

IVECO CSR Customer Specific Requirements management according to IATF

Training performed according to 1st revision IVECO CSR published at November 25, 2025

Agenda:

1. Introduction to IVECO Customer-Specific Requirements

- Overview of the IATF 16949:2016 structure and introduction to CSRs
- Structure of IVECO CSR requirements and key documents: IVG.IFG030, PUR 01-13-14-15-16 and QPS 08018

2. Requirement 7.5.3.2.1 – Record Retention

- IVECO requirements (IVG.IFG030)
- Retention periods and traceability requirements
- Audit evidence and risks of nonconformity

3. Requirement 8.1 – Operational Planning and Control – 8.1.1 and 8.3.2 (supplemental requirements)

- PUR 13 requirements and risk-based approach in planning
- Planning process inputs and outputs
- Cross-functional planning coordination

4. Requirement 8.2.2 and 8.2.3 – Determination and Review of Requirements

- PUR 01 and translating customer requirements into technical requirements

5. Requirement 8.2.3.1.1 – Customer Waiver

- Management of deviations and approvals (IVG.IFG030)

8.2.3.1.2 – Special Characteristics

- Identification and classification
- Documents: 18-0011 / 18-0016 and FPI.IFN053
- Workshop: identification of special characteristics on a drawing

6. Requirements 8.3.4 – Product Design and Development

8.3.4.3 – Prototype Program

- Requirements (18-0002, 18-0011) and prototype validation expectations

8.3.4.4 – Product Approval Process

- Linkage to PPAP (IVG.IFG030) with customer approval stages

7. Requirement 8.4.1.3 – Customer-Approved Sources (Directed-Buy)

- Supplier selection rules
- Integration of PUR 01 with RFQ/SOR
- Risks related to unapproved suppliers

8. Requirement 8.5.1.1 – Control Plan

- Linkage with PFMEA and process flow
- IVECO-specific requirements: 18-0011 / 18-0016 and FPI.MAP048
- Case study: control plan review

9. Requirement 8.5.2 – Identification and Traceability

- IVG.IFG030 + 18-0015
- Serialization and batch traceability
- Practical examples from automotive production

10. Requirement 8.5.5.1 – Feedback of Information from Service

- QPS 08018 (Supply Quality Performance – SQP)
- Integration of warranty and field performance data
- Closed-loop corrective action process

11. Requirement 8.6.2 – Functional and Dimensional Testing

- Validation requirements (IVG.IFG030, FPI.IFP057) with test planning and reporting
- Laboratory testing vs. production testing

12. Requirement 9.1.2.1 – Customer Satisfaction – Supplemental

- SQP indicators (QPS 08018)

13. Requirement 9.2.2.3 – Manufacturing Process Audit

- PUR 14 / PUR 15 requirements
- Layered Process Audits (LPA) and audit preparation checklist

14. Requirement 10.2 – Problem Solving**10.2.3 Problem Solving**

- 8D methodology (QPS 08018) with root cause analysis tools (5 Why, Ishikawa)

10.2.6 Analysis of Nonconforming Product

- Requirements for nonconformity analysis
- Feedback for continual improvement

Practical Workshops

- Interpretation of RFQ and SOR
- Identification of special characteristics
- Linkage between the Control Plan and PFMEA
- Simulation of problem solving using the 8D method

After the training, participants will be able to:

- correctly interpret Iveco requirements in relation to IATF 16949,
- understand the main documents governing cooperation between the customer and the supplier,
- apply practical guidelines for effective cooperation with the customer's plants,
- understand the launch phases used in Iveco terminology, including what must be completed at each stage by the supplier and by the customer's plant.

Benefits for Your Organization:

- Understanding the rules applied when granting positive product approval helps achieve successful trial results within the target timeframe and, as a result, supports earlier reimbursement of part of the tooling costs invested by the supplier.
- A positive impact on the long-term development of relationships both with the Iveco customer representative and with the quality department of the customer's plant, based on practical knowledge of the customer-specific requirements.
- Faster reaction in the event of quality issues reported by the customer's plants, supported by knowledge about resident engineers who have built strong working relationships with the customer's quality departments.

Date of open training:

Available directly on the website.

Price:

- 497 EUR / participant.

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 include:

- Training participation
- Training materials
- Certificate

Duration:

- 1 day