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Do you have any questions about the description of services? We are happy to help.

You can contact us by email [info.tncert@tuev-nord.de](mailto:info.tncert@tuev-nord.de) or talk to us directly on 0800 / 2457457 from Monday to Friday between 07:30 and 18:00 .

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The rules and the description of services for certification according to VDA 6.1:2016, VDA 6.2:2017 and VDA 6.4:2017 also apply in the offer. They supplement the General Terms and Conditions of Certification.

## 1 RULES

The client is required to adhere to the rules concerning him as detailed in the valid certification requirements VDA 6.1:2016, VDA 6.2:2017 and VDA 6.4:2017

In particular, the following points must be observed (though, with reference to the above-mentioned certification requirements, these are not to be followed exclusively):

- The client must inform the certification company of any change associated with certification (see Section 3.2 of the Certification Requirements):
  - legal form of the company,
  - status in commercial law (e.g. joint venture, subcontracting to other organisations),
  - ownership circumstances (e.g. mergers and takeovers),
  - organisation and top management (e.g. board, decision makers or specialist staff)
  - postal address or location,
  - extent of the business activities or product range within the certified management system,
  - notification of a special customer status,
  - major changes to the management system and processes
  - representation of the area of application of the QM system (QM area of application) with details of the extended workbenches
- The client may not refuse a VDA-QMC Witness Audit by the certification company.
- The client may not refuse the presence of an Internal Witness Auditor from the certification company.
- The client must grant access to a VDA-QMC representative or his deputies.
- The client may not refuse the certification company making the Audit Report available to the VDA-QMC.
- The VDA-QMC logo may only be displayed on the certificate issued by the VDA-QMC certification company. No other use of the VDA-QMC logo is permitted,

Note:

The client may make copies of his VDA 6.x certificate with the VDA-QMC logo for marketing and advertising purposes.

- The client's advisors may not be present at the location at the time of the audit(s) or take part in the audit in any way.
- For the preparation / audit planning for every audit, the client must provide the following information/documents as a minimum:

Note 1: Other QM system-related information / documents must be provided at the discretion and request of the certification centre.

Note 2: Not all information may be necessary for extraordinary audits.

- The number of employees at the location and all associated remote support function(s) and extended workbenches.
- Documentation about the client's quality management system including proof of conformity with the requirements of the applicable VDA set of standards. The effective implementation of VDA 6.1:2016, VDA 6.2:2017 and VDA 6.4:2017 requirements by the defined processes must be guaranteed/demonstrable.
- Interfaces to and interactions with support locations / functions and / or extended workbenches.
- Summary of the client's performance (i.e. product quality, deliveries)
- Written information about measures that have been implemented if the required performance was not achieved.
- An overview of customer satisfaction and customer complaints from the last 12 months or since the last audit, including checking customer reports and / or customer appraisals,
- Information on special customer status granted in the last 12 months or since the last audit with respect to OEM customers,
- Notification of new customers since the last audit
- Results of internal audits and management assessments since the last audit.
- In cases of certification of service organisations with branch networks according to VDA 6.2:2017, additionally
  - Information on whether all locations/branches are managed and directed by a central organisation
  - Information on whether the organisational plan, structures and services offered by each of the branches are identical
  - Information on whether the same requirements for processes, equipment, instructions and corporate identify apply to all branches
  - Proof that internal system audits take place annually in every branch and that this is conducted by the headquarters
- In the case of recertification audits, additionally
  - Performance data on the management system covering the entirety of the last certification period (3 years)
- In the case of corporate schematic, additionally
  - Allocation of the remote location to the production / service locations with applicable functions
  - Information on the connection between the location and central functions (e.g. process landscape, organisational chart, reference list, interfaces)
  - Information on how the results of management assessments carried out centrally are made available to the location
  - Information on a central information system regarding customer status and complaints. How is the location informed of customer status and complaints (number, ppm, etc.)

