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**Report no:**  
7328273

**Date:**  
05/11/2009

**Prepared by:**  
Milena Dukic-Hrnjak

**BSI reference:**  
WINDSO-0047322165-009

**Windsor Machine & Stamping (US) Ltd.**  
26655 Northline Road  
Taylor  
Michigan  
48180  
USA

# BSI ISO/TS16949 Stage 1 Audit: Readiness Review Visit Report

## Audit Objectives

To determine the organizations readiness for the Stage 2 Audit for certification to ISO/TS 16949:2002, in conformance with the rules for achieving IATF recognition 2<sup>nd</sup> edition.

The evaluation covers

- the organizations site specific conditions;
- key requirements, objectives, targets and performance indicators;
- confirmation of the scope of certification;
- identification of the applicable customer specific requirements;
- a review of the resources required for the stage two audit;
- evaluation of the internal audit and management review system;
- review of the documented system to ensure that the processes have been identified with their interactions and that all the requirements of the standard and any customer specific requirements have been included.

## Introduction

This report relates to the Stage 1 Audit Visit for Windsor Machine & Stamping (US) Ltd. held over 0.5 days, on May 11, 2009

The assessment was based upon the Client's Management System, and was conducted in accordance with the Rules for achieving IATF recognition edition 2 for ISO/TS 16949:2002.

This visit report forms part of BSI's partnership approach in the assessment of your Management System.

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

## Conclusions

Based on this Stage 1 Audit, it can be confirmed that the organization's site and any remote supporting functions **are** ready for Stage 2 Audit at this time.

## Additional comments<sup>[B3]</sup>

### Audit Commentary

#### Site Review

This site was reviewed for its layout as it should relate to the process mapping for the organization. All functions and processes were confirmed in the quality management system. Based on the plant tours adequate attention will be given to all functions and processes that are mapped in the process map (Interaction Model and Interaction Matrix).

#### Scope of Certification

Manufacture and production of wire products, linkages and related assemblies.

#### System Review

The quality system was detailed in many procedures, forms and work instructions covering all areas of the standard. A process map was included in this documentation outlining customer, support and management oriented processes.

#### Targets, Objectives & Performance

Objectives and targets are established by the corporate office. Targets are reviewed and updated at least annually at the end of each fiscal year. Performance is currently meeting established targets. Trends were reviewed and found to be satisfactory.

#### Customer Specific Requirements

Customer specific requirements were updated and included as part of the system. Main customers included: Ford, and Lear Corporation.

#### Internal Audit & Management Review

Internal audits included quality management system, manufacturing process and product audits. All areas of the quality system were included in the internal audits. Management Review included inputs and outputs per the ISO/TS 16949 requirements.

### Assessment Team

On behalf of BSI the assessment was conducted by: Milena Dukic	The principal staff involved on behalf of the company were: Beth Muse
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*BSI maintains strict confidentiality concerning all information gained from undertaking its business (A copy of the assessor confidentiality statement is available on request).*

## Audit Stage 1 Review Details

### Site Details

Is this site part of a multi site certification scheme:	No
Products manufactured at the site:	Production of wire products, linkages and related assemblies
No. of employees at the site:	17
Shift Patterns at the site:	Two: Days: 6:30am – 3:00pm Afternoons: 3:30pm – 12:00am
Do site activities meet ISO/TS16949: 2002 scheme eligibility requirements?	<b>Yes</b>
If no, please clarify: NB. if there are any queries on this issue, please contact your Hubs ISO/TS identified scheme contact for guidance on how to proceed.	NA
No. of remote supporting functions to be included in the certification :	Three
Activities at each remote supporting functions:	<ol style="list-style-type: none"> <li>1) Windsor Machine &amp; Stamping (2009) Ltd. (Corporate) – Sales, Planning, Purchasing</li> <li>2) Ellis Tool &amp; Die, A Division of Windsor Machine &amp; Stamping (2009) Ltd. – Engineering / Design</li> <li>3) Windsor Machine &amp; Stamping (US) Ltd. – Distribution and Warehousing</li> </ol>
No. of employees at each remote supporting functions:	Corporate Office – 15 Ellis Tool – 5 WM&S (US) - 7
Shift Patterns at each remote supporting functions:	Days only – 7:00 am to 4:00 pm
Are all Remote Supporting Functions Scheduled for audit prior to the manufacturing site.	Corporate Office – March 30, 2009 (SMO 7316455)  Ellis Tool – March 31, 2009 (SMO 7316454)  WM&S (US) – April 1, 2009 (SMO 7316456)

