

Assessment Report

Windsor Machine & Stamping
(2009) Ltd.

G & R Cold Forging Plant 3

Report Author

Milena Dukic-Hrnjak

Visit Start Date

10/26/2009





Report Author

Milena Dukic-Hrnjak

Visit Start Date

10/26/2009



Introduction

This report has been compiled by Milena Dukic-Hrnjak and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
7440237 NCR closeout visit 10/26/2009 0.5 day(s) No. Employees: 48	TS 543510 ISO/TS 16949:2009	Windsor Machine & Stamping (2009) Ltd. G & R Cold Forging Plant 3 7085 Smith Industrial Drive McGregor Ontario N0R 1J0 Canada

The objective of the assessment was to follow up the effectiveness of implemented corrective for the two major and four minor nonconformities documented during the last surveillance assessment.

Management Summary

The areas assessed during the course of the visit were found to be effective.

Corrective actions with respect to nonconformities raised at the last assessment have been reviewed and found to be effectively implemented.

No new nonconformities were identified during the assessment. Enhanced detail relating to the overall assessment findings is contained within subsequent sections of the report.

Areas Assessed & Findings

NC follow-up

Corrective actions were reviewed for all documented nonconformities during the previous assessment. Implemented actions were verified and found to be satisfactory. All issues are considered closed.

Major Nonconformities Raised at Last Assessment

Ref	Area/Process	Clause
A328935/1	Production	7.4.3
Details:	The receiving inspection process is not effective in practice. Section 7.4.3 of TS 16949 requires the organization to establish and implement inspection necessary for ensuring	

	<p>that purchased product meets specified purchase requirements. Control plan for D472 requires supplier certs to be received with each shipment of EPP and tube blanks.</p> <p>During the assessment no EPP certs were available for review and the last certificate for tube blanks available for review was received in 2007.</p> <p>This is a repeat nonconformity from the last assessment and therefore it has been elevated to a major.</p>
Actions:	Receiving instructions were updated, posted and used. Reviewed receiving inspection process for EPP, chemicals and tube blanks and found them satisfactory. There was no evidence of recurrence. The issue is considered closed.
Closed?:	Yes

Ref	Area/Process	Clause
A328935/2	Production	8.2.4
Details:	<p>The process for ensuring that the product that meets customer specification is shipped is not effective in practice.</p> <p>Section 8.2.4 of TS 16949 requires the organization to ensure that the product is not released until all the planned arrangements are satisfactorily completed. Control plan for C170 requires ILD test results for be between 16-20N and for P4 15 to be between 20-24N.</p> <p>During the review of ILD test results of C170 and P4 15 it was noted that there were multiple days when results fell outside the specified range and it was not clear what was done to ensure that product meeting customer specification was shipped.</p>	
Actions:	The process for collecting and inspecting samples for ILD test has changed and deemed to be effectively implemented. Samples are cured properly and the results consistently fall within the customer specification. Sampled several jobs tested according to the revised procedure and found them satisfactory. There was no evidence of recurrence. The issue is considered closed.	
Closed?:	Yes	

Minor Nonconformities Raised at Last Assessment

Ref	Area/Process	Clause
A328935/1	Customer Satisfaction	8.2.1
Details:	<p>The process for capturing customer perception is not effective in practice.</p> <p>Section 8.2.1 of TS 16949 requires the organization to monitor information relating to customer perception as to whether the organization has met customer requirements.</p> <p>Evidence of compliance with this requirement could not be found for JCI and Magna/Intier.</p>	

Actions:	Customer survey form was created to collect the feedback from those customers that don't send supplier score cards. Implemented corrective actions were found to be effective. There was no evidence of recurrence. The issue is considered closed.
Closed?:	Yes

Ref	Area/Process	Clause
A328935/2	Internal Audits	8.2.2
Details:	<p>The controls for ensuring that all processes are audited as per the requirements is not effective in practice.</p> <p>Section 8.2.2.4 requires the organization's internal audit process to cover all management related process, activities and shifts.</p> <p>During the assessment it was noted that only 4 processes were audited since the Stage 1 (July 2008). Client is running three shift operation - only day and afternoon shifts were audited.</p>	
Actions:	Audit plan has been updated for 2009-2010. Independent auditors are conducting the audits as per the plan. Implemented actions were found to be effective. There was no evidence of recurrence. The issue is considered closed.	
Closed?:	Yes	

Ref	Area/Process	Clause
A328935/3	Manufacturing	7.5.1.2
Details:	<p>The process for ensuring that work instructions are up to date and that they are accessible is not effective in practice.</p> <p>Section 7.5.1.2 of TS 16949 requires the organization to prepare documented work instructions and have them accessible for the use at the work stations.</p> <p>Evidence of conformance with this requirement could not be found for EPP assembly for the manufacturing of the D472 head rest.</p>	
Actions:	Work instructions were updated to reflect the latest practice in EPP assembly and packaging areas. Revised instructions were posted at work stations. Implemented actions were found to be effective. There was no evidence of recurrence. The issue is considered closed.	
Closed?:	Yes	

Ref	Area/Process	Clause
A328935/4	Manufacturing	8.4.2

Details:	<p>The process for ensuring that product inspection is conducted according to the planned arrangements is not effective in practice.</p> <p>Section 8.4 2 of TS 16949 requires the organization to monitor and measure the characteristics of the product to verify that product requirements have been met.</p> <p>During the assessment it was noted that GP12 inspection sticker was being placed on each P415 container with finished parts, however, evidence of GP 12 inspection process could not be found during the assessment.</p>
Actions:	<p>GP12 inspection was removed from the floor. The job did not require additional inspection since the launch period was over. The process was corrected. Implemented actions were found to be effective. There was no evidence of recurrence. The issue is considered closed.</p>
Closed?:	Yes

