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# **SMR Global Supplier Manual Appendix K – Nissan Customer Specific Requirements for Suppliers**

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## SMR Global Supplier Manual - Additional Customer Specific Requirements

### Scope of this document

The scope of this document is to ensure compliance to customer requirement by sub-suppliers of SMR Automotive who are supplying for any Nissan project. This document is listing requirements for these suppliers in addition to standard IATF16949 requirements and in addition to standard SMR requirements.

### Responsibility

Suppliers who are supplier for SMR of a component for a Nissan product shall meet all requirements listed in this document during the whole project lifetime. This includes but not limited to:

- Regularly check for updates of this document on [www.smr-automotive.com](http://www.smr-automotive.com)
- Ensure availability and awareness of related Nissan standards and requirements mentioned in this document
- Ensure requirements are met in their supply chain

### 1.0 Product Safety (IATF 16949 section 4.4.1.2)

The safety characteristics set by the client and by their own are deployed to the process and indicated with symbol without omission.

- Even in case of single non conformity for special characteristics, the root cause is identified. Counter measures are to be taken and retroactive study.
- System to allow operators only by qualified operators on process related to safety characteristics.
- Check all parts with hardware methods (Poke yoke)
- Records of action taken in case of non-conformity occurrence
- 100% inspection for safety characteristics.
- Retention of records of safety characteristics as required by SMR.
- Production numbers are indicated clearly to be able to read by operator, there are no print missing, stain and no unclear print, it is clearly stamped.
- In case of safety characteristics qualified operator to operate, Operator are trained and certified with good record. There are periodical recertification training and recorded. Responsible person is clearly defined.

### 2.0 Organization Roles, Responsibilities and Authorities (IATF 16949 section 5.3.1)

- The Quality Organization, responsibilities and roles are clear (QA organization chart)
- In case of safety characteristics responsible people is clearly identified.
- Responsibilities for yearly quality target achievement are clear (Breakdown at each level)
- Top management attend at least once per month quality meeting
- Quality meeting is organized to check warranty claim reduction, new product development, new technologies & plant quality.

### 3.0 Calibration (IATF 16949 section 7.1.5.3.1)

- Calibrations are standardized with flow charts pictures.
- Person in charge of internal calibration is certified by international standard ISO 17025.
- For measuring instruments daily check sheet is located in the shop floor. Daily check sheet improves continuously with correction and prevention activities.

### 4.0 Competence/ On the Job Training (IATF 16949 section 7.2.2)

- Internal training for environmental material regulation (ROHS).
- Existing training program (schedule) and training tools for new product knowledge according to the operation level
- Quality of products to be confirmed when new / temporary workers operate (i.e.) new / temporary workers produced parts must be 100% inspected until achieving no quality concern and at least Minimum produced quantity or minimum time period for the inspection is clearly defined
- Operator observation is done for verifying operation in process for all operators in defined frequency & clear records to be maintained.
- Skill level evaluation included not only operations but also “unusual situations” and recovery after short stops
- Standard for re training is existing carried out, existing records of confirmation for training effect.

### 5.0 Process FMEA (IATF 16949 section 8.3.5.2)

- Process FMEA standard (5W1H) to be applied
- Counter measure Set up according to the defined RPN, threshold all RPN should be under target score

- All Past trouble database are feedback to FMEA all the failure of actual product are included in FMEA sheet.
- Feedback ratio should be 100%
- FMEA should be a living document, used to evaluate risk and therefore updated regularly

## 6.0 Control Plan (IATF 16949 section 8.3.5.2)

- Supplier shall have a manual to make the control Plan.
- CP is made through deployment of design characteristics to process characteristics by standard (SC, CC) without omission
- Control plan is made from beginning of the process development phase.
- Control methods of product and process according to gravity (safety, OBD, function , regulation) are defined in standard
- Control items are confirmed by CFT.
- Use QA matrix, QA network or QA B-chart as guide for Control methods
- Control plan covers all processes
- Judgement criteria of characteristics control value is set within tolerances of the parts drawings
- Latest Part drawing is coherent with control plan and process instructions.

