

**SUPPLIER QUALITY ASSURANCE MANUAL  
FOR PARTS AND RAW MATERIALS**

\*\*\*\*\* QUALITY ASSURANCE SUPPORT ACTIVITIES FOR TRIAL AND MASS PRODUCTION \*\*\*\*\*

**SECTION 43 - SUPPLIER QUALITY SYSTEM AUDIT**

**PURPOSE:** To allow for the evaluation of current and potential part/ raw material Suppliers to DENSO for their conformance to acceptable quality systems/ standards.

**SCOPE:** Applies to all current and potential Suppliers of production parts and raw materials to DENSO.

This audit is performed on site at selected Suppliers to DENSO. The criteria for selection may include supplied part complexity, Supplier capabilities, past experience, and to help Suppliers pursuing TS16949 or ISO 9000 registration/ continued certification learn their areas for possible improvement.

The audit is performed by the Supplier's designated DENSO Supplier QA/QC Engineer.

**SUPPLIER RESPONSIBILITIES:**

1. Initiation of Audit:
  - A. The Supplier's DENSO Supplier QA/QC Engineer will contact the Supplier and announce their intention to perform a DENSO Supplier Quality Audit.
  - B. The Supplier will schedule a mutually agreeable time with their DENSO Supplier QA/QC Engineer to visit their facility and perform an audit of the Supplier's quality system (Typically 1-2 days in length).
2. Supplier Preparation Activities:
  - A. The Supplier agrees to a time for an audit of their quality system at their facility with their DENSO Supplier QA/QC Engineer.
  - B. The Supplier may need to conduct a self audit of their system using either: a DENSO Supplier self audit (If supplied by their DENSO QA/QC Engineer), a standard Quality System Assessment Checklist, or one that they develop to include the areas listed in 2.C which has been reviewed by their QA/QC Supplier Engineer. The completed self audit, if required, is sent by the Supplier to their QA/QC Engineer at least 7 business days before the actual audit is to take place.

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C. The following general areas should be covered in the Supplier self audit from the perspective of how the Supplier's systems are set up and documented to ensure that DENSO receives quality parts/ raw materials as ordered in the agreed upon time frame.

- 1) Management Responsibility
- 2) Quality System
- 3) Contract Review
- 4) Design Control
- 5) Document and Data Control
- 6) Purchasing
- 7) Control of Customer-Supplied Product
- 8) Product Identification and Traceability
- 9) Process Control
- 10) Inspection and Testing
- 11) Control of Inspection, Measuring, and Test Equipment
- 12) Inspection and Test Status
- 13) Control of Nonconforming Product
- 14) Corrective and Preventive Action
- 15) Handling, Storage, Packaging, Preservation, and Delivery
- 16) Control of Quality Records
- 17) Internal Quality Audits
- 18) Training
- 19) Servicing
- 20) Statistical Techniques
- 21) Continuous Improvement

3. The Actual Audit

- A. During the audit the DENSO QA/QC Engineer will utilize the self audit information provided by the Supplier and his/ her own materials to evaluate the Supplier's systems to the TS16949 Standard. Please provide guide(s) relevant to the areas being audited to assist the Engineer during his/ her time at your facility.
- B. On the final day of the audit the Supplier QA/QC Engineer will provide a verbal summary outlining the findings from the audit of the Supplier. An official report will be sent at a later time which will outline the positive aspects of the Supplier's system and, if necessary, the report will also include requests for corrective actions for any nonconformances found.

4. Post Audit Activities

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- A. If there are no nonconformances found then during the audit the audit is considered closed at this point.
- B. If nonconformances are found during the audit the Supplier is required to submit a plan of countermeasures along with a time frame on when they will be implemented within 30 days of receipt of request for countermeasures.
- C. The Supplier will provide updates to DENSO to show that the countermeasures are actually being implemented and are effective.

**Table 1: Supplier Quality Audit Process**

