



General information regarding elements of the certification process is described below. A degree of flexibility and options in the certification process are available so please feel free to contact us to discuss how we can better serve your organization.

SAI Global Full Service Team

Upon selection of SAI Global as your Registrar and submission of the signed Application for Certification, SAI Global will assign your dedicated service team.

Your service team will be selected to suit your specific industry and will consist of Account Management personnel (such as Business Development Manager, Sales Support Team, Scheduler, and Client Services Team), a Lead Auditor and other team members as needed to support your certification. The roles of each member of your service team are as follows: your Business Development Manager and Sales Support Team will manage the business relationship, including contract negotiation and changes to your certification requirements; your Scheduler and the Client Service Team will manage the back office processes including scheduling and customer service related to certificates and invoicing; your Lead Auditor will manage the delivery relationship. As your primary contact with SAI Global, the Lead Auditor assigned provides you with ongoing industry developments and interpretations and ensures coordination of all audit-related activities for your company. If additional audit team members are required, they are selected from our experienced auditor base. Your audits will be consistent in approach, technically sound and relevant to your business needs.

Certification Audit

The goal of the certification audit is to assess the effective implementation of your management system to the requirements of the standard and your management system documentation. The audit is conducted in two Stages. The Stage 1 audit is conducted on site and consists of a documentation review, readiness evaluation, and establishes the audit scope and audit plan. The Stage 2 audit is conducted on site and consists of a review to ensure that the management system has been fully implemented and is in conformance to the requirements of the standard or normative document.

All audit activities are mutually planned with your assigned Auditor prior to the audit. An audit plan is provided detailing the scope and objectives of both the Stage 1 and Stage 2 audit, the audit team members, the processes to be audited and the timelines. While onsite your audit team will work to verify that the management system meets the requirements of the standard and your system documentation by assessing objective evidence. At the conclusion of the onsite audit, you will be immediately informed of the results. A formal audit report will be issued after the audit. The report includes information relative to positive aspects of the system, opportunities for improvement and system non-conformances.

Certificate Issuance

Upon successful completion of the certification process (including resolution of non-conformances if applicable), your Team Leader compiles a Certification Package for review by our Certification Team. Upon completion of the review, the Certification Team prepares and forwards your Certificate of Registration. Your certificate will include details such as: legal company name, site address, standard, scope of certification, the initial certification date and the expiry date.

The official certificate is forwarded, along with a link to our marketing website. The Marketing tools will provide you with useful ideas on how to capitalize on your ISO certification, provide you with the official 'SAI Global registered mark' artwork and the guidelines of use. Your successful certification will also be published in our online Directory of Registered Companies, at www.saiglobal.com.



IATF Automotive Schemes Supplemental Requirements

Conditions of Registration

Please be aware that:

Your organization shall notify SAI Global, without delay, of matter that may affect the capability of the management system to continue to fulfil the requirements of the ISO/TS or IATF 16949 certification.

These include:

- changes relating to legal or commercial status (e.g. joint venture, subcontracting with other organizations),
- to organizational and management changes to key personnel (e.g. key managerial, decision-making, or technical staff),
- changes in ownership status (e.g. mergers and acquisitions),
- changes to contact address or location,
- changes to scope of operations under the certified management system,
- IATF subscribing OEM customer special status (see section 8.0 of the *Rules 5th Edition*),
 - Major changes to the management system and processes, such as:
 - significant reduction or increase in the number of employees or in the manufacturing shifts, including the addition of or changes to dedicated weekend shifts
 - addition of production lines or new manufacturing processes
 - the move of a production line within the site or to another site
 - the move of the plant (must be communicated prior to the move)
 - the addition of or changes to support functions
- your intent to transfer to a new IATF-recognized certification body

Failure by your organization to inform SAI Global of a change is considered a breach of the legally enforceable agreement and may result in the withdrawal of your ISO/TS or IATF 16949 certificate by SAI Global.

- Your organization cannot refuse an IATF witness audit of SAI Global on your site.
- Your organization cannot refuse the presence of an SAI Global witness auditor.
- Your organization cannot refuse the presence of an IATF representative or their delegates.
- Your organization cannot refuse the request of SAI Global to provide the final audit report to the IATF.
- Consultants to your organization cannot be physically present at your site during the audit or participate in the audit in any way.
- The only use of the IATF logo in relation to this certification scheme is as displayed on the certificate issued by the Certification Body. Any other use of the IATF logo, separately or not, is prohibited. Note: Your organization can make copies of the ISO/TS or IATF 16949 certificate bearing the IATF logo for marketing and advertising purposes.
- Your organization must notify SAI Global of any prior ISO/TS or IATF 16949 certification in the application process.

NOTE: When transferring to a new CB, failure of your organization to disclose information to the new CB about previous ISO/TS or IATF 16949 certification is considered a breach of the legally enforceable agreement and shall result in the withdrawal of your ISO/TS or IATF 16949 certificate or failure to make a positive certification decision.

**IATF Requirements for Certification Bodies**

SAI Global is contracted and recognized by the International Automotive Task Force (IATF) and its relevant Oversight office (IAOB) to perform activities in support of the IATF certification scheme. Subcontracting any part of the certification activities on behalf of the certification body is not permitted.

The ongoing recognition of SAI Global is verified through the relevant IATF Oversight office (IAOB) activities.

Those activities are:

- Witness audits
 - Witness audits are conducted at a site and /or a remote supporting location witnessing an audit team from SAI Global during an IATF 16949 audit. One witness audit may include multiple physical locations of a client.
- OEM directed witness audits
 - Witness audits requested by the OEM conducted at a site assigned by the OEM at their discretion (usually due to poor performance); The OEM representative can also be involved in this audit. In both cases, the IATF witness auditor and the customer (OEM) representative shall not interfere with the audit.
- Office assessments
 - Conducted annually at SAI Global contracted office. The results from the office assessments may lead to additional assessments at the contracted office or other regional offices.
- Non- conformance management
 - A non-conformity can be issued at either an office assessment, witness audit or as a special nonconformity due to performance related issue, complaint received from the IATF members or any violation of the Rules for achieving and maintaining IATF recognition.
 - SAI Global has 90 days from the issue date of the non-conformance to implement a corrective action and verification of effective implementation for both major and minor non-conformity. If SAI global fails to submit the corrective action, the relevant IATF Oversight body (IAOB) shall initiate the de-recognition process.

In addition to the above-mentioned activities, SAIG's quality management system performance is measured through a number of process KPIs (key process indicators) designed for maintaining the integrity of the IATF database management such as:

- Timeliness for Entry of Certificates (7 day metric)
- Timeliness for Entry of Audits (20 days metric)
- Timeliness for Issuance of Certificates (120 day metric)
- Timeliness for Upload of Certificates (20 day metric)

Finally, SAIG's performance is also measured for effectiveness and efficiency of the auditing process. The IATF Oversight body (IAOB) collects information on the following parameters:

- Number of audits with 0 non-conformances issued to the client
- Number of major/minor nonconformities raised per audit
- Ratio of major nonconformities / number of nonconformities
- Ratio of major nonconformities (when witnessed) / number of nonconformities

Although the auditing process indicators don't have a firm target and are calculated as a benchmark, year after year, the under-performing certification bodies are subject to rigorous systemic corrective actions addressing any signs of IATF auditor's soft-grading with the ultimate goal to improve the overall quality performance of the OEM supplier's base.