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QUALITY MANAGEMENT REQUIREMENTS FOR ORIGINAL EQUIPMENT SUPPLIERS AT THE EXAMPLE OF THE AUTOMOTIVE INDUSTRY SUPPLIERS IN POLAND

Abstract

Achieving and keeping the status of approved OE supplier in automotive industry is very ennoblement. However getting such a status is tied with meeting many requirements. The put hypothesis is establishing at work, that determination most important for the interaction with customers of the automotive business their individual requirements are most important. After that important is to fulfill requirements as ISO / TS 16949:2002 and IATF requirements. Identified and judged under the angle for the importance requirements which must be taken into consideration by all companies trying for contracts for the first fittings in the automotive business stayed in the effect of research carried out.

DIFFERENT REQUIREMENTS PRESENTED TO SUPPLIERS FOR AUTOMOTIVE INDUSTRY

Among the suppliers for automotive industry pointed can be enterprises that involve their activity only with this market and they are at the same time original equipment suppliers (OE/ OES) and after market suppliers (AM). To such enterprises belong many very well-known companies such as for example WIX, Visteon, Lear, Delphi, Fastek Fitting and many others, but more and more often here are also enterprises that haven't has nothing to do with deliveries for automotive market yet. Owing to turnover, after market deliveries in automotive industry are multiple of original equipment value, but just OE/ OES delivery is quintessence of organizational model solutions, work and infrastructural environment, but first of all pass for further development in this industry. Obtaining original equipment supplier status in automotive industry turns out for many people to be a challenge that they are not able to be up to, in spite of many successes on other markets. Important is also, that requirement generally presented to potential suppliers — owing of certified, specific quality management system is absolutely insufficient for obtaining original equipment supplier status.

One of basic issues necessary for getting and maintaining original equipment supplier status is proper architecture of quality management system. It turns out to be ambiguous, because general standards (for example ISO 9001:200) and specific standards (for example ISO/ TS 16949:2002) [1] don't provide sufficient requirements in this scope [2].

Outcomes got as a result of research include important information both for enterprises that for many years have been working in automotive industry providing original equipment products and also for these companies that involve their development plans with this industry. The first group can make a verification of current quality management system conception, based on present cooperation with given customers. Made research have verified common opinion, that a necessary condition to run for supplier status for customer from automotive industry (concerning original equipment) is owing QMS specific certificate. It is not so, in spite of this market customers' formal declarations and making such requirements. In practice it turns out, that it is obligatory in further prospect of time, but more important are apparently elements of system, that are even not presented in the following standards. As essential were pointed elements, that are not defined as requirements, but certainly should be treated as interpretation of requirements defined in specific standards.

QUALITY MANAGEMENT IN AUTOMOTIVE INDUSTRY

Enterprises, that are original equipment suppliers in every case own defined quality management system. Often are these specific branch systems, sometimes even not certified. Their architecture in scope of obligatory elements can not make doubts, when the given company is supplier only for one customer from automotive industry. Even if the company works for different branches at the same time, so the requirements presented within the confines of deliveries for automotive industry seems to be the most rigorist. It is in peculiarity seen, when because of market requirements or legal aims the organization got ISO 9001:2000 certificate, and than tried to get ISO/ TS 16949:2002 certificate. All ISO 9001 requirements are included in requirements of ISO/ TS 16949:2002 certificate. However it is not so clear when the customers' requirements are different enterprises, for example car producers and other suppliers.

The next group of enterprises that should be interested in fulfilling requirements presented in automotive industry, makes these organizations that have not realized deliveries for customers from this sector until now. For many organizations of this type existing in automotive industry is seen as a chance to development. It is very important, because many such enterprises in spite of trying, do not obtain the positive results of customer and certification unit audits.

It is obvious, that depends from degree of enterprises' involvement in realization of deliveries for automotive industry, different is status of its quality management system — its basics, development, effectiveness and efficiency. In every case it seems to be essential to ask a question — which elements of quality management system should be critical requirements and which can be treated as not so important. The first element of answer for such a question should be identification of quality management system's elements, and next essential seems to be assessing of their importance. From the results of the research that gave answer for these questions can take advantage people responsible for designing, building, maintaining and improving of quality management systems, so wide understood leadership of an organization, as well as managers of the projects

connected with obtaining and introducing original equipment contracts in automotive industry. Their use on the principles of benchmarking concerning quality management system will allow to effective building of quality management strategy for suppliers from automotive industry. For some organizations their value is acceptance of approved in his scope way, for the others can be the base for verification of current quality management issues, but also for obtaining the goal – possibly the best preparing to expanse to original equipment market in automotive industry.

SUMMARY

Outcomes got as a result of research include important information both for enterprises that for many years have been working in automotive industry providing original equipment products and also for these companies that involve their development plans with this industry. The first group can make a verification of current quality management system conception, based on present cooperation with given customers. Made research have verified common opinion, that a necessary condition to run for supplier status for customer from automotive industry (concerning original equipment) is owing QMS specific certificate. It is not so, in spite of this market customers' formal declarations and making such requirements. In practice it turns out, that it is obligatory in further prospect of time, but more important are apparently elements of system, that are even not presented in the following standards. As essential were pointed elements, that are not defined as requirements, but certainly should be treated as interpretation of requirements defined in specific standards. Research outcomes allows to define the direction or building or development of QMS, for possibly the best preparing in the scope of quality system management in automotive industry.

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PART II. QUALITY MANAGEMENT