



FROM 0 TO 16949

Introduction to ISO/TS 16949

Trainer's Guide

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Introduction to ISO/TS 16949:2009

Materials

This course is designed to train employees on the requirements of ISO/TS 16949 and covers the structure, emphasis and requirements of the standard.

Requirements of TS 16949 – a 120 slide PowerPoint (see sample agenda below)

- Covers the requirements of the standard by section
- Includes speaker notes on key points and will take approximately 3-4 hours if everything is covered
- The length may be changed by covering less detail.

You can also add the suggested group exercises

Amount of detail is determined by the audience and constraints.

To begin preparing for the training session:

- Print the Notes pages of the PowerPoint presentation. (Open the PowerPoint presentation, select “Print”, and select “Notes Pages”).
- Print a copy of the Student Manual. You will then be able to prepare for the presentation using this guide and reviewing the speaker notes and student manual.

The content of the student manual matches the information in the PowerPoint. Let students know this at the beginning of the presentation to make it easier for them to take notes.

You will need one copy of the standard for the trainer, and you may want copies for each student to refer to for details.

Standards are available electronically from: <http://16949store.com/Buy-Standards.aspx>



Agenda

Sample Agenda for the Requirements: (This agenda allows time for attendees to ask questions during the presentation, as well as at the end)

An Intro to TS16949:	Start Time	Completion Time	Begins at Slide #	Section Time
4.0 Quality Management System			4	40
5.0 Management Responsibility			25	40
<i>Break</i>				15
6.0 Resource Management			42	40
7.0 Product Realization			56	75
<i>Break</i>				15
8.0 Measurement, Analysis & Improvement			89	45

For a more in-depth training, add the group exercises to the agenda.

Suggestions for Group Exercises

1. Identify Key Processes for each department represented. (In department groups)
 - i. Process Map these processes
 - ii. List procedures required
2. Identify permissible exclusions
3. Review current quality policy. Develop measurable goals for each department to support this policy.
4. Develop a program to communicate the importance of meeting customer requirements.
5. Develop a communication program for training employees on the importance of their position and it's affect on meeting quality objectives.

Additional Information

- TS 16949 Training: 16949store.com/16949-Employee-Training.aspx
- Automotive Industry Action Group: <https://www.aiag.org/scriptcontent/>
- Society for Automotive Engineering www.sae.org
- Order standards online from: 16949store.com/Buy-Standards.aspx
- You may wish to have your students review "Basics of TS 16949" in preparation for this more in depth class. This tutorial is available free here: 16949store.com/Free-16949-Tutorials.aspx

4.2.1 General Documentation Requirements



- Documentation shall include:
 - Statements of quality policy and objectives
 - A **quality manual**
 - Procedures required by the International Standard
 - **Documents** needed to ensure the **effective planning, operation** and **control** of processes
 - **Records** required by the International Standard

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You will need to document your key processes.

The (7) procedures specifically required by ISO/TS are procedures for:

- Document Control
- Competence, training and awareness
- Control of Nonconformity
- Corrective Action
- Preventive Action
- Control of Quality Records
- Internal Quality Audits

From the list of key processes, additional needed documentation must be developed to meet each organization's needs.

It is also required that you make sure that employees have access to the quality management system documentation and are aware of relevant procedures.

The standard also requires a documented quality policy and objectives.

Documentation Modification



- **Level 1**
 - Policy Manuals will need to be reviewed to ensure that they satisfy **4.2.2 Quality Manual**
 - Scope of QMS including details of and justification for exclusions (only clause **7.3** may be excluded for organizations not responsible for product design and development)
 - Documented procedures or reference to them
 - Description of sequence and interaction of the processes

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A quality manual is required.

The manual describes how your organization meets the requirements of the standard – scope, exclusions, procedures, processes.

It is a very general description, and references the quality system procedures.

8.5.3 Preventive Action



- The organization shall **determine action** to **eliminate the causes** of **potential non-conformities** in order to prevent their occurrence
- Preventive actions shall be appropriate to the effects of the potential problems
- A **documented procedure** shall be established to define requirements for:
 - Determining potential non-conformities and their causes
 - Evaluating the need for action to prevent occurrence of non-conformities
 - Determining and implementing action needed
 - Records of results of action taken (see **4.2.4**)
 - Reviewing preventive action taken

Documented Procedure Required

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Key points:

-7th of 7 required documented procedures

The last clause 8.5.3 of ISO/TS 16949 requires that your organization establish a procedure to eliminate the cause of potential nonconformities?

Does the procedure also include:.

Determining potential nonconformities and their causes?

Evaluating the need for action to prevent occurrence of nonconformities?

Determining and implementing action needed?

Recording the results of action taken?

Reviewing the preventive action taken?