## 7.0 Identification and Traceability (IATF 16949 section 8.5.2.1)

- Traceability is within 2 hrs. Lot identification including component parts is possible. Delivery history of searched parts is possible.
- Recorded in control sheets and history by production month/date can be found.
- There is an identification label which identifies the receiving date and inspection date.
- Identification should be legible and understandable.
- Parts less than the until package are clearly identified with identification of the storage area
- Max numbers of packages in each area is defined with STD.

## 8.0 Control of Changes (IATF 16949 section 8.5.6.1)

- For each process/ plant a rule of modification approval is defined. At least definition of 4M is clearly defined. There is a system to inform customer.
- A system exists for Product/plant change request and design. There is a progress list to follow all changes.
- Confirm product / process capability before and after change. Also compare the results with similar products.
- Evidence of risk analysis should be documented

## 9.0 Control of Nonconforming Outputs (IATF 16949 section 8.7)

- When nonconforming product is corrected it shall be subject to reverification to demonstrate conformity to the requirements
- Non-conforming products in manufacturing process are analyzed according to analysis procedure. Every time the problem is detected, the parts of non-conformity are collected.
- Make clear problems, counter measure, target, timing, responsible person and status of achievement.
- Non-conforming parts and wrong components are identified immediately marked and put in box and number of parts match with number of defects.
- Method in the process to prevent mixing non conformity parts.
- Procedure for controlling non-conforming product and responsibility and Definition of non-conformity is clear in work place.
- Non-conforming product is isolated
- Decide action for each problem at daily meeting with display of non-conforming parts and follow progress
- NOTE: Accepted 8D report by SMR is no waver for poor investigation.

## 10.0 Application of statistical concepts (IATF 16949 section 9.1.1.3)

- Operator has good knowledge of purpose, how to use SPC sheet & control method.
- Process capability of characteristics in Control plan controlled with SPC sheet.
- Automatic alert, reaction required, counter measure recorded.
- Basic principles of control charts including: control limits are not tolerance ranges, and should be calculated according to SPC rules; in case need for reaction, the reaction should be conducted, recorded, and its result confirmed with documented evidence.

## 11.0 Component Supply Chain Chart (CSCC) (ANPQP Version 3.1):

The Component Supply Chain Chart (CSCC) is a chart which visualizes the structure of the component supply chain

to reinforce the sub supplier management.

Component Supply Chain Chart should be included and submitted together with PPAP package.

Minimum Content Requirement(s):

- The CSCC shall cover all tiers of the supply chain down to raw material level (including grease, sealant, solder, etc.).
- The document shall include details of the supplier names, plant locations, development experience and responsibility.
- Special Characteristics shall be identified at each tier using the appropriate symbols (Refer to the “4.5 Special Characteristics Management”)
- Key Features (as required) should be identified at each tier.

## 12.0 Requirements for sustainable development / social responsibility concerns

Renault requests that supply chain delivering to Renault consider and implement good practice regarding sustainable development / social responsibility, especially in the following areas: No child labor / no forced work / Working conditions / Health and Safety / Environmental protection.

## 13.0 APQP (IATF 16949 section 8.4.2 )

The supplier is required to apply APQP process to identify all reasonably foreseeable potential issues and take preventive actions to ensure that such issues do not occur during the use of the product. Structure of document used should be similar to AIAG APQP document. SMR advise to use SMR template for APQP.

APQP tracker should be reviewed and submitted to SMR on the frequency defined by SMR Supplier Development Engineer.

## History of Revision

No.	Cause of modification	Date	Modifier	Approved
1	First issue	30.10.2017	Judith Robertson	Steffen Dehner
2	Second issue: change log according to ANPQP version 3.1 (25/11/2019)	26.11.2019	Horacio del Río	Steffen Dehner
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