



Getting Your Internal Audit System Ready for ISO/TS 16949



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Introduction

The internal audit process for ISO/TS 16949:2002 includes additional requirements that must be addressed when you make the transition from QS-9000. Not only is a system audit required, but process audits and product audits are required as well. The organization's annual audit schedule should show all three types of audits. The frequency of audits should be based on the status and importance of the area to be audited. Audits must cover all management related processes, activities and shifts.

System audit

The system audit is an audit of the organization's effective compliance of the requirements of ISO/TS 16949 along with any applicable customer specific requirements.

GM, Ford, and DaimlerChrysler, as well as other large Tier 1 suppliers, have documented customer-specific requirements for use with ISO/TS 16949. These requirements need to be audited for compliance by the organization along with the requirements of the technical specification. The checklist for ISO/TS 16949 is often used to document the results of the system audit. (Note: third-party ISO/TS 16949 assessors do not use the checklist during the assessment, but rather use it as a tool to ensure the completeness of the audit.)

Process audit

A process audit is an audit of each manufacturing process (i.e. stamping, molding, assembly, painting, etc.) to determine effectiveness. A control plan is often used during process audits. A separate checklist should be used for process audits; typical items covered during process audits may include verification of:

- Control plan requirements being complied with.
- Operator instructions available and complied with.

- Records being completed as required for inspections and tests performed.
- Set-up and first piece requirements established and complied with.
- Process parameters established and complied with or are deviations documented and approved.
- Final inspection and packaging requirements established and complied with.

Product audit

A product audit is required for final packaged product (delivery) and auditing of products throughout the manufacturing process (i.e. stamping, molding, assembly, paint, etc.) to verify conformity to specified requirements, such as product dimensions, functionality, packaging and labeling. Requirements for these audits have been enhanced from the QS-9000 dock audit. Product audits must be performed at a defined frequency.

All internal audits must be performed by personnel independent of those having direct responsibility for the work performed. The goal of the system, process and product audits is to ensure that the quality management system is established, implemented and effective.

Actions resulting from nonconformities that have been identified are used to improve the quality management system and customer satisfaction with respect to the supplied product.



How Intertek can help

Intertek is an accredited third-party certification body for ISO/TS 16949. We can assess your system to ISO/TS 16949 independently, or combined with other standards such as ISO 9001, ISO 14001, and OHSAS 18001. Our extensive experience in the automotive industry translates in to your ability to leverage best practices for continual improvement.

To learn more, visit www.intertek-sc.com and select *Certification Services > Services for the Automotive Sector*.

About the author

Vickie Betras is Intertek's program manager for automotive management systems certification. Prior to joining Intertek, she worked for an automotive supplier. She is a certified ISO/TS 16949:2002 auditor through the International Automotive Task Force (IATF), and has performed audits as a lead assessor for ISO 9001 and ISO/TS 16949.