

8.4.2.4 Supplier Monitoring

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The organization shall have a documented process and criteria to evaluate supplier performance in order to ensure conformity of externally provided products, processes, and services to internal and external customer requirements.

At a minimum, the following supplier performance indicators shall be monitored:

- a) delivered product conformity to requirements;
- b) customer disruptions **at the receiving plant, including yard holds and stop ships;**
- c) delivery schedule performance;

d) **number of occurrences of** premium freight.

If provided by the customer, the organization shall also include the following, as appropriate, in their supplier performance monitoring:

e) special status customer notifications related to quality or delivery issues;

f) dealer returns, warranty, field actions, and recalls.

Changes

This is a **MODIFIED** requirement w.r.t ISO/TS 16949:2009 Clause No. 7.4.3.2
Supplier monitoring

Documented Process – Required

Documented Information – Not Mentioned (but Supplier Monitoring indicators need to be monitored)

Explanation

Strengthened the requirements for supplier monitoring

Case Study

Refer the example given in the resource section

Activity

Step 1 –Identify the evaluation criteria for suppliers

Step 2 – Ensure monitoring of supplier performance on identified parameters

Next Lesson

8.4.2.4.1 Second-party audits