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Global Supplier Manual Appendix R – Renault Customer Specific Requirements for Suppliers

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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 supplier 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

1.0 Quality Management System (IATF 16949 section 4.4)

Confirmation of the implementation of the supplier's 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 supplier shall achieve a minimum level of C rank after ASES evaluation.

In some cases, the supplier may be requested to achieve a minimum ASES level of B rank. If the supplier 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 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.

2.0 Leadership and Commitment (IATF 16949 section 5.1/5.1.1)

Renault requests that suppliers 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.

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

The supplier must have a Supplier 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:

- Staying up to date with latest ANPQP changes
- Making sure that point 3) below is followed

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

The supplier 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.

5.0 Internal Auditor Competency (IATF 16949 section 7.2.3)

As systematic preventive action against Non Conformity occurrence that could lead to major issue, the supplier shall reserve workstations and final control with Safety or/and Regulatory marks to workers with dully controlled experience and practice.

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

6.0 Design and Development Controls (IATF 16949 section 8.3.4)

At suitable stages, systematic reviews of design and development shall be performed (...). Records of the results of the reviews and any necessary actions shall be maintained

Design and Development Outputs (IATF 16949 section 8.3.5)

The organization shall establish, implement, and maintain a product and manufacturing approval process conforming to requirements defined by the customer(s).

Note: Product approval should be subsequent to the verification of the manufacturing process [...].

It is the organization responsibility to ensure the verification of its process, regardless of the customer approval.

Design and Development Changes (IATF 16949 section 8.3.6.1)

The supplier shall inform and get feedback from Renault about any change in its product or its process or its control means prior to start change implementation. The Supplier shall inform the relevant SAM in RNPO and the relevant CSDL in DQSC-F about change proposal with its risks analysis and necessary countermeasures to be taken. Then, in case of common approval, change management will be performed accordingly to ANPQP chap. 9 during project phases or adapted procedure during serial life. As mentioned in ANPQP, change of or at Tier-2 is included in this requirement.

7.0 Control Plan (IATF 16949 section 8.5.1.1)

Supplier 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 successive Control Plan applied during production and Conformity of Production Trials must be performed respectfully with defined methods and frequency. Supplier 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

8.0 Verification of Job Set-Ups (IATF 16949 section 8.5.1.3)

Job set-ups shall be verified whenever performed, such as an initial run of a job, material changeover or job change. Evidence of verification should be accessible

9.0 Control of Changes (IATF 16949 section 8.5.6)

Additional Information regarding Renault position vs IATF 16949 version 2016:

Whole paragraph, including the note, starting with 'The organization shall have a process to control and react to changes that impact product realization. The effects of any change, including those changes caused by any supplier, shall be assessed, and verification and validation activities shall be defined, to ensure compliance with customer requirements. Changes shall be validated by the Customer before implementation (...). Evidence of risk analysis should be documented.

10.0 Control of Nonconforming Outputs (IATF 16949 section 8.7.1)

The supplier shall review FMEA by using Reverse FMEA (R-FMEA) tool. In order to switch from corrective to preventive actions, the supplier shall check at shop floor level their existing FMEA and provide necessary activities to avoid occurrence or at minimum to improve detection of Non conformity.

The organization shall ensure that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery.

The ergonomics and the robustness of the method used have to be considered when evaluating conformance to clause 8.3 (...). When nonconforming product is corrected it shall be subject to re-verification to demonstrate conformity to the requirements.

Instructions for rework, including re-inspection requirements, shall be accessible to and utilized by the appropriate personnel.

11.0 Nonconformity and Corrective Action (IATF 16949 section 10.2)

Supplier 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.

The organization shall apply to other similar processes and products the final corrective action, and controls implemented, to eliminate the cause of a nonconformity.

Documented evidence is necessary

12.0 Problem Solving (IATF 16949 section 10.2.3)

The organization shall have a defined process for problem solving leading to root cause identification and

elimination.

Problem solving must be thorough enough to solve the problems.

Acceptance of a problem solving file by a customer is no waiver for a poor analysis, as the ultimate goal of the analysis should be for the organization itself to solve its problem.

History of Revision

No.	Cause of modification	Date	Modifier	Approved
1	First issue	16.10.2017	Judith Robertson	Steffen Dehner
2				
3				
4				
5				