Customer Specific Requirements

Transfer the Customer Specific Requirements to suppliers
Stellantis GSQN- 011 Global Tier N Management Procedure

Stellantis Customer-Specific Requirements for use with IATF 16949

AGENDA

1. Scope

This Customer Specific Requirements Document (CSR) is an integral part of Corporate Supplier Manual (CSM) and aims - defines to transfer the specific and special requirements of the final customer (OEM) and Huf. This document contains the most restrictive requirements that have to be fulfilled by the Huf https://www.iatfglobaloversight.org/oem-requirements/customer-specific-requirements/ The supplier is obliged to sign this document.

This procedure contains three kinds of requirements:

1. Mandatory requirements (defined as “must” in the procedure) defined in:
- ISO9001 and IATF16949 requirements
- Stellantis requirements such as Quality Requirements for Suppliers (QRS) and Manufacturing Requirements for Suppliers/Manufacturing Process Assessment (MRS/MPA).

2. Mandatory Specific requirements (defined as “must” in the procedure) intended to be in addition to the specifications included in other Stellantis standards and tools if applicable (E.g., AQR, CQI, Capacity Assessment Tool (CAT) requirements, …).

3. Requirements that constitute best practice to improve the supplier quality management level.

2. Targets

Targets for suppliers (PPM, Logistic Performance, 8D evaluation) are set for all components (material groups) in the Huf Supplier Portal, available on www.huf-group.com website and update annually.

3. Definitions

Supplier: A Direct Supplier to Huf
TIER N: TIER N means all the supply chain (suppliers and all sub suppliers).

4. Tier N Manament

Supplier must: manage its TIER N and supply chain to meet Stellantis' requirements

Obtain the compliance from its sub-suppliers (TIER N) and resolving any issues stemming from these suppliers or interfaces.

5. Supplier Selection

5.1 Criteria to become a TIER N

The TIER N must have a robust process with defined criteria to become a supplier of the TIER N (see ISO 8.4.1Control of externally provided processes, products, and services and MRS/MPA criteria CMP31).

For a supplier selection, the process must also consider the quality management system of the supplier (see IATF requirements 8.4.1.2 Supplier selection process).

The minimum authorized level is certification to ISO9001, otherwise, Huf must have Stellantis approval.

5.2 Cascading of Stellantis requirements

The supplier must cascade all applicable requirements down the supply chain to the point of manufacture (see IATF 8.4.3.1 Information for external providers — supplemental).

All applicable statutory/regulatory requirements and special characteristics (see IATF 8.4.3 Information for external providers & 8.6.5 Statutory and regulatory conformity, see MRS criteria CMG33, CMG34 & RR14).

This includes at least:

- all "pass through" key characteristics and their classification o authorized or non-authorized rework operations
- all testing methods to validate the product if applicable to the TIER 2 or beyond as per the Stellantis Technical Specifications
- All other requirements defined as to be cascaded in other existing Stellantis documentation such as applicable AQR, CQI, CAT, ...
- Requirements described below in this procedure.

The Supplier Control Plan must include, but is not limited to, the customer designated special characteristics

The organization shall document the equivalence of the internal special characteristic symbols with Stellantis equivalent symbols and reference the equivalence when the organization uses internal symbols in its communications with Stellantis

All applicable QRS (Quality Requirements for Suppliers) requirements are considered Customer-Specific Requirements, and this document is just a representative selection of the most audit-relevant ones.
The supplier must integrate all the QRS requirements in its quality system and processes

6. Project Management

The supplier must ensure the process used to manage the project is robust and ensure escalation to Huf.

The supplier must have sufficient resources and skills to manage a new project, including resources to manage its TIER N (See ISO9001 requirements: 7.1 Resources, 7.1.6 Organizational knowledge, 7.2 Competence, 8.1 Operational planning and control & 8.3 Design and development of products and services…).

The supplier must ensure that its own controls on site, deliveries, ensure consistently conforming deliveries to Stellantis (see ISO9001 & IATF requirements 8.4.2 type and extent of control).

As required in QRS, according to the CS-9003, 01446_18_00746 and 01446_18_00640 standards, the supplier fills a form for each part or material, on the IMDS (International Material Data System). The supplier is responsible for the data uploaded in IMDS related to the products of its own TIER N suppliers as well.

The supplier must approve TIER N products prior submission to Huf part approval (see IATF 8.3.4.4 Product approval process).

6.1 Risk Management

The supplier must cascade all applicable requirements down the supply chain.

The supplier must identify the risks on the product and the process to be designed and developed (see ISO 9001 8.3.3 Design and development inputs).

The supplier must conduct verification activities to ensure that the designed product and process meet the requirements (see ISO 9001 8.3.4 Design and development controls).

The supplier must ensure that the TIER N has a robust risk analysis method (such as FMEA approach) including: - All part numbers - All operations (including handling, labelling, intermediate storage, rework, and re-use,) - Identification of pass-through characteristics to the TIER beyond.

