manufacturing process) to validate the impact of any changes on the manufacturing process.

When required by the customer, the organization shall:

e) Notify the customer of any planned product realization changes after the most recent product approval;

f) Obtain documented approval, prior to implementation of the change;

g) Complete additional verification or identification requirements, such as production trial run and new product validation.

**8.5.6.1.1 Temporary change of process controls**

**ONS HOLKAR** has identify, document, and maintain a list of the process controls, including inspection, measuring, test, and error-proofing devices. The list of process controls shall include the primary process controls and the approved back-up or alternate methods, if back-up or alternate methods exist.

The organization shall include in this process, based on risk analysis (such as FMEA), severity, and the internal approvals to be obtained prior to production implementation of the alternate control method.

**ONS HOLKAR** has a 4M change control mechanism for control on type of changes and approved back-up or alternate method for the control on changes.

Before shipping product that was inspected or tested using the alternate method, if required, the organization shall obtain approval from the customer(s). The organization shall maintain and periodically review a list of approved process control methods that are referenced in the control plan like MSA and SPC.

Standard work instructions shall be available for each process control method. The organization shall review the operation of process controls on a defined freq. to verify implementation of standard work with the goal to return to the standard process as defined by the control plan as soon as possible. Example methods include but are not limited to the following:

a) Daily process inspection

b) Production meetings.

Restart verification is documented for a defined period based on severity and confirmation that all features of the error-proofing device or process are effectively reinstated.

The organization shall implement traceability of all product produced while any alternate process control devices or processes are being used (e.g., verification and retention of first piece and last piece from every shift).

**8.6 Release of products and services**

**ONS HOLKAR** implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer has not proceeded until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

**ONS HOLKAR**  retain documented information on the release of products and services. The documented information has included:

a) Evidence of conformity with the acceptance criteria;

b) Traceability to the person(s) authorizing the release.

**8.6.l Release of products and services - supplemental**

**ONS HOLKAR** ensure that the planned arrangements to verify that the product and service requirements have been met encompass the control plan and are documented as specified in the control plan (see Annex A).

**ONS HOLKAR** ensure that the planned arrangements for initial release of products and services encompass product or service approval.

**ONS HOLKAR** ensure that product or service approval is accomplished after changes following initial release, according to ISO 9001 , Section 8.5.6.

**8.6.2 Layout inspection and functional testing**

A layout inspection and a functional verification **F05(ONSH/P/QMS/10)** to applicable customer engineering material and performance standards shall be performed for each product as specified in the control plans. Reseats shall be available for customer review.

Layout inspection is the complete measurement of all product dimensions shown on the design record(s).

The frequency of layout inspection is determined by the customer.

**8.6.3 Appearance items**

For organizations manufacturing parts designated by the customer as "appearance items," the organization shall provide the following:

a) Appropriate resources, including lighting, for evaluation;

b) masters for color, grain, gloss, metallic brilliance, texture, distinctness of image (Doll) and hap tic technology, as appropriate;

c) Maintenance and control of appearance masters and evaluation equipment

d) Verification that personnel making appearance evaluations are competent and qualified to do so.

**8.6.4 Verification and acceptance of conformity of externally provided products and Services**

**ONS HOLKAR** have a process to ensure the quality of externally provided processes, products, and services utilizing one or more of the following methods:

a) Receipt and evaluation of statistical data provided by the supplier to the organization;

b) Receiving inspection and/or testing, such as sampling based on performance;

c) Second-partyorthird-partyassessmentsorauditsofSupplierSiteswhencoupledwithrecordsof acceptable delivered product conformance to requirements;

d) Part evaluation by a designated laboratory;

e) Another method agreed with the customer.

**8.6.5 Statutory and regulatory conformity**

prior to release of externally provided products into its production flow, the organization shall confirm and

be able to provide evidence that externally provided processes, products, and services conform to the latest applicable statutory, regulatory, and other requirements in the countries where they are manufactured and in the customer-identified countries of destination, if provided'

**8.6.6 Acceptance criteria**

Acceptance criteria shall be defined by **ONS HOLKAR** and, where appropriate or required, approved by the customer. For attribute data sampling, the acceptance level shall be zero defects

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**8.7 Control of nonconforming outputs**

**8.7.1 ONS HOLKAR**  has process **ONSH/P/QA/08** ensured that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery**.** **ONS HOLKAR**  take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This has also apply to nonconforming products and services detected after delivery of products, during or after the provision of services.

