

CERTIFICATION - MAIN CHALLENGE OF SUPPLY CHAIN INTEGRATION

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AFL Business Manager

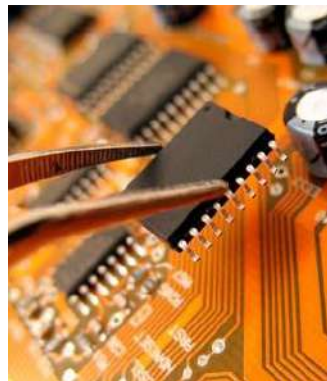
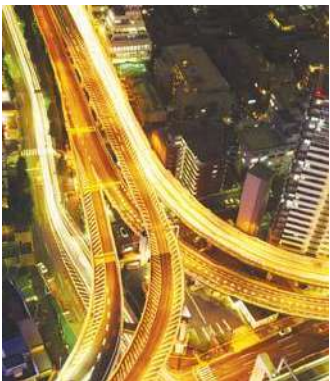
Balti, 14 November 2019

WHEN YOU NEED TO BE SURE





SUCCESS



**SGS IS THE
WORLD'S
LEADING
INSPECTION,
VERIFICATION,
TESTING AND
CERTIFICATION
COMPANY**



AT A GLANCE



N°1
WORLD LEADER

97 000
EMPLOYEES

2 600
OFFICES AND
LABORATORIES

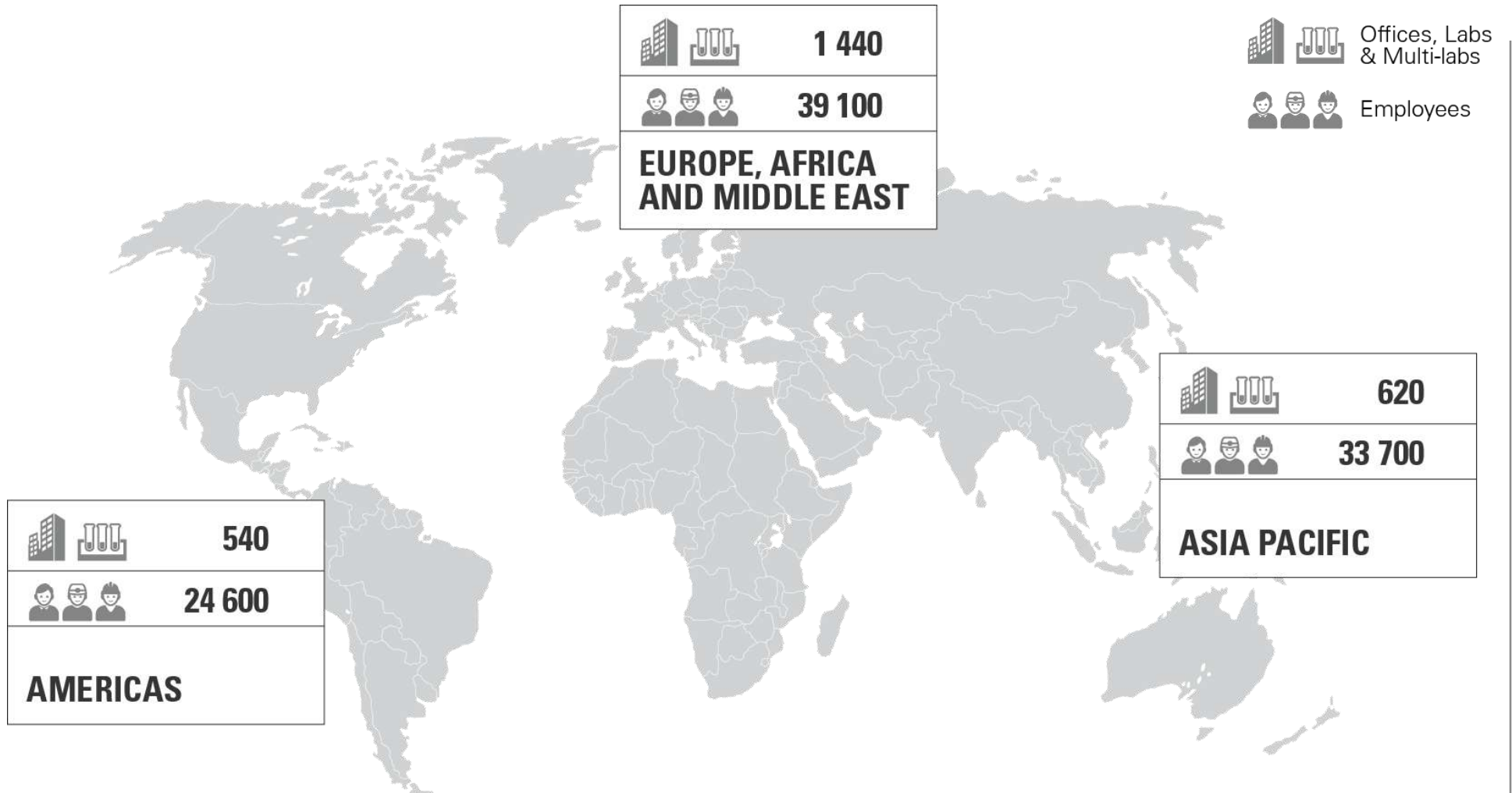


11
GLOBAL
INDUSTRIES

**GLOBAL
SERVICE
LOCAL
EXPERTISE**



97 000¹ EMPLOYEES AND 2 600 OFFICES & LABORATORIES
AROUND THE GLOBE ENABLING REACH AND LOCAL SUPPORT



1. Average number of employees in 2018.



GLOBAL SERVICES TAILORED
TO **INDIVIDUAL INDUSTRIES**



INSPECTION
VERIFICATION
TESTING
CERTIFICATION
CONSULTANCY
OUTSOURCING
TRAINING



WHY WORK WITH SGS ?



