

Change Concern Request Form (CCR)

What is a Change Concern Request?

A CCR is and WMG internal document used to obtain approval for a proposed change to product, process, product design or equipment/tooling move. This document is to be completed by the plant requesting the proposed change. This form is not authorization to proceed with the change, but rather a tool used to track the request for change. All CCR documentation will be reviewed by WMG engineering, quality and program personnel. If the proposed change is deemed necessary, the WMG customer will be notified via customer specific change request requirements.

Why do we require this process?

Too many times well intended changes to product, processes, tooling and equipment have had a negative effect on vehicle function, system function, customer assembly processes, customer satisfaction, safety or other unintended results. We, as a supplier do not know what effects these changes may have on systems, or processes further downstream.

What are the risks of not following the CCR process?

Risk to Customer

Changes implemented without proper review and validation by the customer have the potential to impact vehicle system operation, part quality and plant processes. Changes that proceed may go undetected and could impact brand image, and customer satisfaction. Additionally non approved changes can result in warranty claims, and quality related costs

Risk to WMG

Changes implemented without proper review, validation and authorization could result in a loss of customer recognized quality certification, field warranty claim costs, containment costs, lost production and loss of future business.

When is the CCR process applicable?

The CCR process is applicable when a change is deemed necessary to a production manufacturing process, part or product design, tooling design or tooling/equipment move after PPAP approval. A CCR is required for anything that changes the manufacturing process from what was initially approved through PPAP. The following is a list of some typical changes classified above:

- Site Location
- Site construction affecting process or process flow
- Part/product processing (rework)
- Equipment changes
- Process flow
- Sub-supplier changes affecting site location, processing, process flow or materials
- Material changes
- Material source changes

How do we use this form?

See process flow diagram (following page)

WMG CHANGE CONCERN REQUEST PROCESS FLOW DIAGRAM (FOQA82)