**ONS HOLKAR**  has deal with nonconforming outputs in one or more of the following ways:

a) Correction;

b) Segregation, containment, return or suspension of provision of products and services;

c) Informing the customer;

d) Obtaining authorization for acceptance under concession.

Conformity to the requirements has be verified when nonconforming outputs are corrected.

**8.7.1.1 Customer authorization for concession**

**ONS HOLKAR** obtain a customer concession or deviation permit prior to further processing whenever the product or manufacturing process is different from that which is currently approved.

The organization shall obtain customer authorization prior to further processing for "use as is" and for repair of nonconforming product. lf sub-components are reused in the manufacturing process, that sub-component reuse shall be clearly communicated to the customer in the concession or deviation permit.

The organization shall maintain a record of the expiration date or quantity authorized under concession.

The organization shall also ensure compliance with the original or superseding specifications and requirements when the authorization expires. Material shipped under concession shall be properly identified on each shipping container (this applies equally to purchased product). The organization shall approve any requests from suppliers before submission to the customer.

**8.7.1.2 Control of nonconforming product - customer-specified process**

**ONS HOLKAR** comply with applicable customer-specified controls for nonconforming product(s).

**8.7.1.3 Control of suspect product**

**ONS HOLKAR** ensure that product with unidentified or suspect status is classified and controlled as nonconforming product. The organization shall ensure that all appropriate manufacturing personnel receive training for containment of suspect and nonconforming product.

**8.7.1.4 Control of reworked product**

**ONS HOLKAR have** utilize risk analysis (such as FMEA) methodology to assess risks in the rework process as **REWORK & REPAIR, CONTROL ON NON-CONFIRMING PRODUCTS & DISPOSITION ONSH/P/PRD/02** prior to a decision to rework the product. lf required by the customer, the organization shall obtain approval from the customer prior to commencing rework of the product.

**ONS HOLKAR** have a documented process for rework confirmation in accordance with the control plan or other relevant documented information to verify compliance to original specifications.

instructions for disassembly or rework, including re-inspection and traceability requirements, shall be accessible to and utilized by the appropriate personnel.

**ONS HOLKAR** retain documented information on the disposition of reworked product including quantity, disposition, disposition date, and applicable traceability information.

**8.7.1.5 Control of repaired product**

**ONS HOLKAR** have utilize risk analysis (such as FMEA) methodology to assess risks in the repair process prior to a decision to repair the product. The organization has obtain approval from the customer before commencing repair of the product. **ONS HOLKAR** have documented process for repair confirmation in accordance with the control plan or other relevant documented information. Currently we don’t repair the product. Only we do rework on product.

instructions for disassembly or repair, including re-inspection and traceability requirements, shall be accessible to and utilized by the appropriate personnel.

**ONS HOLKAR** obtain a documented customer authorization for concession for the product to be repaired. **ONS HOLKAR** retain documented information on the disposition of repaired product including quantity, disposition, disposition date, and applicable traceability information.

**8.7.1.6 Customer notification**

**ONS HOLKAR**  immediately notify the customer(s) in the event that nonconforming product has been shipped. initial communication shall be followed with detailed documentation of the event.

**8.7.1.7 Nonconforming product disposition**

**ONS HOLKAR** have a documented process as **CONTROL ON REWORK & DISPOSITION ONSH/P/PRD/02** for disposition of nonconforming product not subject to rework or repair. For product not meeting requirements, the organization shall verify that the product to be scrapped is rendered unusable prior to disposal.

The organization shall not divert nonconforming product to service or other use without prior customer approval.

**8.7.2 The organization has retained documented information that**:

a) Describes the nonconformity;

b) describes the actions taken;

c) describes any concessions obtained;

d) Identifies the authority deciding the action in respect of the nonconformity.

**9 Performance evaluations**

**9.1 Monitoring, measurement, analysis and evaluation**

**9.1.1 General**

**ONS HOLKAR** has determined:

a) What needs to be monitored and measured?

b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results **(Ref. Procedure –INCOMING INSPECTION ONSH/P/QA/01, INPROCESS INSPECTION ONSH/P/QA/02, FINAL INSPECTION ONSH/P/QA/03)**

c) When the monitoring and measuring has been performed;

d) When the results from monitoring and measurement has be analyzed and evaluated.