### Quality System Details

Quality systems certifications held:	ISO/TS 16949:2002
Previous certification issued by BSI?	<b>no</b>
Has previous certification been maintained in line with planned schedules?	<b>Yes</b>
If no, please give details:	NA
<b>Is the proposed scope different to existing certified scope?</b>	<b>No</b>
If yes, please confirm change:	NA
Does proposed scope meet ISO/TS16949: 2002 scheme eligibility requirements?	<b>Yes</b>

If no, please clarify: NB. if there are any queries on this issue, please contact your Hub's ISO/TS identified scheme contact for guidance on how to proceed.	NA
Design responsible?	YES
<b>Are any locations controlled by other Certification Bodies to be incorporated into BSI certification for this client? No</b> <b>If Yes, please specify – NA</b>	
<b>Are copies of other Certification Body reports/certificates available for review? Yes</b> <b>Comments / Results of review of reports/certificates:</b> The previous certificate was reviewed to determine the validity and the scope of certification. Previous reports were reviewed to ensure that no nonconformities had remained open as a result of the previous audit. There were three nonconformities raised and the extra time is already accounted for in the audit plan.	
NB. Copies of other Certification Body reports/certificates must be available for review at or before the stage 1 Audit - if there are any queries on this issue, please contact your Hub's ISO/TS identified scheme contact for guidance on how to proceed.	

### Customer Details

Customers requiring ISO/TS16949 certification:	<b>Ford, Lear Corporation</b>
Customer Specific Requirements identified?	<b>Yes</b>
Customer Specific Requirements captured?	<b>Yes</b>
Customer web sites are checked on a quarterly basis. Changes are implemented effectively.	
Are customer score cards available and used by the organization to monitor performance?	<b>Yes</b>
Are the current performances satisfactory?	<b>Yes</b>
<b>Comments:</b>	
<b>Are any client sites/locations under customer-enforced sanctions? No</b> <b>If Yes, please specify – NA</b> If yes, please contact your Hub's ISO/TS identified scheme contact for guidance on how to proceed.	

### Operational Records Review

<b>Operational performance records and trends</b>	
Available for previous 12 months minimum?	<b>Yes</b>
Acceptable?	<b>Yes</b>
<b>Internal audit and management review planning and results</b>	
Available for previous 12 months minimum?	<b>Yes</b>
Acceptable?	<b>Yes</b>
Complete cycle of internal audit and management review completed against TS16949: 2002?	<b>Yes</b>
List of qualified internal auditors available?	<b>Yes</b>
Internal auditor qualification requirements defined?	<b>Yes</b>
<b>Customer complaint management</b>	

Available?	Yes
Acceptable?	Yes
<b>Product Design Processes / Records (if applicable)</b>	
Available?	Yes
Acceptable?	Yes
<b>Product Realization Processes / Records</b>	
Available?	Yes
Acceptable?	Yes

**Additional Comments** - (including results of previous BSI assessment reports reviewed)

**Initial Audit Days**

<b>Audit days quoted for Stage 2 Audit:</b>	<b>2.0</b>
Are original quote Audit Days correct to TS scheme rules minimum requirements? NB. if there are any queries on this issue, please contact your Hubs ISO/TS identified scheme contact for guidance on how to proceed.	Yes
If No, please clarify:	NA
Are original quote Audit Days adequate for the performance of the initial assessment?	Yes
If No, please clarify:	NA
<b>Target Date for Stage 2 Audit:</b>	<b>May 11-13, 2009</b>

