

ISO/TS 16949:2009

Process Based Internal Auditor Training

“Breakout Session Workbook”

USA Automotive Company Documents and Records



Preface

Process based auditing requires you to look at all parts of the company (and thus all documents and records) as a series of interconnected processes – all pieces of the puzzle. The objective is to review the information and look for areas that aren't telling a solid story. These are example of audit trails – areas you need to check out.

The enclosed documents and records are typical examples of data that an internal auditor must review in order to properly conduct an audit.

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USA AUTOMOTIVE COMPANY

QUALITY MANUAL

QM-001

Introduction

USA Automotive Company is a large component manufacturer to Tier One suppliers to the automotive industry. USA Automotive Company supplies handle stems directly to various automotive OEM's. The primary manufacturing process is screw machines with secondary operations including milling, drilling, grinding and heat treating.

We are a \$1 billion supplier to the automotive industry, with 22 plants and a business unit headquartered in Milwaukee, WI. The plants are located worldwide, including the USA, Canada, Mexico, Brazil, Thailand, China and South Africa.

This Quality Manual is for the USA Automotive Company manufacturing plant in Birmingham, AL. USA Automotive Company developed and implemented a Quality Management System in order to document the company's best business practices, better satisfy the requirements and expectations of its customers and improve the overall management of the company.

The Quality Management System of USA Automotive Company meets the requirements of the international standard ISO/TS 16949:2009. This system addresses the design, development, production, installation, and servicing of the company's products.

The manual is divided into eight sections that correlate to the Quality Management System sections of ISO 9001:2008 standard and the ISO/TS 16949:2009 specification. In the manual sections, the ISO 9001 requirements are addressed in the main clauses, such as 4.1, 4.2, 5.1, etc to 8.5 and the requirements that are supplemental or specific to ISO/TS are covered in related sub-clauses, such as with 4.1.1.1, 4.2.3.1, 4.2.4.1, 5.1.1.1, etc to 8.5.2.4.

This manual describes the Quality Management System, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the Quality Management System to ensure compliance to the necessary requirements of the standard.

This manual is used internally to guide the company's employees through the various requirements of the ISO standard that must be met and maintained in order to ensure customer satisfaction, continual improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our Quality Management System to our customers and other external organizations or individuals. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the Quality Management System is maintained and focused on customer satisfaction and continual improvement.

President: Albert S Doer

Date Dec 22, 2011

Organization Chart

