VEONEER STANDARD

Special Processes
- Requirements and Assessments -

VS069

Distribution to:			
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Introduction

As a global supplier to the world's automotive industry Veoneer must achieve zero defects in its products. To achieve this goal, it is essential that our suppliers' manufacturing processes, including "Special Processes", continuously deliver products with the same quality level.

Definition of a "Special Process" (as defined by ISO 9001) is:
"A process where the conformity of the resulting product cannot be readily or economically verified is frequently referred to as a "special process".

Examples of Special Processes are heat treating, plating, coating, welding, soldering, crimping of wire harness / cable harness.

Special Process assessments shall be used to evaluate that the application and effectiveness of quality assurance activities meet the objective to achieve zero defects.

This standard defines Veoneer's requirements for Special Processes in association with AIAG Special Process System Assessments (CQI) and Veoneer internal requirements.

In this standard, when "CQI" is mentioned, it refers to the relevant CQI assessment standard, e.g. CQI-9, CQI-11, CQI-12, CQI-15, CQI-17, etc.

1 Purpose

ISO/TS 16949 requires that the organization shall audit each manufacturing process to determine its effectiveness.

The purpose of VS069 is to provide minimum requirements and assessments of special processes:

- Defines Special Processes and provides the appropriate assessment criteria for each process
- Verification of the current state of the process quality
- Identification of process risks and improvement potentials (before failure occurrence)
- Assures lessons learned are identified and implemented
- Meets Customer Specific Requirements defined in AIAG, ISO/TS 16949
- Provides standardized assessment and evaluation guidelines

Note: The performance of assessments by Veoneer representatives will not release the suppliers from their responsibility of delivering components/product in

conformance with the defined technical specification. The suppliers are fully responsible for the quality of their products and services.

2 Scope

Suppliers that apply Special Processes in producing product or components to supply Veoneer shall complete the requirements defined in this VS069 Standard.

The VS069 shall be used for supplier and sub supplier assessments including Veoneer inter-company audits when Special Processes are utilized.

The VS069 requirements are based on current quality system standards, in particular AIAG, ISO/TS 16949, as well as requirements in Veoneer Standards and Veoneer Supplier Manual (VSM).

In case there are other Customer Specific Requirements additional to the ones in this standard, these must be followed.

3 Responsibility

3.1 Veoneer

Overall responsibility to implement this procedure for Veoneer facilities lies with **the Plant Quality Manager.**

3.2 Suppliers

The CSQ for respective commodity and division is responsible that these requirements are communicated, understood and implemented at the suppliers located within their division.

The Supplier is fully responsible to implement and follow VS069 audit planning and audit completion as well as for their dedicated sub suppliers.

4 Procedure

4.1 Assessment effectiveness

Implementation effectiveness should be based on **evidence** that the organization has a process in place that includes elements such as:

- Auditors are assigned and trained
- Schedule for self-assessment in place (including evidence of schedule adherence)
- Monitoring of audit progress and results
- Defined corrective action process
- Taking actions for continuous improvement of the audit process
- Verification of follow-up related to audit findings

- Record-keeping
- Supplier development process identified for applicable suppliers to the organization

4.2 Assessment planning and preparation

Veoneer Internal

For all Veoneer facilities with Special Processes, annual VS069 assessments shall be planned by the local Quality Management and performed by qualified internal auditors.

Veoneer Suppliers

For Suppliers and their sub suppliers an VS069 self-assessment shall be planned and performed annually unless otherwise specified by Veoneer.
The self-assessment may be conducted as part of the organization's internal quality audit.
A Supplier and their sub suppliers that utilize one of the defined special processes can expect Veoneer to complete an on-site assessment.

4.2.1 Auditor Qualifications

The auditor team must include the qualifications defined in respective CQI standard. These requirements may be satisfied by various members of an audit team. If more than one auditor is required to meet the qualifications, the lead auditor should be the auditor experienced in quality system auditing and automotive core tool knowledge (that is CQI Assessor Qualifications #1 and #3).

In cases when Veoneer will complete an on-site assessment, the Veoneer auditor should be a Certified VS002 Auditor, (which meets the above requirements for CQI Assessor Qualifications #1 and #3). If the Veoneer auditor does not have required experience related to the Special Process to be audited, the supplier shall support the audit with this resource.

4.2.2 Preparation

The auditor should prepare for the audit, using the accessible data. Example: NCM history, customer concerns, PFMEA (including applicable Master Supplier PFMEA), drawings, control plans, production schedules, target sheets.
For internal audits, the Process Manager is responsible to provide the auditor with the necessary data.

Each Special Process requirement is defined in an appendix to this Standard and will provide criteria for the process to be reviewed at the supplier.

4.3 Assessment Procedure

4.3.1 VS069 Special Process Appendix

The VS069 Special Process Appendices; may include Veoneer specific requirements extending the CQIs.

