

## Mercedes-Benz CSR Customer Specific Requirements management

### Purpose:

Training & workshop target is to make participants familiar with Mercedes-Benz Customer Specific Requirements taking into consideration connections with IATF 16949:2016 standard and remaining requirements for suppliers (ex. Technical requirements, VDA guidelines).

Individual and teams exercises, common lessons learned and comparison with different OEM customers.

### Agenda:

1. Introduction to automotive requirements
2. IATF 1949:2016 standard requirements vs relation to Mercedes-Benz CSR
3. Mercedes-Benz Special Terms 2025 analysis with comparison to former revisions including selected MBN and DBL norms.
4. Management in Mercedes-Benz projects base on VDA MLA approach
5. Pre-serial phases requirements review (Baulos, ESWFT/SWFT/Pro1/2/3)
6. Audits acc to Mercedes-Benz standards approach
7. Base applications review in Mercedes-Benz Supplier Portal ex. DocMaster, PIA, SQMS, eSEP++, Certus, Start, IBL, Qunect.
8. Mercedes-Benz requirements for claims management process.

### Training addressees:

- New projects implementation responsibilities
- Quality representatives responsible for contact with customer
- Customer specific requirements representatives in organization
- Internal system, process and products auditors

**Duration time:**

2 days / 7 hours

**Participant will learn:**

- Correct interpretation of Mercedes-Benz requirements with respect to IATF
- Understand the main standards in cooperation between customer and supplier
- Get practical knowledge in cooperation with customer plants located in Europe
- Which launch phases are present in the Mercedes-Benz terminology and what must be completed in each pre-launch phase from client and supplier side

**Benefits for the company:**

- How to interpretate particular Customer Specific Requirements and how to manage them effectively
- How to interpret data from the Maturity Level Assessment (VDA MLA) that Mercedes-Benz carries out with organization team
- Positive impact on long-term relationship building with customer representative and the customer's quality department through a practical knowledge of the customer requirements
- Accelerate response times regarding quality and logistic issues reporting at client production sites
- How to interpret Mercedes-Benz project phases

**Price:**

Available directly on the webpage.

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)