Assessment Report

Windsor Machine & Stamping (US) Ltd.

Report Author

Milena Dukic-Hrnjak

Visit Start Date

05/31/2011

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
7516645 Continuing Assessment (Surveillance) 05/31/2011 2 day(s) No. Employees: 64	TS 543689 ISO/TS 16949:2009	Windsor Machine & Stamping (US) Ltd. 26655 Northline Road Taylor Michigan 48180 USA

Surveillance audit of continuing suitability and effective implementation of the Quality Management System of Windsor Machine & Stamping 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 and found to be effectively implemented.

A nonconformity requiring attention was identified. This, along with other findings, is contained within subsequent sections of the report.

A minor nonconformity relates to a single identified lapse, which in itself would not indicate a breakdown in the management system's ability to effectively control the processes for which it was intended. It is necessary to investigate the underlying cause of any issue 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 06/21/2011 by e-mail or fax to your assessor, referencing the report number. Please send to milenad@cogeco.ca or NA.

Areas Assessed & Findings

Quality Management Systems

Business plan was updated to 2011 fiscal year - new objectives and targets were set. Reviewed KPIs since the last assessment. Performance is reviewed and updated on a monthly basis. Reviewed actions related to those areas where targets were not met and found them satisfactory. Measurables include PPM, continual improvement savings, on time delivery, plant efficiency, scrap, cost of poor quality, rework/sorting hours. Reviewed customer scorecards - Ford Q1 score - 1600, 12 month PPM - 1, 6 month PPM - 0, 3 month PPM - 0, delivery 100%; Lear - 100% (green status). Also reviewed survey results for other automotive customers and found them satisfactory. Reviewed also continual improvement projects and found them satisfactory. Management review meeting minutes were reviewed (March

23, 2011) - all areas were reviewed as per the set agenda. Reviewed action items and found them satisfactory.
Handling of customer complaints was reviewed - there were no CCs in 2011. Reviewed complaints received in 2010 - observed detailed root cause analysis, corrective, preventive and verification actions. Verified changes to FMEA, control plans and internal processes and documents.
Internal audit process was reviewed - schedule is updated annual and audit are conducted as planned. All processes are audited at least once per year. Process audit approach is being used. There were no NC found. Reviewed auditor notes, findings and observations and found them satisfactory. All shifts and all manufacturing processes were covered. Also reviewed product audit results and found them satisfactory.
Overall, reviewed processes were found to be effectively implemented and maintained.

Quality Planning, APQP, PPAP (links to Corporate)

Quality planning, quoting, sales and contract review are done by the corporate office. Reviewed linkages between the plant and corporate office and found them satisfactory. There were no new recently launched programs at the time of the assessment. The client started working on some engineering changes that were in early stages of processing - this will be reviewed at the next assessment. Several jobs were transferred from other Windsor Machine plants to this one - reviewed PPAP submissions for the those jobs. Verified PSW, dimensional test data, process flows, control plans, PFMEA, GR&R, WIs, IMDS, customer specific requirements. Reviewed old Ford launch from 2009 - Schedule A was used to guide suppliers through APQP process. Observed communication with Ford, internal meeting and open issue actions.
Overall, reviewed processes were found to be effectively implemented and maintained.

Manufacturing - Day, Afternoon Shifts

Reviewed manufacturing processes during company's day and afternoon shifts. Process controls including set up, first off, in process and final inspection activities were reviewed and found to be satisfactory. Observed product identification and traceability and found it satisfactory. Handling of NC product was reviewed - scrap is segregated, identified and analyzed. Work instructions were available at each station. Weld testing performed as per Ford CSR and control plan. Also reviewed packaging and labeling activities and found them satisfactory. Overall, reviewed processes were found to be effectively implemented and maintained.

Purchasing, Supplier Performance, Receiving

Initial supplier selection and evaluation along with maintenance of ASL is done by the corporate purchasing. Blanket POs are issued to approved vendors. Supplier releases are issued by the plant as driven by customer demands. Customer part numbers are linked to component and material requirements as defined in applicable BOMs. XENA is the system used to manage production scheduling, MRP, shipping and receiving. Vendor releases are issued every Tuesday. Also reviewed inventory accuracy checks - done on monthly basis and at the end of the year. Supplier delivery and quality performance is tracked and summarized into supplier scorecards that are generated every 2 months. Suppliers are evaluated based on their performance related to quality, delivery, pricing and responsiveness. This information is communicated to vendors. Supplier PPAP submissions are reviewed and approved by corporate.
Also reviewed receiving inspection processes and found them satisfactory. Material certs are maintained for each shipment.
Overall, reviewed processes were found to be effectively implemented and maintained.

Calibration, Testing, Lab

ProGauge software is used to manage gauge calibration process. Active gauges are listed in the software along with frequency and complete calibration procedures. Reviewed lab scope and found it satisfactory. Calibration records for several gauges observed on the floor and in the lab were reviewed. One minor NC was found - please see below. Reviewed records of internal and external calibration. Also reviewed ISO 17025 accreditation records for the external laboratories. GR&R studies are done for all types of gauges on annual basis per internal procedure requirements. Annual layout process was reviewed and found to be satisfactory.