Each appendix consists of the

- Special Requirements
- Summary Report
- Assessment Questionnaire with Veoneer specific questions (additional to CQI questionnaire) and in applicable cases:
  - Assessment Finding Report

There is one file (appendix) available per Special Process defined in this standard.

Select the appropriate appendix related to the Special Process being performed at the supplier, for example VS069 - Appendix A for Heat Treatment.

Each appendix lists the assessment criteria, for example CQI-11 for Plating.

Items which have not been checked during the assessment are marked as "not audited" on the Questionnaire and are not taken into consideration in the assessment. If an item is not audited **explanation why must be provided** on the questionnaire.

Note: Self assessments should not take this option into consideration.

4.3.2 Assessment findings

All detected deviations to the assessment criteria must be documented. The individual Special Process criteria will define how the deviations are documented.

4.3.3 Assessment rating

The method for rating the assessment will follow the AIAG format for Special Process Assessment, where there is a finding of "Needs Immediate Action" or "Not Satisfactory" Veoneer will require an action plan associated with corrective actions. The corrective actions in the Action plan must be completed within 90 days from the audit date.

Note! "Needs Immediate Action" requires immediate containment of suspect product!

Items which have proven especially effective in practice should also be highlighted on the *Summary Report*.

4.4 Special Process Assessment Reports

4.4.1 Summary Report

The Summary Report serves as a cover sheet to the audit report and contains facts about the audited facility as well as summary of the process audit result, from the CQI assessment as well as the specific Veoneer questionnaire (if applicable).

4.4.2 Signatures

The completed Process Audit Report must be signed by the responsible representative of the supplier and sub supplier, as well as the Veoneer auditor to

document consensus. In exceptional cases, signatures can be replaced by another evidence tool. Example: mail correspondence, which must be added to the report.

The Process Audit Report shall be submitted no later than 14 days after the audit date. If any finding is "Needs Immediate Action", this must be reported concerned customer(s) within 24 hours after finding.

4.4.3 Special Process Assessment Reports Filing

Completed Supplier Process Audit Reports shall be added to the application Supplier Information, tab "Quality" (in VGPS).

The supplier self-assessment reports shall be uploaded to the VGPS by the Supplier via VPP.

4.5 Corrective Action Follow-Up

Within Veoneer facilities, the status of corrective action will be reported to the Plant Manager and the Plant Quality Manager regularly.

A copy of the initial Assessment Finding Report with completed action register shall be sent to the auditor for information.

Suppliers should report the corrective action status regularly to the responsible Veoneer auditor.

When self-assessments are carried out, the Audit finding report with actions must be submitted to the internal auditor respectively to the defined Veoneer contact person.

Refer to VS061 for a simple and automated format to identify and monitor main fields of improvement from the process assessment observations.

5 References

VS002	Veoneer Standard	Process Audit
VS061	Veoneer Standard	Presentation of Continual Improvement Processes
AIAG*	Automotive Industry Action Group (see http://www.aiag.org)	
AIAG CQI-9*	Automotive Industry Action Group, Special Process: Heat Treat System Assessment	
AIAG CQI-11*	Automotive Industry Action Group, Special Process: Plating System Assessment	
AIAG CQI-12*	Automotive Industry Action Group, Special Process: Coating System Assessment	

AIAG CQI-15*	Automotive Industry Action Group, Special Process: Welding System Assessment
AIAG CQI-17*	Automotive Industry Action Group, Special Process: Soldering System Assessment
Special Process:	Crimping Requirements and Assessment report (of wire harness/ cable harness)
VSM	Veoneer Supplier Manual (http://lifenet.veoneer.int) / (http://www.veoneer.biz)
VGPS	Veoneer Global Purchasing System (http://vgps/index.htm)
VPP	Veoneer Partner Portal (http://www.veoneer.biz)
ISO/TS 16949*	Quality management systems – Particular requirements for the application of ISO 9001 for automotive production and relevant service part organizations

***Note:** The Supplier has to ensure that latest revisions of the applicable specifications are available.

6 Appendices

Latest versions of the appendices below are available in the Veoneer Corporate Standards database.

6.1 VS069 Appendix A - Heat Treat Requirements and Assessment report

6.2 VS069 Appendix B - Plating Requirements and Assessment report

6.3 VS069 Appendix C - Coating Requirements and Assessment report

6.4 VS069 Appendix D - Welding Requirements and Assessment report

6.5 VS069 Appendix E - Soldering Requirements and Assessment report

6.6 VS069 Appendix F - Crimping Requirements and Assessment report
(of wire harness/ cable harness)

7 Modification Index

Version #	Date / Author	Modification	Purpose
1.0	1-Apr-2018 / *Dennis Nielsen*	First version	