Assessment Report

Windsor Machine & Stamping (2009) Ltd.

G & R Cold Forging Plant 3

Report Author

Milena Dukic-Hrnjak

Visit Start Date

08/17/2009

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Introduction

This report has been compiled by Milena Dukic-Hrnjak and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
7278419 Continuing Assessment (Surveillance) 08/17/2009 2 day(s) No. Employees: 48	TS 543510 ISO/TS 16949:2009	Windsor Machine & Stamping (2009) Ltd. G & R Cold Forging Plant 3 7085 Smith Industrial Drive McGregor Ontario N0R 1J0 Canada

The objective of the audit was to assess continuing suitability and continued effective implementation of the Quality Management System of Windsor Machine & Stamping (2009), G&R Cold Forging, Plant 3 in McGregor, ON in meeting the requirements of ISO/TS16949:2009, plus associated support documentation and additional customer requirements (as appropriate), company objectives, policies and procedures.

Management Summary

The areas assessed during the course of the visit were generally found to be effective.

Corrective actions with respect to nonconformities raised at the last assessment have been reviewed. Actions were not found to be effectively implemented in all areas. Such areas, identified in subsequent sections of the report, will be further reviewed for closure at the next assessment.

Both major nonconformities and minor nonconformities requiring attention were identified. These, along with other findings, are contained within subsequent sections of the report.

A minor nonconformity relates to a single identified lapse in the management system. A major nonconformity indicates a breakdown in the management system's ability to effectively control the processes for which it was intended. The identification of a major nonconformity places the validity of certification at risk. It is necessary to investigate the underlying cause of any nonconformity to determine corrective action. The proposed action will be reviewed for effective implementation at the next assessment.

Please submit a plan to BSI detailing the nonconformity, the cause and your proposed corrective action, with responsibilities and timescales allocated. The plan is to be submitted no later than 09/01/2009 by e-mail or fax to your assessor, referencing the report number. Please send to milenad@cogeco.ca or 519-967-9596.

An additional 0.5 day visit over and above the continuing assessment plan will be necessary to verify that the planned corrective action has been effectively implemented. This visit will take place on 10/26/2009.

Areas Assessed & Findings

Quality Management Systems

Reviewed business plan and objectives and targets assigned to G&R Plant 3. Performance is updated on a monthly basis and compared to goals. Client is currently tracking PPM, delivery performance, continual improvement and cost savings, injury and incident rate, plant efficiency, scrap, cost of poor quality. Focus of continual improvement is still lean manufacturing. Reviewed several CI changes implemented since the last audit and found them satisfactory. Management review meeting was conducted on July 24, 2009. Standard agenda was used. Reviewed actions taken related to PPM spikes. Handling of customer complaints was reviewed and found to be satisfactory. Reviewed root cause analysis, corrective and preventive actions for several issues since the last audit. Customer score cards were reviewed.
Also reviewed internal audit results. Only 4 processes were audited since the last visit - see nonconformities bellow.

Production

Production activities were reviewed during all three shifts. Reviewed process controls for P415 and D472 that were running during the assessment. Observed operator instructions, receiving, in-process and final inspection activities along with product identification and handling of NC product. One minor nonconformity found during last assessment could not be fully closed - it was elevated to a major - please see bellow. Also, results of ILD testing showed out of spec readings - please see the major bellow.

Planning - linkages to corporate

Reviewed PPAP process for P415 including process flow, control plan, PFMEA, capability studies, dimensional results, PSW and fond them satisfactory. Also reviewed testing results and found them satisfactory. Master samples were identified as per the requirements.

Preventive Maintenance

Reviewed key equipment list and preventive and predictive maintenance activities as defined in the procedure. Daily and weekly checks are done by maintenance personnel. Unscheduled maintenance and repairs are recorded indicating the downtime. Cost of maintenance is tracked and compared to the target on a monthly basis. Key spare part list shows minimum inventory levels. Reviewed tooling management process. Customer ownership and status were identified as per the requirements.

Calibration

Laboratory scope was reviewed and found to be satisfactory. Reviewed the list of gauges and frequencies of calibration. Calibration records for gauge blocks, micrometer, ZWICK, optical comparator, form fixtures were reviewed and found to be satisfactory. All gauges are calibrated. Certificates of calibration for the gauges calibrated externally were reviewed. Also reviewed certificates of ISO 17025 accreditation for external labs used. Gauge R&R studies were reviewed. The processes were found satisfactory.

Major Nonconformities Arising from this Assessment

Ref	Area/Process	Clause
A328935/1	Production	7.4.3
Details:	The receiving inspection process is not effective in practice. Section 7.4.3 of TS 16949 requires the organization to establish and implement inspection necessary for ensuring that purchased product meets specified purchase requirements. Control plan for D472 requires supplier certs to be received with each shipment of EPP and tube blanks.	

	During the assessment no EPP certs were available for review and the last certificate for tube blanks available for review was received in 2007. This is a repeat nonconformity from the last assessment and therefore it has been elevated to a major.

Ref	Area/Process	Clause
A328935/2	Production	8.2.4
Details:	The process for ensuring that the product that meets customer specification is shipped is not effective in practice. Section 8.2.4 of TS 16949 requires the organization to ensure that the product is not released until all the planned arrangements are satisfactorily completed. Control plan for C170 requires ILD test results for be between 16-20N and for P415 to be between 20-24N. During the review of ILD test results of C170 and P415 it was noted that there were multiple days when results fell outside the specified range and it was not clear what was done to ensure that product meeting customer specification was shipped.	