Minor Nonconformities Raised at Last Assessment

Ref	Area/Process	Clause
A426834/1	Tooling	7.5.1.5
Details:	The process for identifying the status of production tooling is not effective in practice. Section 7.5.1.5 of TS 16949 requires the organization to identify production tooling such as production, repair or disposal. Evidence of conformance with this requirement could not be found for tooling observed in a big shed located outside.	
Actions:	Effectiveness of corrective and preventive actions was verified and found to be satisfactory. Reviewed tool storage areas and status identification process. There was no recurrence. The issue is considered to be closed.	
Closed?:	Yes	

Minor Nonconformities Arising from this Assessment

Ref	Area/Process	Clause
A580622/1	Laboratory	7.6
Details:	The process for ensuring that gauges are calibrated is not effective in practice. Section 7.6 of TS16949 requires the organization to calibrate or verify measuring equipment at specified intervals. Windsor Machine is using ProGauge software to manage calibration process. During the assessment it was noted that Microscope used in weld testing and Gauge Blocks were not in the ProGauge. Records of calibration for those two gauges were not available during the assessment.	

TS16949 Additional Scope Requirements

Customer-specific requirements audited for each site:

FORD, LEAR CORPORATION

Supplier codes allocated to each site by OEM customers (as appropriate):

Ford - W739J ; Lear - 779600-010

Permitted exclusions for each site:

None

Are there any support locations to be included in certification?:

Yes

Enter audit date(s) and report number(s) under which these location have been/will be audited:

Corporate Office – March 7, 2011 (SMO 7389961)

Ellis Tool – March 7, 2011 (SMO 7389959)

WM&S (US) – March 8, 2011 (SMO 7389983)

Identify support activities provided at these locations:

Windsor Machine & Stamping (2009) Ltd. (Corporate) – Sales, Planning, Purchasing

Ellis Tool & Die, A Division of Windsor Machine & Stamping (2009) Ltd. – Engineering / Design

Windsor Machine & Stamping (US) Ltd. – Distribution and Warehousing

Shift Details

The shift patterns within the organization rotate on a regular and frequent basis ensuring that a representative sample of shifts and appropriate staff are interviewed and seen over this visit.

Site		Shift 1	Shift 2	Shift 3	Shift 4	Night shift	Week-end	Total site employees
Taylor, MI	Exists?	✓	✓					64
	Audited?	✓	✓					
	Justification required if shift exists but not audited							

Assessment Participants

On behalf of the organization:

Name	Position
Beth Muse	Quality Manager
Kathy Moffat	Shipping Manager
Cindy Stallions	Receiving

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 (US) Ltd. 26655 Northline Road Taylor Michigan 48180 USA	TS 543689	
	Visit interval:	12 months
	Visit duration:	16 hours
	Next re-certification:	05/01/2012

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):	05/10	05/11	05/12			
	Duration (days):	1.5	2.0	3.0			
Planning - link to corporate			✓	✓			
Purchasing/Receiving Inspection			✓	✓			
Manufacturing		✓	✓	✓			
Calibration			✓	✓			
Maintenance		✓		✓			
Training/HR		✓		✓			
Management Review, CI, KPI		✓	✓	✓			
Internal Audits		✓	✓	✓			
Corrective & Preventive Actions, CC		✓	✓	✓			

Follow-up past BSI NCs (as required)	✓	✓	✓			
Reassessment			✓			

Next Visit Plan

Visit objectives:

Reassessment of suitability and effective implementation of the Quality Management System of Windsor Machine & Stamping 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
		8:30	Opening Meeting	
		9:00	Plant Tour, System Changes	
		9:30	Quality Management Systems - Performance measurables, Continuous improvements, Customer Satisfaction, Internal Audits, Customer Issues, Corrective & Preventive Actions, Management Review	
		12:00	Working Lunch	
		12:30	Planning, APQP, PPAP, Change Management - linkages to corporate	
		3:30	Manufacturing - Afternoon shift	
		4:30	Daily Wrap-up Meeting	
		8:00	Purchasing, Supplier Performance - linkages to corporate	
		10:00	Manufacturing - Day shift	
		12:00	Working Lunch	
		12:30	Production Planning, Shipping, Receiving	
		2:00	Equipment Maintenance, Tooling Management	
		4:00	Daily Wrap-up Meeting	

		8:00	Calibration, Lab	
		10:00	Training, HR	
		12:00	Working Lunch	
		12:30	Document, Records controls	
		1:30	Follow-up, Audit trails	
		2:00	Report Preparation	
		4:00	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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BSI Management Systems Canada Inc.
6205 Airport Road
Suite 102
Mississauga

Ontario
L4V 1E1

Tel: +1 (416) 620 9991 Fax: +1 (416) 620 9911