

FORD CSR Customer Specific Requirements management

Training agenda:

1. CSR (Customer Specific Requirements):

- familiarizing with the specifics of working with a Ford Motor Company customer based on applicable customer manuals

2. Customer Portal (Covisint) :

- presenting of the applications used for daily customer service (requirements, evaluation, best practice)

3. GPDS Global Product Development System:

- presenting of milestones of project implementation based on the Ford system of product development, parallel to the phases of project development

4. eAPQP (Advanced Product Quality Planning) / online Schedule A:

- reporting of the status of development of the implemented project for individual elements of product and process development, using the eAPQP application

5. VPP (Vehicle Part Progress):

- presenting of method of reporting of status of PPAP Phases based on the system supervising the progress of VPP validation

6. Capacity Analysis Report:

- presentation of the capacity and efficiency of the production process using the CAR form together with presentation of the GCP (Global Capacity Planning) application

7. Global Phased PPAP Requirements:

- introduction to product and process approval requirements according to specific customer requirements, divided into PPAP Phases

8. PSW (Part Submission Warrant):

- characteristics of the warranty card along with the characteristics of the data necessary to complete it and the methodology for their reporting

9. Ford specific requirements for PPAP 4.0:

- presentation of documentation of production and product approval, taking into account FORD specific requirements for the PPAP 4.0 standard, including characteristic for Ford Global Phased PPAP Requirements

10. Ford specific requirements for IATF 16949:2016:

- presentation of Ford specific requirements in reference to IATF 16949: 2016 technical specification

11. Q1 Manufacturing Site Assessment:

- preparation and reporting of the Q1 MSA audit, evaluating readiness of the production process / quality system, requirements plus evaluation methodology

12. Quality requirements:

- presentation of the daily method of supporting Customer plants in terms of quality support. Review of specific customer requirements for: FMEA, G8D, Special Characteristics, monitoring of APQP / PPAP status, Control Plan and SPC

Participant will learn:

- Correct interpretation of Ford requirements with respect to IATF.
- Understand the major standards in cooperation between customer and supplier
- Get practical insights in cooperation with customer locations located in Europe.
- Which launch phases are present in the Ford terminology and what must be completed in the individual commissioning phase on the vendor and customer side.

Benefits for the company:

- What to look for when submitting a 8D reports
- Positive impact on long-term relationship building with both Ford STA and the customer's quality department through a practical knowledge of the specific customer requirements.
- Accelerate response times when reporting quality problems at client sites by gaining knowledge about residents who have built a very good relationship with the customer quality department.

Date of open training:

02.03-03.03.2023 – online training session

Price:

790 EUR for one participant

In case of 2 or more participants from the same plant offer **10% discount** on the second and all other participants.

The invoice due date will be 30 days from the invoice issue date. The invoices for the services will be issued after the service delivery.

Price includes:

- Training participation
- Training materials
- Certificate

For details related to in-house training sessions, please get in touch with office.

Duration:

2 days (each 7 hours)