- Information on a centrally established and controlled QM management system.
  - Information on centralised management of internal audits.
- o In the case of transfer audits, additionally
- Audit reports for the previous certification company from the last 3 years, including proof of the completion of deviation management (if applicable)
  - Certificates from the last certification company
  - In good time before each audit, the client is to provide up-to-date information about his company, products/ services and customers in the questionnaire (form A11\_15\_16F010) for preparation of a VDA 6.1:2016, VDA 6.2:2017, VDA 6.4:2017 audit for the certification centre
- Note:
- If the required information cannot be made available before compilation and publication of the audit plan, the missing information must be evaluated before the opening discussions, and the time required must be added. This must be identified in the audit plan in addition to the total number of audit days and in addition to a regular 8-hour working day.
- The client guarantees planning for and implementation of the audit in good time according to the certification requirements for VDA 6.1:2016, VDA 6.2:2017 and VDA 6.4:2017,
  - As part of the certification activities, the client guarantees that it is possible to audit the support functions and, where applicable, extended workbenches at the production / service location.
  - The client guarantees auditing of all shifts
  - Within a maximum of twenty (20) days of the final on site meeting associated with deviation management, in the case of main deviations identified in the audit, the client is required to provide proof of the following points:
    - Implementation of corrective / preventive measures, taking account of the deadlines and responsibility.
    - Proof of identifying root causes, including the analysis method used and its results.

Within a maximum of sixty (60) calendar days of the final meeting, the client must transmit further proof of the following points:

    - Implemented systemic corrective measures to permanently resolve each of the identified deviations, including taking account of the effects on similar processes and products.
    - Proof of verifying the effectiveness of implemented corrective measures.
  - Within a maximum of sixty (60) days of the final on site meeting associated with deviation management, in the case of minor deviations identified in the audit, the client is required to provide proof of the following points:
    - implementation of corrective / preventive measures, taking account of the deadlines and responsibility,
    - proof of identifying root causes, including the analysis method used and results,
    - implemented systemic corrective measures to permanently resolve each of the identified deviations, including taking account of the effects on similar processes and products,
    - proof of verifying the effectiveness of implemented corrective measures.

- The client is informed that it may be necessary for the certification company to conduct extraordinary audits:
  - to check complaints regarding a client's performance,
  - on the basis of changes to the client's quality management system,
  - on the basis of major changes to one of the client's production / service locations,
  - as a consequence of a certificate being suspended,
  - to verify the effective implementation of identified corrective measures for major deviations, or
  - to verify the effective implementation of identified corrective measures for deviations that were classed as open, but 100% resolved in the last audit.
  
- The client is informed that it may be necessary for the certification company to initiate a decertification process in the event of the following events:
  - the certification company receives a complaint regarding the client's performance from an OEM client, from the VDA-QMC or from a customer in the automotive industry,
  - the client informs the certification company about the receipt of special customer status of an IATF/OEM. This notification from the certification company by the client must be made within ten (10) calendar days or within a period specified by the customer,
  - on the date of the final meeting of the monitoring or recertification audit, which contains deviations,
  - the client voluntarily applies for suspension of the certificate due to major changes in ownership or due to an interruption of the production of products within the area of application for certification,
  - the monitoring audit is not conducted within the permitted timeframe,
  - the monitoring audit is interrupted,
  - failures in the transmission of the required information to the certification company required for effective audit planning,
  
- The client is informed that the period between two transfer audits must be at least three (3) years (-3 months), or two (2) years and nine (9) months.

## **2 DESCRIPTION OF SERVICES**

### **Audit Preparation**

- Assessing initial and ongoing preparedness for certification / maintenance of certification
- Viewing the information required for audit preparation
- Drawing up a process-oriented audit plan and agreement with the client

**Conducting the Audit:**

- Conducting the audit on site according to the audit plan
- Assessing implementation and effectiveness of the system
- Presenting the results of the audit including any findings and deviations, and handing over the results report

**Audit Follow-Up:**

- Assessing effective implementation and any necessary corrective measures for any deviations (by assessing documents, follow-up visits or extraordinary audits "Special Audit")
- Drawing up the final audit report

**Certification:**

- Drawing up the certificate and registration after inspection and release of the certification process by the Veto person or certification centre
- Entry of the necessary information / data into the IATF database incl. uploading a copy of the certificate in English