

## **VOLVO Customer Specific Requirements management according to IATF**

**Training performed according to revision nr. 1 of Volvo CSR published at 28 February 2025**

### **Agenda:**

1. Customer Specific Requirements in the context of IATF 16949:2016
2. Volvo requirements for APQP and PPAP
3. Review of requirements included in the Supplier Quality Assurance Manual
4. Other key Volvo requirements – VQE
5. Review of selected requirements from the Production Material Global Terms and Conditions

### **Participant will learn:**

- Correct interpretation of Volvo requirements with respect to IATF
- Understand the major standards in cooperation between customer and supplier
- Get practical insights in cooperation with customer plants
- Which launch phases are present in the Volvo terminology and what must be completed in the individual commissioning phase on the supplier and customer side.
- Ability to avoid common mistakes during customer audits and assessments by understanding specific expectations from Volvo quality and project teams
- Enhanced personal value and credibility as a specialist capable of navigating complex client CSRs

### **Benefits for the company:**

- Faster reimbursement of investment costs in customer-owned equipment, thanks to correct and timely product approval according to customer-specific requirements

- Strengthened long-term relationships with customer representatives, enabled by practical understanding of CSR expectations and fluent communication in audits and project coordination
- Accelerated and more accurate response to quality issues at customer sites, reducing downtime, protecting reputation, and increasing supplier credibility
- Improved supplier ranking and evaluation outcomes due to better CSR alignment
- Greater independence in handling CSR-related challenges, reducing delays and the need for escalations
- Minimized risk of penalties or rejected product launches through better documentation and approval readiness

Date of open training available on the webpage

**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