

**R20.44TS Process Matrix for ISO/TS 16949:2009**

**CLIENT INSTRUCTIONS:** In Table 2 below, the management representative or delegate is to indicate all processes needed for the management system as identified under ISO/TS 16949:2009 clause 4.1, in the blank area under “auditee process” along with the appropriate process owner and placing an “X” in the matrix indicating the clause(s) that support the noted process. Customer-specific requirements (**CSR)** are those that are agreed to between the supplier and the customer and must also be addressed in your system through an identified process with an assigned owner. This completed matrix is required to be submitted as part of the ISO/TS 16949:2009 Organization Information, R20.102, prior to the registration audit and is needed to plan the upcoming audit activities i.e., registration, surveillances. (See example of Order Entry, **NOTE:** this may not reflect your actual practices.).

In addition, remote support location (RSL) activities must be identified. If you have more than one RSL, identify the activities at EACH location. Per Rules for achieving and maintaining IATF recognition, 5th edition (sections 5.5 and 5.13.i.), only IATF titles may be used to identify Remote Support location activities. Refer to Table 1 for approved titles.

**Table 1: IATF Approved Remote Support Location (RSL) Titles (revised by IATF effective 07/01/15)**

| AftersalesCalibrationContinuous ImprovementContract ReviewCustomer Service Distribution | EngineeringFacilities ManagementFinance Human ResourceInformation TechnologiesInternal Audit Management | LaboratoryLogistics MaintenanceManagement ReviewMarketing Packaging | Policy MakingProcess DesignProduct DesignProduction Equipment DevelopmentPurchasingQuality System Management | R & DRepairSalesSequencing ServicingStrategic Planning | Supplier Management TestingTrainingWarehousingWarranty Management |
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There is no guidance available regarding what activities belong under a specific title. Client must decide and has two options:

* **Option one**-use the titles in table 1, above, as a stand-alone description. Under this option, the IATF title will appear on the certificate.
* **Option two**-use the titles in table 1, above, in conjunction with your current titles. For current registrants, this may help avoid confusion within your organization. Note: Under this option, only the IATF title will appear on the certificate.

**Example: Option Two**

**Current Title**

Outside Processing

Quality Investigation Process

Raw Material Purchasing

**New Title = IATF Title (Current title)**

Supplier Management (Outside Processing)

Warranty Management (Quality Investigation Process)

Purchasing (Raw Material Purchasing)

If applicable, single manufacturing site with extended manufacturing site(s) must be identified. If you have more than one, identify EACH location. Eligibility criteria is identified in the Rules for Achieving and Maintaining IATF Recognition (IATF Rules) and SRI Rform R20.27, SRI Application and Review for Single Manufacturing Site with Extended Manufacturing Site(s).

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| **P L E A S E P R I N T** |
| Company Name |  |
| Plant/facility |  |
| Completed by / Date |  |

| **Table 2:** X = Identifies auditee processes, process owner, and corresponding applicable clauses | Applicable Clauses |
| --- | --- |
| 4.1 | 4.2 | 5.1 | 5.2 | 5.3 | 5.4 | 5.5 | 5.6 | 6.1 | 6.2 | 6.3 | 6.4 | 7.1 | 7.2 | 7.3 | 7.4 | 7.5 | 7.6 | 8.1 | 8.2 | 8.3 | 8.4 | 8.5 | CSR |
| **Auditee Process** | **Owner** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| ***Example*** ***Order Entry***  | ***Purchasing Manager*** | ***X*** | ***X*** |  | ***X*** | ***X*** | ***X*** | ***X*** | ***X*** | ***X*** | ***X*** |  |  | ***X*** | ***X*** |  |  | ***X*** |  | ***X*** | ***X*** |  |  | ***X*** | **X** |
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| ***Remote Support*** | ***Location*** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Single Mfg. Site w/ Extended Mfg Site(s)** | **Location** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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