Design FMEA and Process FMEA must be developed and completed by the supplier (for suppliers not product design responsible, only the process FMEA is required). The use of the "**AIAG & VDA FMEA Handbook" or SAE J1739 or the Stellantis work instructions and templates or equivalent is required, any characteristic (CTF or CSE) classified as "safety" shall have severity 10 assigned in the PFMEA.**

There is a Reverse PFMEA (proactive approach) process in place to identify new potential failure modes or verify the existing failure modes on the shop floor. Reverse PFMEAs activities are scheduled and tracked.

The supplier must review the risk analysis with its TIER N, as part of the project development follow up.

The supplier must guarantee the deployment of the risk analysis to the TIER N (consistently with the cascading of special characteristics to concerned TIER N).

6.2 Manufacturing controls

The supplier must ensure the quality of TIER N products by defining and implementing an appropriate approach (such as requiring controls data from TIER N, regular incoming inspection, controls by laboratory,) (see IATF16949 requirement 8.6.4 Verification and acceptance of conformity of externally provided products and services).

The TIER N must define the manufacturing controls (control plan) to be done in adherence with the risk analysis and characteristics classification, as required by ISO 9001 (8.3.5 Design and development outputs).

NOTE: these requirements are also applicable to Raw materials TIER N.

6.3 Proactive Containment

The supplier must implement a "proactive containment in the launch period to make the control plan robust and prevent NOK parts at the beginning of the serial production. The results of the proactive containment must be evaluated daily, and action must be taken immediately in the event of a non-conforming part.

This proactive containment must include all "pass through " key characteristics with a 100% control unless otherwise agreed by Huf at the TIER N where it is produced or at least at the supplier if it can be controlled.

Exit criteria to stop the proactive containment must be defined by the Huf with its TIER N. Huf can use the Stellantis process “Proactive Containment” GSQN.004/01598_22_01972.

This preventive measure is also required to protect the customer after planned or unplanned plant shutdown.

Note: achieving the PPAP acceptance is not a sufficient exit condition period of the proactive containment.

7. Manufacturing process requirements

7.1 Changes in manufacturing process

For product or process changes (including raw material, supply chain or changes to the manufacturing location), the supplier must make a risk analysis considering the impact of the change.

- A risk assessment study must be done (e.g., Impact study, bank of parts, revalidation etc.)
- The changes must be classified according to Stellantis classification system (A, B C or D) and associated level of validation and PPAP submission
- The supplier must append a part protection plan with their request

7.2 Manufacturing requirements

Below are key requirements to ensure a robust manufacturing process that must be cascaded to the supply chain:

TIER N must implement a well-defined startup process that guarantees traceability of all batches produced and all controls are carried out at the beginning of production (See MRS/MPA criteria SP&EP11/12).

TIER N must performed all controls according to the control plan with correct gages, frequencies, and sample sizes (See MRS/MPA criteria PPC1).

TIER N must have a well-defined document storage process to ensure traceability of process release and project registration, matching at minimum record retention rules defined in Stellantis QRS item 4.3."

TIER N must implement a component identification process according to component status. NOK parts must be segregated in closed non-conforming product boxes or clearly identified and managed when is not possible to lock (EG: big parts destroyed or red marking) (See MRS/MPA SW31 criteria).

TIER N must have a quarantine area available in their manufacturing for non-conforming parts, this area must be closed with restricted access and with an identification list of all parts that are stored (See MRS/MPA SW32 criteria).

TIER N must have a list of all error proofing available in their manufacturing location with well-defined tests and validation frequencies, all error proofing must be tested at the beginning of each shift and also after scheduled or unscheduled stops. In case of failures a well-defined reaction plan must be implemented immediately (See MRS/MPA SP&EP21/22).

TIER N must have implemented a well-defined PROBLEM-SOLVING process. This process must be applied to internal and external problems (See MRS/MPA FR3).

The supplier shall take advantage of the quality failures reported (0km and in-field) to conduct an in-depth analysis of the technical and system root causes and implement appropriate action plans.

TIER N must have an escalation process well defined for internal and external concerns with clearly defined responsibilities and a standardized reaction process for all levels of managements (See MRS/MPA FR2).

TIER N must perform an annual self-validation of the process to ensure the initial approval is still valid.

Stellantis requires the application of the AIAG standards (CQI) for effectiveness of special processes in the TIER N process when applicable.

The organization shall include Additional Quality Requirements (AQR) provided by Stellantis as inputs to manufacturing process design (Integrate lessons learnt and required best practices into the manufacturing process).

Below are complementary requirements that should be used to improve the manufacturing system for TIER N:

TIER N should have implemented in its manufacturing a daily FAST RESPONSE meeting led by manufacturing supported by all areas (Safety, Quality, Engineering Logistics, Maintenance and HR) with KPIs well-defined (See MRS/MPA criteria FR11).

TIER N should have a list of spare parts classified by risk in its maintenance management process.