## Documentation Review

Management System Reference:	<b>Quality Policy Manual</b> [B40]
Management System Date	<b>August 24, 2006</b>

Quality system requirements	Document reference, comments, etc	Y	N
<b>Has the organization defined and documented its Key Processes and Support processes? Is there a process map or other document available for BSI to retain as a record</b> [B44]?	Windsor Machine & Stamping (US) Ltd. process map, FOQA68	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Are there documented statements of a Quality Policy and Quality Objectives? (Ref 4.2.1 a))</b>	Within the Quality Policy Manual	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Is there a Quality Manual which includes: (ref 4.2.2)			
<b>(i) The scope of the Quality Management System, including details of and justification for any exclusions</b>	Within the Quality Policy Manual	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>(ii) The documented procedures of the organization, or reference to them</b>	Procedures are referenced.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>(iii) A description of the interaction between the processes of the Quality Management System</b>	Windsor Machine & Stamping (US) Ltd. process map, FOQA68	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are there documented procedures for:			
<b>4.2.3 – Control of Documents (inc sub-clause 4.2.3.1)</b>	PR-QA-003	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>4.2.4 – Control of Records (inc sub-clause 4.2.4.1)</b>	PR-QA-003	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>6.2.2.2 – Training</b>	PR-QA-008	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>8.2.2 – Internal Audit (inc sub-clauses 8.2.2.1-8.2.2.5)</b>	PR-QA-006	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>8.3 – Control of Nonconforming Product (including sub-clauses 8.3.1 to 8.3.4)</b>	PR-QA-007	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>8.5.2 – Corrective Action (inc sub-clauses 8.5.2.1-8.5.2.4)</b>	PR-QA-005	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>8.5.3 – Preventive Action</b>	PR-QA-005	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are there defined processes for:			
<b>5.5.3 – Internal Communication</b>	Quality Policy Manual	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>6.2.2.4 – Employee Motivation and Empowerment</b>	PR-QA-008, Quality Policy Manual	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>7.1.4 – Change Control</b>	Quality Policy Manual	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>7.3.2.1 – Product Design Input (use of information)</b>	Quality Policy Manual	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>7.5.1.7 – Feedback of Information from Service</b>	Quality Policy Manual	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>7.6 – Control of Monitoring and Measuring Devices</b>	PR-QA-009, PR-QA-009-A	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>7.6.3.1 – Internal Laboratory (including defined scope)</b>	Laboratory Scope, 3/24/08	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>8.5.1.1 – Continual Improvement</b>	PR-MGT-05	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Customer Specific Requirements (please specify) incl. issue status.			
<b>Ford</b>	<b>August 2008</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Lear Corporation</b>	<b>August 1, 2008</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
<b>Has the company completed the BSI Matrix identifying the requirements of the Technical Specification and Customer Specific Requirements? (Collect matrix and post to Pointglobal)</b>	<b>A755</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Stage 2 Assessment Plan (Prepared in accordance with ISO19011: 2002)**

Opening Meeting Date/Time:	May 11, 2009 / 8:30 am
Closing Meeting Date/Time:	May 13, 2009 / 11:30 am
Audit Objectives:	Re-registration audit of suitability and effective implementation of the Quality Management System of Windsor Machine & Stamping in meeting the requirements of ISO/TS16949:2002, plus associated support documentation and additional customer requirements (as appropriate), company objectives, policies and procedures.
Audit Scope:	The management system implemented to satisfy the requirements of ISO/TS16949:2002, plus associated support documentation and additional customer requirements (as appropriate).