**ONS HOLKAR** evaluate the performance and the effectiveness of the **Quality Management System. ONS HOLKAR** retain appropriate documented information as evidence of the results.

**9.1.1.1 Monitoring and measurement of manufacturing processes**

**ONS HOLKAR** perform process studies on all new manufacturing (including assembly or sequencing) processes to verify process capability **ONSH/P/QA/05** and to provide additional input for process control, including those for special characteristics.

**ONS HOLKAR**  maintain manufacturing process capability or performance results as specified by the customer's part approval process requirements **ONSH/P/NPD/03.**  The organization shall verify that the process flow diagram, PFMEA, and control plan are implemented, including adherence to the following:

a) Measurement techniques;

b) Sampling plans;

c) Acceptance criteria;

d) Records of actual measurement values and/or test results for variable data;

e) Reaction plans and escalation process when acceptance criteria are not met.

Significant process events, such as tool change or machine repair, shall be recorded and retained as documented information.

**ONS HOLKAR** Mentioned reaction plan indicated on the control plan and evaluated for impact on compliance to specifications for characteristics that are either not statistically capable or are unstable.

These reaction plans shall include containment of product and 100 percent inspection, as appropriate.

A corrective action plan shall be developed and implemented by the organization indicating specific actions, timing, and assigned responsibilities to ensure that the process becomes stable and statistically capable.

The plans shall be reviewed with and approved by the customer, when required.

**ONS HOLKAR** shall maintain records of effective dates of process changes.

**9.1.1.2 Identification of statistical tools**

**ONS HOLKAR**  has determine the appropriate use of statistical tools as statistical process study through procedure **(Procedure – STATISTICAL PROCESS CONTROL ONSH/P/QA/05 & SPC PLAN F01(ONSH/P/QA/05), SPC RUN CHART F02(ONSH/P/QA/05), SPC STUDY REPORT F03(ONSH/P/QA/05).** **ONS HOLKAR** verify that appropriate statistical tools are included as part of the advanced product quality planning process and included in the design risk analysis (such as DFMEA) (where applicable), the process risk analysis (such as PFMEA), and the control plan.

**9.1.1.3 Application of statistical concepts**

statistical concepts, such as variation, control (stability), process capability, and the consequences of over-adjustment, shall be understood and used by employees involved in the collection, analysis, and management of statistical data.

**9.1.2 Customer satisfaction**

**ONS HOLKAR** has monitor customers’ perceptions of the degree to which their needs and expectations have been fulfilled. **ONS HOLKAR**  has determined the methods for obtaining, monitoring and reviewing this information. **(Procedure – CUSTOMER SATISFACTION ONSH/P/MKT/02 & CUSTOMER SATISFACTION REPORT FO1(ONSH/P/MKT/02).**

**9.1.2.1 Customer satisfaction - supplemental**

Customer satisfaction is monitored through continual evaluation of internal and external performance indicators **F03(ONSH/P/QMS/05)** to ensure compliance to the product and process specifications and other customer requirements.

Performance indicators shall be based on objective evidence and include to the following:

a) Delivered part quality performance

b) Customer disruptions

c) Field returns, recalls, and warranty (where applicable);

d) Delivery schedule performance (including incidents of premium freight) **F05(ONSH/P/QA/03);**

e) Customer notifications related to quality or delivery issues, including special status.

The organization shall monitor the performance of manufacturing processes to demonstrate compliance with customer requirements for product quality and process efficiency. The monitoring shall include the review of customer performance data including online customer portals and customer scorecards, where provided.

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**9.1.3 Analysis and evaluation**

**ONS HOLKAR** has analyzed and evaluate appropriate data and information arising from monitoring and measurement.

The results of analysis have been used to evaluate:

a) Conformity of products and services;

b) The degree of customer satisfaction;

c) The performance and effectiveness of the **Quality Management System;**

d) If planning has been implemented effectively;

e) The effectiveness of actions taken to address risks and opportunities;

f) The performance of external providers;

g) The need for improvements to the **Quality Management System.**

NOTE Methods to analyze data can include statistical techniques.

**9.1.3.1 Prioritization**

Trends in quality and operational performance shall be compared with progress toward objectives and

lead to action to support prioritization of actions for improving customer satisfaction

**9.2 Internal audit**

**9.2.1** ONS HOLKAR conduct internal audits **(Procedure INTERNAL AUDIT ONSH/P/QMS/04**) **at 12 month** intervals to provide information on whether the **Quality Management System** Conforms to:

1) **ONS HOLKAR** own requirements for its **Quality Management System;**

2) The requirements of this International Standard;

b) Is effectively implemented and maintained.

