

SMR Global Supplier Manual

Appendix R – Renault CSR



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Appendix R – Renault Customer Specific Requirements for Suppliers

24th December, 2020

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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 Renault 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 Suppliers for SMR of a component for a Renault 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
- Ensure availability and awareness of related Renault standards and requirements mentioned in this document
- Ensure requirements are met in their supply chain

1. Leadership and Commitment (ISO 9001 requirement 5.1)

Renault requests that organization 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.

Applicable evidence may include:

- Having access to the Renault CSR guidelines, and having access to the organizations' signed commitment to DDSF (Déclaration des Droits Sociaux Fondamentaux)
- 2nd party evaluation (for example, customer evaluation)
- 3rd party evaluation, such as ISO 26000 evaluation, OHSAS 18001 / ISO14000 certification

Any other system demonstrating that sustainable development / social responsibility concerns are taken seriously by the organization will be accepted.

2. Customer Focus (ISO 9001 requirement 5.1.2)

Confirmation of the implementation of the Organization quality management system and its ability to meet Renault Group requirements will be carried out by Renault Group using the Alliance audit tools (such as ASES, PESES or SHC).

The Organization shall achieve a minimum level of C rank after ASES evaluation.

In some cases, the Organization may be requested to achieve a minimum ASES level of B rank. If the Organization is evaluated at an ASES level of D rank, they will either receive no business or will be obliged to commit at top management level to provide the necessary resources and action plan to achieve the required Quality level.

Adherence to this commitment should be considered as a Customer Requirement, as defined in IATF 16949: 2016 clause 5.2: "Top management shall ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction". Major disruption will result in notification to the IATF and may lead to suspension of certification.

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3. Resources (ISO 9001 requirement 7)

The organization must have a Organization ANPQP Representative (SAR) responsible for ANPQP deployment within their organization.

The SAR can be at plant or at group level, as long as the following tasks are ensured at certified organization level

The SAR is a person who was trained to ANPQP and who has the authority to deploy ANPQP throughout the organization

4. Skills and Training (ISO 9001 requirement 7.2)

The Organization staff in contact with Renault during the quotation phase, project development phase and mass production phase must have been trained in ANPQP.

Evidence may include, but are not limited to training records, explanation of ANPQP and demonstration on how to access to ANPQP requirements and templates, ANPQP portal.

The organization shall qualify workers on workstations producing Safety and/or Regulatory characteristics and on final control stations

5. Design and Process / Facility Site Changes(IATF 16949 requirement 10.3.1)

The organization shall inform the relevant contact in Groupe Renault: Product Engineering, SAM in APO and the relevant Supplier Quality contact about change proposal using the formats Design Change Request or Process/Facility Change Request. available in ANPQP

The organization shall get feedback from Groupe Renault prior to start change implementation.

6. Control of non-conforming output (IATF 16949 requirements 8.7.1.2-8.7.1.7 and 10.2.3-10.2.4)

The organizations shall review FMEA by using Reverse FMEA (R-FMEA) tool. In order to switch from corrective to preventive actions, the organizations shall check at shop floor level their existing FMEA and provide necessary activities to avoid occurrence or at minimum to improve detection of no- conformity.

7. Review of the requirements for products and services (IATF 16949 requirements 4.4.1.2,8.3.3.1, 8.3.4.2, 8.4.2.2, 8.4.3.1, 8.6.5)

The organization shall demonstrate exhaustively that its entire production is conforming to Safety and Regulatory Characteristics.

Safety and Regulatory characteristics as mentioned on the part drawing must be taken into account in the Control Plan applied during production and Conformity Of Production Trials must be performed respectfully with defined methods and frequency.

The organization shall be compliant to updated Regulations in the country of commercialization.

Evidence of tests with results and synthesis reports must be provided on customer's request. Such evidences shall be kept available accordingly to defined storage period.

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8. Product audit (IATF 16949 requirement 9.2.2.4)

As systematic preventive action against non-conformity occurrence that could lead to major issue, the organizations shall reserve workstations and final control with Safety or/and Regulatory marks to workers with duly controlled experience and practice.

Regular observation reports can be requested during different audits at shop floor level.

9. Nonconformity and Corrective Action (IATF 16949:2016 requirements 10.2.3-10.2.4)

Organization shall define, implement and review necessary continuous and scheduled action plan in order to insure zero non-conforming part delivered in Renault Group plants. This road map heading to zero default shall be monthly recorded and be available during audits or Performance Reviews.

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History of Revision

No.	Cause of modification	Date	Modifier	Approved
1	First issue	16.10.2017	Judith Robertson	Steffen Dehner
2	Update Logo	24.08.2020	Maria Reyes	Judith Robertson
3	CSR Renault 2 nd Edition – Version 2 - Changes Updated	24.12.20	B.Jegadhesan	Judith Robertson
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