Date	Time	Assessor	Business Area/Process	Core Clause Numbers	Linkage Clauses
<b>May 11, 2009</b>	12:30 PM	Milena Dukic	Opening Meeting		
	1:00 PM	“	Key Performance Metrics	4.1, 4.2, 5.1, 5.2, 5.3, 5.4, 5.5, 5.6, 8.2, 8.4	8.2.3, CSR
	2:00 PM	“	Quality Management Systems - Performance measurables, Continuous improvements, Customer Satisfaction, Internal Audits Customer Issues, Corrective & Preventive Actions, Management Review	4.1, 4.2, 5.1, 5.2, 5.3, 5.4, 5.5, 5.6, 8.1, 8.2, 8.4, 8.6	4, 5, 6, 7, 8, CSR
	12:00	“	Working Lunch		
	12:30	“	Quality Management Systems - continued	4.1, 4.2, 5.1, 5.2, 5.3, 5.4, 5.5, 5.6, 8.1, 8.2, 8.4, 8.6	4, 5, 6, 7, 8, CSR
	3:30	“	Manufacturing – Afternoon Shift	7.3, 7.5, 6.4, 8.2, 8.4, 5.4	4, 5, 6, 7, 8 CSR
	4:30	Milena Dukic	Daily Wrap-up		



<b>May 12, 2009</b>	8:00	Milena Dukic	Quality Planning, Change Management – Link to corporate	7.1, 7.2, 7.3, 4.2	4.2.3, 4.2.4, 8.5.2, 8.5.3, CSR
	10:00		Purchasing, Supplier Management	7.4, 8.3, 8.5	4, 5, 6, 7, 8 CSR
	12:00	“	Working Lunch		
	12:30		Equipment Maintenance	6.3, 6.4, 7.5, 4.2	5.4, 8.1, 8.2.3, 8.2.4, 8.3, 8.4 CSR
	1:30	“	Manufacturing (Day Shift)	7.3, 7.5, 6.4, 8.2, 8.4, 5.4	4, 5, 6, 7, 8 CSR
	3:00	“	Calibration, Gauge Control	7.5, 7.6	5.4, 8.1, 8.2.3, 8.2.4, 8.3, 8.4 CSR
	4:00	“	Daily Wrap-up		
<b>May 13, 2009</b>	8:00	Milena Dukic	Training / HR	6.1, 6.2	5.4, 8.2.3, CSR
	10:00	“	Report Preparation		
	11:30	Milena Dukic	Closing Meeting		

*This audit to be conducted in English unless otherwise stated.*

*eReport – Assessment Detail*

**Job Details**

Job No	7328273
Visit Type	Stage 1 Audit
Visit Description	Stage 1 Audit TS 543689
Visit Duration	0.5 days
Start Date	05/11/2009

**Site Details**

BSI Reference	WINDSO-0047322165-009
Company Name & Address	Windsor Machine & Stamping (US) Ltd. 26655 Northline Road Taylor Michigan 48180 USA
Contact Name	Beth Muse
Telephone Number	734-941-7320
Fax Number	734-941-6208
e-mail Address	bmuse@windsormachine.com
Change to this section?	<input checked="" type="checkbox"/>
Comments	Company name changed

**Billing Details**

Purchase Order No. Required?	<input type="checkbox"/>
Company Name & Address	Windsor Machine & Stamping (US) Ltd. 26655 Northline Road Taylor Michigan 48180 USA
Billing Contact	Beth Muse
Billing Telephone Number	734-941-7320
Billing Fax Number	734-941-6208
Billing E-mail	bmuse@windsormachine.com
Change to this section?	<input checked="" type="checkbox"/>
Purchase Order No. / Comments:	Company name changed.

**Certificate Details**

Certificate	TS 543689
Issue Date	
Last Re-issue	
Expiry Date	

Management Standard	ISO/TS 16949:2002
Accreditation Marks	
Scope of Registration	Manufacture and production of wire products, linkages and related assemblies.
Location Activities	<b>WINDSO-0047322165-009</b>
Change to this section?	<input checked="" type="checkbox"/>
Issue/Reissue required?	<input type="checkbox"/>
Comments:	Scope was adjusted to meet TS rules.

*eReport – Fax Header Sheet*

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<b>SMO</b>	<b>Functional Location</b>	<b>SAP Material</b>
7328273	WINDSO-0047322165-009	200543689

Signed for on behalf of BSI  
**Milena Dukic-Hrnjak**  
05/11/2009

Signed for on behalf of the client  
**Beth Muse**  
05/11/2009