**9.2.2 The Organization has:**

a) plan, establish, implement and maintain an audit program **Internal Audit Plan F01( ONSH/P/QMS/04) & Internal Audit Schedule F02( ONSH/P/QMS/04)**  including the frequency, methods, responsibilities, planning requirements and reporting, which has taken into consideration the importance of the processes concerned, changes affecting ONS HOLKAR and the results of previous audits;

b) Define the audit criteria and scope for each audit;

c) Select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;

d) Ensure that the results of the audits are reported to relevant management;

e) Take appropriate correction and corrective actions without undue delay;

f) Retain documented information as evidence of the implementation of the audit program and the audit results.

**9.2.2.1 Internal audit program**

The organization shall have a documented internal audit process **ONSH/P/QMS/04**. & **Internal Audit Plan FO1 (ONSH/P/QMS/04)**. The process shall include the development and implementation of an internal audit programmer that covers the entire quality management system including quality management system audits, manufacturing process audits, and product audits **ONSH/P/QMS/04.**

The audit programmer is prioritized based upon risk, internal and external performance trends, and criticality of the processes.

Where the organization is responsible for software development, the organization shall include software development capability assessments in their internal audit program.

The frequency of audits is reviewed and adjusted based on occurrence of process changes, internal and external nonconformities, and based on customer complaints. The effectiveness of the audit programmer shall be reviewed as a part of management review.

**9.2.2.2 Quality management system audit**

**ONS HOLKAR**  audit all quality management system processes over three-year audit cycle according to an annual programmer **Internal Audit Plan FO1( ONSH/P/QMS/04)**., using the process approach to verify compliance with this Automotive QMS Standard. integrated with these audits, the organization shall sample customer-specific quality management system requirements for effective implementation.

The complete audit cycle remains three years in length. The quality management system audit frequency for individual processes, audited within the three-year audit cycle, shall be based upon internal and external performance and risk. **ONS HOLKAR** is maintain justification for the assigned audit frequency of their processes. All processes are required to be sampled throughout the three-year audit cycle and audited to all applicable requirements in the IATF 16949 standard, including ISO 9001 base requirements, and any customer-specific requirements with an internal audit check sheet.

**9.2.2.3 Manufacturing process audit**

**ONS HOLKAR** shall audit all manufacturing processes **PROCESS & PRODUCT AUDIT**  **ONSH/P/QMS/10** over each three-year calendar period to determine their effectiveness and efficiency using customer-specific required approaches for process audits. Where not defined by the customer, the organization shall determine the approach to be used.

Within each individual audit plan, each manufacturing process shall be audited on all shifts where it occurs, including the appropriate sampling of the shift handover. We have a product and process audit plan and report for assessment of the requirement of product including customer as procedure for **Process & Product Audit Plan** **F01( ONSH/P/QMS/10).** The manufacturing process audit has include an audit of the effective implementation of the process risk analysis (such as PFMEA), control plan, and associated documents.

**9.2.2.4 Product audit**

**ONS HOLKAR** shall audit products using customer-specific required approaches at appropriate stages of production and delivery to verify conformity to specified requirements. Where not defined by the customer, the organization shall define the approach to be used. We have a product and process audit plan **F01(ONSH/P/QMS/10)**  and report for assessment of the requirement of product including customer as procedure for **PROCESS & PRODUCT AUDIT** **ONSH/P/QMS/10.**

**9.3 Management review**

**9.3.1 General**

Top management review **Quality Management System** at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of  **ONS HOLKAR (Ref. – Procedure for MANAGEMENT REVIEW MEETING ONSH/P/QMS/05 )**.