COMPETITIVE ADVANTAGE

LARGEST
PROVIDER OF
AUDITS,
CERTIFICATION
AND
PERFORMANCE
ASSESSMENTS

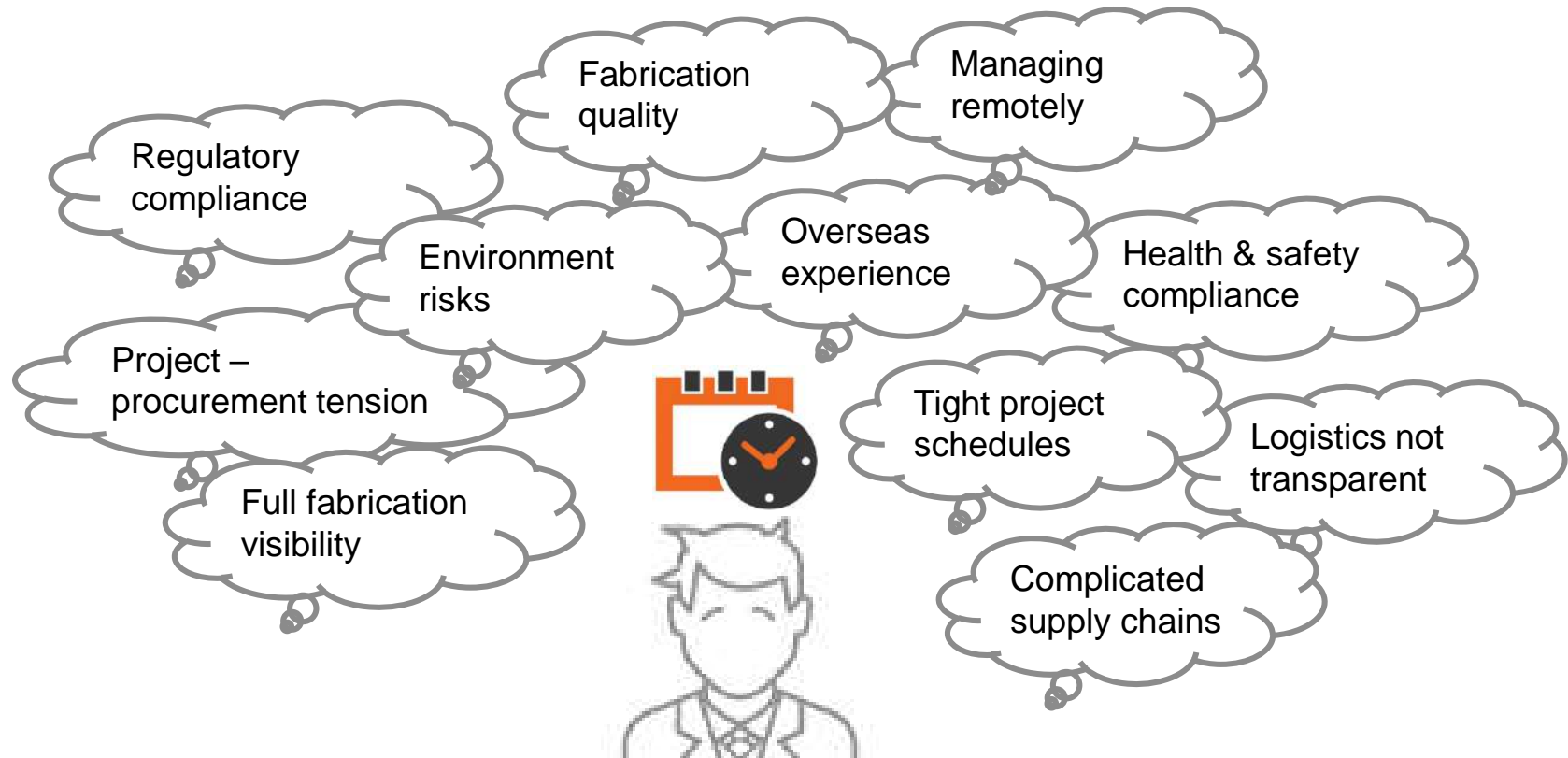
LOCAL AND
INTERNATIONAL
PROJECT
MANAGEMENT

MOST WIDELY
ACCREDITED
CERTIFICATION
BODY

EXPERIENCED
AND RESULTS-
ORIENTED
AUDITORS AND
TUTUORS

WORLDWIDE
NETWORK

IMPARTIAL
AND
INDEPENDENT



QUESTIONS ALONG THE SUPPLY CHAIN – to ask the customer



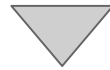
HOW WE BUILD STAKEHOLDER VALUE

SGS SOLUTIONS – BUILDING STAKEHOLDER VALUE



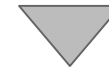
MANAGEMENT SYSTEMS COMPLIANCE

Audit and certification services for compliant processes and management systems



PERFORMANCE ASSESSMENTS

Tailored assessments for internal and external improvement and transparency



SGS ACADEMY

Learning and development solutions that transform people and businesses



MANAGEMENT SYSTEM COMPLIANCE

ISO 9001:2015

Quality management systems — Requirements

IATF 16949:2016 (International Automotive Task Force)

Quality Management System requirements for automotive production and relevant service parts organization

ISO 14001:2015

Environmental management systems — Requirements with guidance for use

ISO 45001:2018

Occupational health and safety management systems — Requirements with guidance for use

- Establishes the requirements for a QMS, specifically for the automotive sector: automotive production, service and/or accessory parts;
- Provides for continual improvement;
- Emphasizing defect prevention;
- Requires organizations to define objectives and continually improve their processes in order to reach them;
- IATF 16949 cannot be implemented alone as a stand-alone document, but must be implemented as a supplement and in conjunction with ISO 9001:2015

Includes specific requirements and core tools from the automotive industry:

- **Advanced Product Quality Planning (APQP)**
- **Failure Mode and Effects Analysis (FMEA)**
- **Statistical Process Control (SPC)**
- **Measurement Systems Analysis (MSA)**
- **Production Part Approval Process (PPAP)**

The **IATF 16949** standard provides guidance and tools for companies and organizations who want to ensure that their products consistently meet customer requirements and that quality and customer satisfaction are consistently improved.

The **IATF 16949** standard is a supplemental standard and is used in conjunction with the ISO standards:

IATF 16949 – establishes the Automotive supplemental requirements of a quality management system

ISO 9001 – defines the base requirements of a quality management system

ISO 9000 – covers the basic concepts and language

ISO 9004 – focuses on how to make a quality management system more efficient and effective

ISO 19011 – provides guidance on internal (1st party) and external (2nd party) audits of quality management systems

ISO 31000 – outlines risk management principles and guidelines

Implementing IATF 16949 ensures that customers receive consistent, good quality products and services, which in turn may bring many business benefits:

