

# DaimlerChrysler Customer-Specific Requirements

## For Use QS-9000

01 March 2001

### Third-Party Registration Requirements

All Production and Service Part suppliers to DaimlerChrysler shall be Third-Party Registered to **TS 16949, VDA 6.1 or QS-9000**.

### *Product Creation Process*

DaimlerChrysler has a documented method of Product Assurance Planning (PAP). This method combined with the team's dedication and knowledge is the tool used throughout the product creation process to consistently develop and produce products that will satisfy the customer. All team members including suppliers shall participate in producing products using DaimlerChrysler's PAP method. On occasions when DaimlerChrysler's PAP method is not required, products shall be developed according to the Advanced Product Quality Planning (APQP) Process. The applicable version of PAP shall be used.

### Special Characteristics Identified with Symbols

Special emphasis shall be placed on product characteristics identified with the symbols indicated below:

#### The Shield <S>; also <E>, <N>, <T>, <H>

The Shield identifies Special Characteristics for a Safety/Regulatory part, characteristic, or product requirement that requires special manufacturing control applicable to a material, performance, or assembly operation to assure compliance with Corporate or government vehicle safety requirements. Suppliers (if applicable) shall be knowledgeable of the following standards: <S> PF-Safety, <E> PF-Emissions, <N> PF-Noise, <T> PF-Theft-Prev, <H> PS-9336. <S> designates Safety regulatory requirements. <E> designates Government-regulated Vehicle Emissions requirements. <N> designates Regulatory Noise requirements. <T> designates certain Theft-Prevention requirements. <H> designates Homologation sensitive requirements

#### The Diamond <D>

The Diamond identifies Characteristics of a component, material, assembly or vehicle assembly operation that are designated by DaimlerChrysler as key to the function and customer acceptance of the finished product. Diamonds also highlight important characteristics on fixtures and gauging procedures during design verification, product validation, or revalidation. The Symbol <D> identifies key but non-Safety/non-regulatory product characteristics or processes that may be susceptible to manufacturing variation and require additional controls to assure conformance to specifications and customer satisfaction. A Diamond <D> requires that a process control plan be developed for that characteristic. Presence of a Diamond does not affect the significance to a Shield(s) on the same document. For further detail, suppliers shall refer to PS-7300.

### Significant Characteristics

Significant Characteristics are Special Characteristics selected by the supplier through knowledge of the product and process.

### **Annual Layout**

To ensure continuing conformance to all DaimlerChrysler requirements, a complete annual layout inspection, including all sub-components, shall be required for all parts.

### **Design Verification (DV) and Production Validation (PV)**

Design Verification are tests, inspections, and procedures that must be accomplished before production starts to verify design intent. Production Validation are tests validating the production tooling, methods, and processes used to manufacture a component. Refer to PF-8500 and to the DaimlerChrysler "Product Assurance Testing" manual. Design Verification and Production Validation must be satisfactorily completed before PSO can be completed.

### **Continuing Conformance**

Continuing Conformance Inspection/Tests are performed during the model year to assure production items or products continue to meet specified requirements and tolerances. Refer to PF-8500 and to the DaimlerChrysler "Product Assurance Testing" manual.

### **Internal Quality Audits**

The supplier shall conduct an internal quality audit at least once per year.

### **Corrective Action Plan**

A written corrective action plan following the "DaimlerChrysler 7-Step Corrective Action Process" format shall be submitted to the DaimlerChrysler Supplier Quality Specialist addressing PRISM issues.

### **PRISM**

A supplier shall have at least two individuals at each of their locations that have completed all DaimlerChrysler Corporation PRISM training. These individuals shall regularly access the system. The supplier shall incorporate DCC procedure PSSP0159 into their quality system to the degree necessary to effectively respond to all PRISM issues.

### **Appearance Masters**

Appearance masters shall be approved by DaimlerChrysler's Design Office.

### **Packaging, Shipping and Labeling**

Suppliers shall be familiar and comply with DaimlerChrysler Packaging, Shipping and Labeling Instructions.

(84-263-8537 REV.7/99 and 84-263-3583)

### **Process Approval**

A systematic and sequential review of the supplier's process shall be completed through a Process Sign-Off (PSO) performed by the Product Team. The purpose is to verify the supplier's process readiness and to assure understanding of complete program requirements, prior to a PPAP submittal.

A DaimlerChrysler-led Process Sign-Off shall be performed for parts that have a high initial risk evaluation as identified by the Product Team or parts that have been out of production for 12 months or more. All parts that have a medium initial risk evaluation shall be reviewed by the Product Team to determine the need for a DaimlerChrysler-led PSO. Low risk parts and medium risk parts not selected for PSO shall have a supplier-led PSO to establish production readiness.

PSO should be completed prior to providing SØ level parts to DaimlerChrysler. The PSO shall be completed prior to S1 build. PSO shall be completely approved prior to a PPAP submission.

### **PPAP**

Suppliers to DaimlerChrysler shall use the **Production Part Approval Process (PPAP)** with subcontractors.

### **Control Plans**

Control plans are required for prototype, pre-launch, and production phases. A DaimlerChrysler representative's signature is not required on Control Plans, unless specifically requested by the Buyer or Quality Specialist or the item is designated as key by the use of a Diamond <D>.

### **"Forever" Requirements-Extended Enterprise™**

The role of the supplier in the Extended Enterprise™ network: The supplier shall proactively communicate with DaimlerChrysler regarding changes that may impact product quality. Specifically, notification to the Supplier Quality Manager and Purchasing Agent shall be completed verbally with written follow up before any of the following can be implemented at the supplier's location or any sub-supplier location:

- Proposed Material Changes
- Proposed Process Changes
- Proposed Manufacturing Location Changes

The supplier shall notify the Supplier Quality Manager and Purchasing Agent when they become aware of:

- Sub-supplier Issues
- Potential Supply or Capacity Issues

### **Electronic Communication (SPIN Connection)**

The supplier shall establish a DaimlerChrysler SPIN (Supply Partner Information Network) connection. Instructions for SPIN connection can be obtained on the Internet at <http://extranet.daimlerchrysler.com> or by calling the DaimlerChrysler Help Desk 01-810-274-6000, press Ø, and then 2 (or in the U.S. Only at 1-800-332-9978, press Ø, then 2).