**9.3.1.1 Management review – supplemental**

Management review IS conducted at least annually. The frequency of management review shall be increased based on risk to compliance with customer requirements resulting from internal or external changes impacting the quality management system and performance-related issues or defined by **ONS HOLKAR**

**9.3.2 Management review inputs**

The management review at least planned **MRM Agenda F01(ONSH/P/QMS/05)** and carried out taking into consideration:

a) The status of actions from previous management reviews;

b) Changes in external and internal issues that are relevant to the **Quality Management System**

c) Information on the performance and effectiveness of the **Quality Management System,** including trends in:

1) Customer satisfaction and feedback from relevant interested parties;

2) The extent to which quality objectives have been met;

3) Process performance and conformity of products and services;

4) Nonconformities and corrective actions;

5) Monitoring and measurement results;

6) audit results;

7) The performance of external providers;

d) The adequacy of resources;

e) The effectiveness of actions taken to address risks and opportunities;

f) Opportunities for improvement.

g) Adequacy of Quality Policy & Quality Objectives

**9.3.2.1 Management review inputs - supplemental**

Input to management review shall include:

a) Cost of poor quality (cost of internal and external nonconformance);

b) Measures of process effectiveness;

c) Measures of process efficiency for the product realization processes as applicable.

d) Product conformance;

e) Assessments of manufacturing feasibility made for changes to existing operations and for new facilities or new product.

f) Customer satisfaction

g) Review of performance against maintenance objectives;

h) Warranty performance

i) Review of customer scorecards

j) Identification of potential field failures identified through risk analysis (such as FMEA);

k) Actual field failures and their impact on safety or the environment.

l) Summary results of measurements at specified stage during the design and development of products and processes as applicable. In summery result we include the time, cost feasibilities and status for new development.

**9.3.3 Management Review Outputs**

The outputs of the management review have included decisions and actions related to:

a) Opportunities for improvement;

b) Any need for changes to the **Quality Management System;**

c) Resource needs.

**ONS HOLKAR** has retained documented information (**Ref. – MANAGEMENT REVIEW MEETING ONSH/P/QMS/05)** as evidence of the results of Management Reviews.

**9.3.3.1 Management review outputs - supplemental**

Top management shall document and implement an action plan when customer performance targets are not met. We have a system to evaluate the customer satisfaction through **CUSTOMER SATISFACTION REPORT** **F01(ONSH/P/MKT/02)**

**10 Improvements**

**10.1 General**

**ONS HOLKAR** has determined and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.

These haveincluded:

a) Improving products and services to meet requirements as well as to address future needs and expectations;

b) Correcting, preventing or reducing undesired effects;

c) Improving the performance and effectiveness of the quality management system.

**10.2 Nonconformity and corrective action**

**10.2.1** When nonconformity occurs, including any arising from complaints, **ONS HOLKAR**  have process for **CUSTOMER COMPLAINT HANDLING ONSH/P/QA/07 for**

a) React to the nonconformity and, as applicable:

1) Take action to control and correct it;

2) deal with the consequences;

b) Evaluate the need for action to eliminate the cause of the nonconformity, in order that it does not recur or occur elsewhere, by:

1) Reviewing and analyzing the nonconformity;

2) Determining the causes of the nonconformity;

3) Determining if similar nonconformities exist, or could potentially occur;

c) Implement any action needed;

d) Review the effectiveness of any corrective action taken;

e) Update risks and opportunities determined during planning, if necessary;

f) Make changes to the quality management system, if necessary.

Corrective actions havebeen appropriate to the effects of the nonconformities encountered. **(Ref. CAPA REPORT F02(ONSH/P/QA/07)**

**10.2.2 ONS HOLKAR retains** documented information as evidence of:

a) The nature of the nonconformities and any subsequent actions taken through **CAPA REPORT F02(ONSH/P/QA/07)**

b) The results of any corrective action.

**10.2.3 Problem solving**

**ONS HOLKAR**  have a documented process **ONSH/P/QMS/08** for problem solving which prevent recurrence including:

a) Defined approaches for various types and scale of problems (e.g., new product development, current manufacturing issues, field failures, audit findings);

b) Containment, interim actions, and related activities necessary for control of nonconforming outputs.

c) Root cause analysis, methodology used, analysis, and results;

d) Implementation of systemic corrective actions, including consideration of the impact on similar processes and products:

e) Verification of the effectiveness of implemented corrective actions;

f) Reviewing and, where necessary, updating the appropriate documented information (e.g., PFMEA, control plan).

Where the customer has specific prescribed processes, tools, or systems for problem solving, **ONS HOLKAR**  is use those processes, tools, or systems unless otherwise approved by the-customer or by **ONS HOLKAR s**elf-defined processes.

**10.2.4 Error-proofing**

**ONS HOLKAR**  have a documented process as **ERROR PROOFING, ONSH/P/QMS/09** to determine the use of appropriate error-proofing methodologies. Details of the method used shall be documented in the process risk analysis such as PFMEA) and test frequencies shall be documented in the control plan.