Minor Nonconformities Arising from this Assessment

Ref	Area/Process	Clause
A328935/1	Customer Satisfaction	8.2.1
Details:	The process for capturing customer perception is not effective in practice. Section 8.2.1 of TS 16949 requires the organization to monitor information relating to customer perception as to whether the organization has met customer requirements. Evidence of compliance with this requirement could not be found for JCI and Magna/Intier.	

Ref	Area/Process	Clause
A328935/2	Internal Audits	8.2.2
Details:	The controls for ensuring that all processes are audited as per the requirements is not effective in practice. Section 8.2.2.4 requires the organization's internal audit process to cover all management related process, activities and shifts. During the assessment it was noted that only 4 processes were audited since the Stage 1 (July 2008). Client is running three shift operation - only day and afternoon shifts were audited.	

Ref	Area/Process	Clause
A328935/3	Manufacturing	7.5.1.2
Details:	The process for ensuring that work instructions are up to date and that they are accessible is not effective in practice. Section 7.5.1.2 of TS 16949 requires the organization to prepare documented work instructions and have them accessible for the use at the work stations. Evidence of conformance with this requirement could not be found for EPP assembly for the manufacturing of the D472 head rest.	

Ref	Area/Process	Clause
A328935/4	Manufacturing	8.4.2
Details:	The process for ensuring that product inspection is conducted according to the planned arrangements is not effective in practice. Section 8.4 2 of TS 16949 requires the organization to monitor and measure the characteristics of the product to verify that product requirements have been met. During the assessment it was noted that GP12 inspection sticker was being placed on each P415 container with finished parts, however, evidence of GP 12 inspection process could not be found during the assessment.	

TS16949 Shift Details

Site		Shift 1	Shift 2	Shift 3	Shift 4	Night shift	Week-end	Total site employees
McGregor, ON	Exists?	✓	✓	✓				48
	Audited?	✓	✓	✓				

Assessment Participants

On behalf of the organization:

Name	Position
Jerry Mitri	Quality Manager
Phil Fairley	Plant Manager

John Little	Quality

The assessment was conducted on behalf of BSI by:

Name	Position
Milena Dukic-Hrnjak	Team leader

Continuing Assessment

The program of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
Windsor Machine & Stamping (2009) Ltd. G & R Cold Forging Plant 3 7085 Smith Industrial Drive McGregor Ontario N0R 1J0 Canada	TS 543510	
	Visit interval:	12 months
	Visit duration:	16 hours
	Next re-certification:	06/01/2011

Re-certification will be conducted on completion of the cycle, or sooner as required. An entire system re-assessment visit will be required.

Re-certification Plan

		Visit 1	Visit 2	Visit 3	Visit 4	Visit 5	Visit 6
Business area/Location	Date (mm/yy):	08/09	08/10	06/11			
	Duration (days):	2.0	2.0	3.0			
Planning - link to corporate		✓		✓			
Purchasing/Receiving Inspection			✓	✓			
Production, Assembly, Packaging, Final		✓	✓	✓			
Calibration		✓		✓			
Shipping			✓	✓			
Preventive Maintenance		✓		✓			

Training / HR		✓	✓			
Management Review, Cont. Improvement	✓	✓	✓			
Corrective and Preventive Actions, CC	✓	✓	✓			
Internal Audits	✓	✓	✓			
Reassessment			✓			

Next Visit Plan

Visit objectives:

Audit of the continuing suitability and continued effective implementation of the Quality Management System of Windsor Machine & Stamping (2009), G&R Cold Forging, Plant 3 in McGregor, ON in meeting the requirements of ISO/TS16949:2009, plus associated support documentation and additional customer requirements (as appropriate), company objectives, policies and procedures.

Visit scope:

The management system implemented to satisfy the requirements of ISO/TS16949:2009, plus associated support documentation and additional customer requirements (as appropriate).

Date	Assessor	Time	Area/Process	Clause
10/26/2009	Milena Dukic-Hrnjak	8:00	Opening Meeting	
10/26/2009	Milena Dukic-Hrnjak	8:15	Review of major NCs, corrective and preventive actions, verification and records.	
10/26/2009	Milena Dukic-Hrnjak	11:00	Report Preparation	
10/26/2009	Milena Dukic-Hrnjak	11:30	Closing Meeting	
	Milena Dukic-Hrnjak	8:30	Opening Meeting	
	Milena Dukic-Hrnjak	9:00	Key Performance Indicators, Customer Feedback, Company Objectives	
	Milena Dukic-Hrnjak	10:00	Management Review, Continual Improvement , Corrective and Preventive Actions, Internal Audits	
	Milena Dukic-Hrnjak	2:30	Production, Assembly, Inspection, Packaging, Final (Days and Afternoons)	

	Milena Dukic-Hrnjak	4:30	Client Update	
	Milena Dukic-Hrnjak	6:00	Production, Assembly, Inspection, Packaging, Final (Midnights and Days)	
	Milena Dukic-Hrnjak	7:00	Purchasing, Receiving Inspection	
	Milena Dukic-Hrnjak	8:00	Shipping	
	Milena Dukic-Hrnjak	9:00	Training, HR	
	Milena Dukic-Hrnjak	11:00	Follow-up, Audit Trails	
	Milena Dukic-Hrnjak	12:30	Report Preparation	
	Milena Dukic-Hrnjak	2:00	Closing Meeting	

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organization within 30 days of an agreed visit date. It is a condition of Registration that a deputy management representative be nominated. It is expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.

Notes

The assessment was based on sampling and therefore nonconformities may exist which have not been identified.

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