TIER N should have implemented a qualification process for operators with well-defined experience levels and a requalification process for operator who were away from workstation to ensure that they reach the appropriate level of experience (See MRS/MPA criteria LPASK3).

TIER N should have implemented an LPA process in its manufacturing in accordance with STELLANTIS requirements (See MRS/MPA criteria LPASK2).

7.2.1 Manufacturing Requirements for Suppliers (MRS Standard)

The supplier must conduct Layered Process Audits (LPA), the aim of which is to ensure consistent application and execution of standards. LPA are to be performed by Operational Managers. NOTE: no specific auditor qualification is required to perform LPA, but LPA performers shall be trained to LPA process. LPA shall be implemented for all operational manufacturing & logistic areas. All shifts shall be audited. All management levels should be involved (from team leader to top management) but at least the management of operational teams shall be involved (e.g.: in manufacturing area, from shift/team leader to manufacturing leader) Reaction plans shall be in place to immediately respond to nonconformances and implement corrective actions

8. Production Conformity

Regulatory compliance of production At Stellantis 's request, the supplier must provide the following product compliance elements, within one week:

- Dimensional Report, according to the mass production part inspection standard (PIS), in a format with structured and digitized data.
- Audit reports
- Access to results of mass production control plan

As part of an audit of Stellantis plants by an external body (Regulatory Audits COP, ISO, IATF...), the maximum time limit is reduced to 48 hours.
If the requested data is not transmitted within the time limit, an incident supplier relationship is reported, and penalties are applied.

9. Part Warranty

As per IATF 16949 requirement, the Supplier must implement a warranty management process, including a method for warranty part analysis, with NTF (no trouble found):

- A coordinator to manage the warranty claims is identified - The Stellantis portal is checked daily for any relevant warranty incident.
- The return of suspect parts must be managed - Engineering and quality resources required for the analysis are identified and available.
- Customer protection is ensured with immediate containment and identification of all potential Stellantis plants impacted. The identified plants must be informed immediately

Use of CQI-14 is considered as a best practice to ensure an efficient warranty management process.

10. Performance monitoring

For all TIER N identified as medium or high risk audits must be carried out by Huf to ensure respect of the Stellantis requirements above.

The supplier must carry out audits of its suppliers identified as medium or high risk, to ensure respect of the Stellantis requirements above, preferably using the

Stellantis Manufacturing Requirements for Suppliers “MRS” Standard tool made available by Stellantis or another similar tool that meets the same or higher standards. The result must be shared annually.

TIER N must have a lesson learned process implemented for all internal and external issues to be used in the development process of new components and as a basis for continuous improvement in its processes.

11. Semiconductor Management

Special attention must be given to electronic components, semiconductors, when it is necessary to acquire them from different sources (brokers) where a verification methodology must be implemented with the component manufacturer certifying that it was produced in the original process and to the correct specifications, avoiding the use of counterfeit or second-line components.

Supplier must ensure the application of the AQR "ACCEPTANCE STANDARD OF PRINTED CIRCUIT BOARD ASSEMBLIES CEP.00049" procedure in TIER N suppliers.

Supplier must ensure the application of the “SUPPLEMENTAL SPECIFICATION FOR ELECTRONIC COMPONENTS” 01505_21_01349 where this document provides additional requirements for electronic components with Semiconductor in TIER N suppliers.

12. Stellantis commitment to human rights as well as environment respect

Suppliers shall adhere to social, ethical and environmental principles

13. Record retention time

Complementary to IATF16949 requirement, specific minimum retention period is required by Stellantis for some documents. The concerned documents and applicable retention period are defined in QRS document

14. Rework (modification) operations

Re-use of components is considered to be a rework operation. Rework operations planned must be incorporated into the overview of process flows, the FMEA process and the control plan to be qualified with the standard manufacturing process. The supplier must obtain authorization from Stellantis before carrying out rework operations not planned during the initial qualification. The authorization request comes with rework procedures and an analysis of associated impacts. Each reworked part must be identified via a mark or a serial or batch number, and must be subject to reverification to demonstrate conformance to all specified requirements, i.e., dimensional, fit, form, function, and/or reliability/durability, etc.

15. Mass production escalation process

Stellantis reserves the right to request the initiation of the decertification process, pursuant to IATF rules in case of long-lasting bad performance, long escalation, if a breach to the IATF 16949 requirements or to Stellantis's quality requirements are identified...) to require the certification body to investigate and engage the decertification process.

In such a situation, a performance complaint is launched through IATF CMS process (Complaint Management System) and the supplier is notified in writing.

Supplier Quality Development

Supplier signature and date
Quality Manger

CREATED	CHECKED	APPROVED
Erika de Lucas	Fernanda Martinez	Jörn Geisel
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HISTORY			
REVISION	REASON	BY	DATE
01	Release document	E. de Lucas	19.06.2024
02	Including CSR for IATF 16949	E. de Lucas	16.07.2025
Document review once per 12 months or in case of any changes/updates in Customer Specific Requirements			