The process shall include the testing of error-proofing devices for failure or simulated failure. Records shall be maintained as **Daily Poke Yoke Check Sheet** **F01(ONSH/P/QMS/08)**. Challenge parts, when used, shall be identified, controlled, verified, and calibrated where feasible. Error-proofing device failures shall have a reaction plan.

**10.2.5 Warranty management systems**

when the organization is required to provide warranty for their product(s), the organization shall implement a warranty management process. The organization shall include in the process a method for warranty part analysis, including NTF (no trouble found). when specified by the customer, the organization shall implement the required warranty management process.

**10.2.6 Customer complaints and field failure test analysis**

**ONS HOLKAR**  perform analysis on customer complaints and field failures, including any returned parts, and shall initiate problem solving and corrective action to prevent recurrence from procedure **CUSTOMER COMPLAINT HANDLING ONSH/P/QMS/07.**

Where requested by the customer, this shall include analysis of the interaction of embedded software of the organization's product within the system of the final customers product. In the request of customer we can do third party test for testing and analysis of product. We have a system as **THIRD PART TEST PLAN**  **F07(ONSH/P/QA/06)**

The organization could communicate the results of testing/analysis to the customer and also within the organization.

**10.3 Continual improvement**

**ONS HOLKAR** Works for continually improvement through Process **CONTINUAL** **IMPROVEMENT**  **ONSH/P/QMS/06**, **& KAIZEN SHEET F01(ONSH/P/QMS/06),** the suitability, adequacy and effectiveness of the Quality Management System.

ONS HOLKAR consider the results of analysis and evaluation, and the outputs from Management Review, to determine if there are needs or opportunities that has be addressed as part of continual improvement.

**10.3.1 Continual improvement-supplemental**

**ONS HOLKAR**  have a documented process **ONSH/P/QMS/06** for continual improvement as **KAIZEN SHEET F01(ONSH/P/QMS/06**. **ONS HOLKAR**  include in this process the following:

a) Identification of the methodology used, objectives, measurement, effectiveness, and documented information;

b) A manufacturing process improvement action plan with emphasis on the reduction of process variation and waste:

c) Risk analysis (such as FMEA).

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| **S.NO.** | **ABBREVATION** | **DESCRIPTION** |
| 01 | MR | MANAGEMENT REPRESENTATIVE |
| 02 | FIG | FUTABA INDUSTRIAL GUJARAT PVT. LTD. |
| 03 | HOD | HEAD OF DEPARTMENT |
| 04 | PO | PURCHASE ORDER |
| 05 | LAB | LABORATORY |
| 06 | QMS | QUALITY MANAGEMENT SYSTEM |
| 07 | IATF | INTERNATIONAL AUTOMOTIVE TASK FORCE |
| 08 | IQA | INTERNAL QUALITY AUDIT |
| 09 | QA | QUALITY ASSURANCE |
| 10 | MRM | MANAGEMENT REVIEW MEETING |
| 11 | PRD | PRODUCTION DEPARTMENT |
| 12 | NPD | NEW PRODUCT DEVELOPMENT |
| 13 | ISO | INTERNATIONAL ORG. FOR STANDARDIZATION |
| 14 | MDI | MAINTAINED DOCUMENTED INFORMATION |
| 15 | RDI | RETAINED DOCUMENTED INFORMATION |
| 16 | HR | HUMAN RESOURCES |
| 17 | ENGG. | ENGINEERING |
| 18 | PUR | PURCHASE |
| 19 | MNT | MAINTENANCE |
| 20 | NC | NON-CONFORMANCE |
| 21 | DP | PACKAGING & DISPONSHH |
| 22 | ST | STORE |
| 23 | BP | BUSINESS PLANNING |
| 24 | WI | WORK INSTRUCTION |
| 25 | CP | CONTROL PLAN |
| 26 | FG | FINISH GOODS |
| 27 | PCP | PROCESS CONTROL SHEET |
| 28 | SPC | SATAICAL PROCESS CONTROL |
| 29 | MSA | MEASUREMENT SYSTEM ANALYSIS |
| 30 | C/CA | CORRECTION & CORRECTIVE ACTION |
| 31 | PFD | PROCESS FLOW DIAGRAM |
| 32 | PUR | PIRCHASE |