

BMW CSR Customer Specific Requirements management

Training agenda:

1. Introduction to BMW Group specific requirements based on IATF 16949:2016 and VDA:

- BMW requirements to IATF: 16949:2016 specification
- „Lastenheft“ as a basic technical specification – why is it worth to verify it carefully?
- LSV – BMW RASIC, severity of this document and its consequences

2. Project management:

- Review of QMT Process Map
- Characteristic of the customer milestones based on the BMW ABC Flyer (from BBG to SERIAL PRODUCTION)
- Quality requirements for individual build phases
- Additional requirements for individual build phases

3. Statistical Process Control based on GS 98000 (VDA 5):

- Basic information about process capability (Cm/Cmk, Pp/Ppk, Cp/Cpk)
- Basic information about Measurement system analysis (MSA / R&R)

4. PPA on the customer portal based on the VDA volume 2:

- **PPA Agreement**
- Characteristics of documents required for PPA
- Sharing of sensitive documentation
- IPQ System – PPA steps, system structure, uploading of the documentation

5. Complaints management in platform qWin:

- Searching for complaint reports and review of their content
- The problem elimination process based on the standard GS 95015
- The methodology of creating the 8D report and its scoring approach
- Self-Notification Mode in Q-Win

6. Overview of customer forms and documentation:

- GS 90017 – Continuous assurance of product reliability in series production
- GS 91008 – FMK
- GS 91001/2/4 – Product marking

7. Special characteristics and their marking based on the GS 91011:

- Differences and meaning of particular characteristics
- How to move BMW characteristics to the reality of your organization

8. BMW suppliers' assessment based on LPKM NEXT database.**9. Review of BMW B2B Portal – Applications, Tips and Tricks:**

- Supplier data care
- searching for the BMW specifications on the TERE platform

10. Product and process re-qualification in accordance with GS 90018-1/2:

- Planning and execution
- Review of the Requalification Checklist
- Filling in data in the IPQ system

11. PCS – Process Series - BMW process approval and performance check:

- Preparation for the PCS
- GS 98001 – Review of specification for PCS;
- Process Series Types
- Self-Evaluation in PCS Checklist

12. Field Failure Analysis acc. to GS 95004:

- differences to VDA FFA
- significance of proper part analysis
- negotiations of technical factors

Participant will learn:

- Correct interpretation of BMW 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 BMW terminology and what must be completed in the individual commissioning phase on the vendor and customer side

Benefits for the company:

- How to interpretate particular Customer Specific Requirements and how to manage them effectively
- How to interpret and retrieve data from the supplier assessment that the BMW Group carries out for a supplier
- Complete the platform with PPA documentation
- Positive impact on long-term relationship building with customer representative 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
- How to interpret project phases for BMW

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.

Dates of training:

Online open training session available directly on website

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)