Assessment Participants

On behalf of the organization:

Name	Position
Jerry Mitri	Quality Manager
Phil Fairley	Plant Manager
Ana Chau	Quality Supervisor

The assessment was conducted on behalf of BSI by:

Name	Position
Milena Dukic-Hrnjak	Team leader

Continuing Assessment

The program of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
Windsor Machine & Stamping (2009) Ltd. G & R Cold Forging Plant 3	TS 543510	
	Visit interval:	12 months

Report Author Milena Dukic-Hrnjak

Visit Start Date 10/26/2009

Page 6 of 9

7085 Smith Industrial Drive McGregor Ontario N0R 1J0 Canada	Visit duration:	16 hours
	Next re-certification:	06/01/2011

Re-certification will be conducted on completion of the cycle, or sooner as required. An entire system re-assessment visit will be required.

Re-certification Plan

		Visit 1	Visit 2	Visit 3	Visit 4	Visit 5	Visit 6
Business area/Location	Date (mm/yy):	08/09	08/10	06/11			
	Duration (days):	2.0	2.0	3.0			
Planning - link to corporate		✓		✓			
Purchasing/Receiving Inspection			✓	✓			
Production, Assembly, Packaging, Final		✓	✓	✓			
Calibration		✓		✓			
Shipping			✓	✓			
Preventive Maintenance		✓		✓			
Training / HR			✓	✓			
Management Review, Cont. Improvement		✓	✓	✓			
Corrective and Preventive Actions, CC		✓	✓	✓			
Internal Audits		✓	✓	✓			
Reassessment				✓			

Next Visit Plan

Visit objectives:

Audit of the continuing suitability and continued effective implementation of the Quality Management System of Windsor Machine & Stamping (2009), G&R Cold Forging, Plant 3 in McGregor, ON in meeting the requirements of ISO/TS16949:2009, plus associated support documentation and additional customer requirements (as appropriate), company objectives, policies and procedures.

Visit scope:

The management system implemented to satisfy the requirements of ISO/TS16949:2009, plus associated support documentation and additional customer requirements (as appropriate).

Date	Assessor	Time	Area/Process	Clause
08/26/2010	Milena Dukic-Hrnjak	8:30	Opening Meeting	
08/26/2010	Milena Dukic-Hrnjak	9:00	Key Performance Indicators, Customer Feedback, Company Objectives	
08/26/2010	Milena Dukic-Hrnjak	10:00	Management Review, Continual Improvement , Corrective and Preventive Actions, Internal Audits	
08/26/2010	Milena Dukic-Hrnjak	2:30	Production, Assembly, Inspection, Packaging, Final (Days and Afternoons)	
08/26/2010	Milena Dukic-Hrnjak	4:30	Client Update	
08/27/2010	Milena Dukic-Hrnjak	6:00	Production, Assembly, Inspection, Packaging, Final (Midnights and Days)	
08/27/2010	Milena Dukic-Hrnjak	7:00	Purchasing, Receiving Inspection	
08/27/2010	Milena Dukic-Hrnjak	8:00	Shipping	
08/27/2010	Milena Dukic-Hrnjak	9:00	Training, HR	
08/27/2010	Milena Dukic-Hrnjak	11:00	Follow-up, Audit Trails	
08/27/2010	Milena Dukic-Hrnjak	12:30	Report Preparation	
08/27/2010	Milena Dukic-Hrnjak	2:00	Closing Meeting	

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organization within 30 days of an agreed visit date. It is a condition of Registration that a deputy management representative be nominated. It is expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.

Notes

The assessment was based on sampling and therefore nonconformities may exist which have not been identified.

If you wish to distribute copies of this report external to your organization, then all pages must be included.

BSI, its staff and agents shall keep confidential all information relating to your organization and shall not disclose any such information to any third party, except that in the public domain or required by law or relevant accreditation bodies. BSI staff, agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.

'Just for Customers' is the website that we are pleased to offer our clients, designed to support you in maximizing the benefits of your BSI registration - please go to www.bsiamericas.com/JustForCustomers to find out more.

Should you wish to file an appeal then this must be completed in writing and to the address below. The appeals process will be completed within 30 days of the date of this report.

As part of BSI's Terms, it is necessary for you to notify BSI of any of the following: Major changes to Management System; Change of ownership, merger or acquisition; Significant change to employee numbers; Introduction of new products/processes; Introduction of new customers; Initiation of customer-enforced sanctions. Notification should be made to your Client Manager within 5 business days of occurrence. Your Client Manager will evaluate the impact of the notification, review this with the BSI Scheme Manager and contact you as necessary to discuss any additional activities required as a result.

This report and related documents ("Report") is prepared for and only for BSI's client and for no other purpose. As such, BSI does not accept or assume any responsibility (legal or otherwise) or accept any liability for or in connection with any other purpose for which the Report may be used, or to any other person to whom the Report is shown or in to whose hands it may come, and no other persons shall be entitled to rely on the Report.

Should you wish to speak with BSI in relation to your registration, please contact our Operations Support Team:

BSI Management Systems Canada Inc.
6205 Airport Road
Suite 102
Mississauga
Ontario
L4V 1E1

Tel: +1 (416) 620 9991 Fax: +1 (416) 620 9911