- Demonstrate its ability to consistently provide products that meet customer and applicable statutory, regulatory and product safety requirements;
- Enhance customer satisfaction through the effective application of the system;
- Implement processes for improvement of the system;
- Put customers first, making sure their needs are consistently met and enhance their satisfaction
- Have repeat customers, increase customer loyalty, add new clients and increase business
- Expand into new markets, as some sectors and clients require IATF 16949 before doing business
- Identify and address the risks associated with your organization

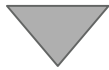
Compliance to the IATF 16949 standard can be done at any time but is typically used when:

- Customers specify this requirement as part of the contract
- Organizations want to improve their products and customer satisfaction



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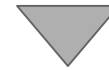
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SGS ACADEMY

Learning and development solutions that transform people and businesses

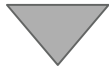


1. Develop customised QA/QC solutions
2. Identify, select and qualify suppliers
3. Manage vendor quality, anywhere
4. Optimize QA/QC costs and reliability
5. Assure equipment compliance and safety
6. Manage supply crises efficiently
7. Optimize performance of your vendors
8. Assure safety, compliance and sustainability
9. Build the best teams using our network
10. Utilise digital technology to reinforce your supply chain



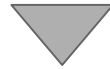
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HOW CAN YOU CREATE FUTURE INDUSTRY LEADERS?
ENHANCE CONTINUOUS PROFESSIONAL DEVELOPMENT

SGS ACADEMY

WHEN YOU NEED TO BE SURE

SGS



THE SGS ACADEMY DIFFERENCE TAKING A DATA CENTRIC APPROACH TO LEARNING

At **SGS Academy**, we develop and execute the most up to date training courses utilizing our large pool of **certification data**. Based on our data of over **200,000+ customers** we can track and forecast common **industry pain points** that will be relevant to your organization.

Using this data, we create **custom learning solutions** that can be delivered across our many methodologies.



Define your training needs and specific **learning objectives**



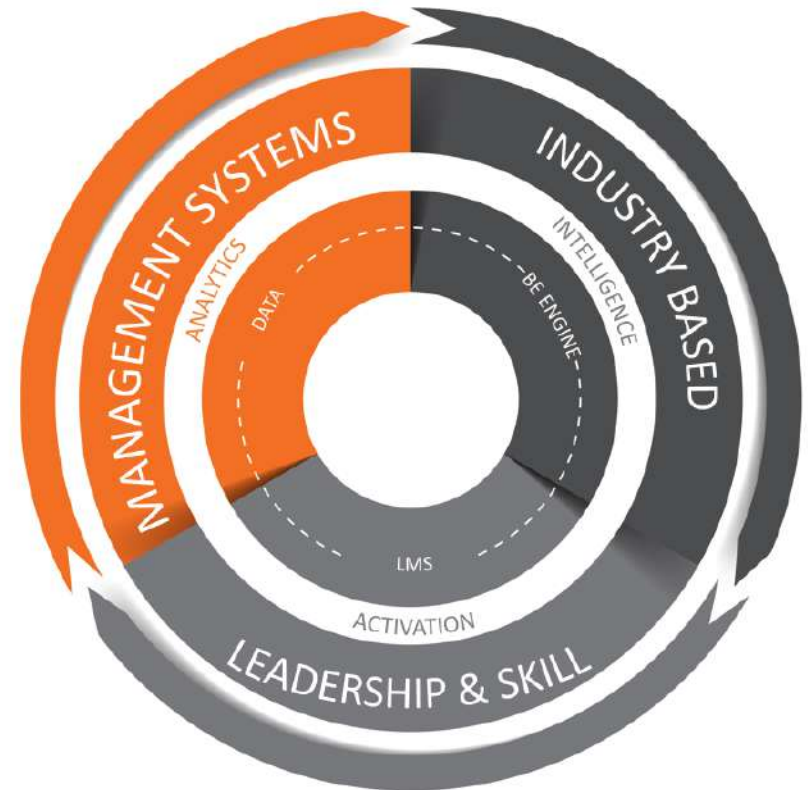
Delivering market leading innovative and engaging **solutions**



Understand the challenges of adult **learning and engagement**



Customized solutions ensure relevance and retention





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automotive-solutions@sgs.com

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- ❑ IATF Global Oversight:
<http://www.iatfglobaloversight.org>

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Thank you