

# REVISION 3

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Dated 8 June 2020



International Automotive Task Force

## **IATF GLOBAL WAIVERS AND MEASURES IN RESPONSE TO THE CORONAVIRUS PANDEMIC (COVID-19)**

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## FOREWORD

The International Automotive Task Force (IATF) is constantly reviewing the impact of the coronavirus 2019-nCoV on the IATF 16949 certification scheme. First and foremost, our current top priority is the safety, and well-being of everyone involved in the IATF 16949 scheme.

The impact on the global economy and, in particular, on the automotive industry is unprecedented. Each day brings new developments and we want to assure you that the IATF leadership continues to both monitor and address all the emerging situations regionally and globally as they occur.

The IATF is in close communication and working together to assess the next steps to be implemented from our contingency plan(s) and the IATF will make frequent updates to these extraordinary waivers as needed.

All updates and subsequently visible in the IATF Certificate Validity Check which can be found on the IATF Global Oversight website:

[www.iatfglobaloversight.org](http://www.iatfglobaloversight.org)

Please subscribe to the IATF mailing list on the IATF Global Oversight website to automatically receive notification of these updates.

# INITIAL RELEASE

## Initial Release – dated 27 March 2020

This newly created document supersedes the previously issued IATF Certification Body Communiqué (CBC) 2020-001.

In addition to the global waivers and measures already published in the CBC 2020-001, the IATF approved a major change affecting the validity of all issued and currently valid IATF 16949 certificates (these are described in Section “IATF 16949 Certificates”).

# REVISION 1

## Revision 1 - dated 9 April 2020

The first Revision incorporates two additional Frequently Asked Questions (FAQs no. 2 and 3) that were approved by the IATF. Additionally minor grammatical errors and graphical modifications were corrected and

- a small clarification added to the section “Special audits”
- the timing requirements in the section “NONCONFORMITY MANAGEMENT” were changed from a maximum of sixty (60) calendar days to a maximum of ninety (90) calendar days to allow for further flexibility and to align the possible maximum extensions throughout this document
- an additional graphic has been created for the section “NONCONFORMITY MANAGEMENT” to explain the original timings and additional maximum allowances in one graphic
- the timing requirements in the section “CERTIFICATION DECISIONS” were changed from a maximum of sixty (60) calendar days to a maximum of ninety (90) calendar days to allow for further flexibility and to align the possible maximum extensions throughout this document.

## REVISION 2

### Revision 2 - dated 27 April 2020

The second revision incorporates a new chapter "IATF 16949 Monitoring" between the existing chapters "Affected IATF 16949 3rd party audits" and "Nonconformity Management". This new chapter introduces a process to enable the IATF-recognized Certification Body (CB) to remotely monitor the status of the client's Quality Management System to assess the continued effectiveness of the client's Quality Management System to the requirements of IATF 16949 during this extraordinary period of the COVID-19 pandemic and to proactively identify risks to the certified Quality Management System of a certified client.

## REVISION 3

### Revision 3 – dated 8 June 2020

The third Revision incorporates the following updates:

- The IATF 16949 Monitoring usage is now limited to the surveillance audit cycle only
- An IATF 16949 Monitoring can start no earlier than 30 days prior to the end of the 2nd 90-day extension period
- The criteria for conducting an IATF 16949 Monitoring were simplified, as well as the output recommendations
- A simplified guidance is now available for the use of information sharing technologies during an IATF 16949 Monitoring
- The specific instructions (for Certification Body internal audits and CB waivers) were moved to a separate Certification Body Communiqué
- Four new Frequently Asked Questions (FAQs) were added

All changes to previously communicated requirements are **highlighted in red**.

## GENERAL REMARKS

The purpose of this document is to advise all IATF-recognized Certification Bodies and subsequently all affected certified organisations and other stakeholders that the IATF has approved global waivers in response to the outbreak of the recent coronavirus, affecting certification activities globally. These waivers and measures are not limited to a certain country or region but can be applied globally if the audits and certification activities are affected as described.

The IATF has developed and approved the following global waivers for which the IATF-recognized Certification Bodies will not need to request a waiver from their relevant IATF Oversight Office; however, the IATF-recognized Certification Body is required to document the justification and all related information for these waivers internally, in all related audit documentation and in the IATF Database as applicable.

Whenever it is specified: "...the IATF is granting an additional extension of X days..." in the following situations, it is to be understood that these are additional days to the defined maximum timing(s) of the IATF Rules, 5<sup>th</sup> Edition. This extra time will allow for a certain flexibility and prolongation of activities for affected audits and certification activities.

## IATF 16949 CERTIFICATES

The IATF has approved a global extension to all currently issued and valid IATF 16949 certificates.

The extension of six (6) months (i.e. 183 calendar days) to every currently issued and valid certificate (including those certificates that are currently in the status of suspension) will be reflected in the Global IATF Database and subsequently visible in the IATF Certificate Validity Check: [LINK](#)

In this extraordinary situation the IATF-recognized Certification Bodies are not required to reissue the certificates immediately. This document together with automated updates to the IATF Database and the IATF Certificate Validity Check are providing the evidence that the certificate is valid beyond the documented expiration date printed on the certificate.

If the IATF-recognized Certification Body is required to update the certificate due to any changes, the revised expiration date shall be updated accordingly and the certificate shall be uploaded in the IATF Database.

If a certified organization needs an updated IATF 16949 certificate, please contact your relevant IATF-recognized Certification Body.

## AFFECTED IATF 16949 3<sup>RD</sup> PARTY AUDITS

### Stage 2 audits:

In cases where the stage 2 audit cannot be conducted within the specified ninety (90) calendar days from the last day of the stage 1 readiness review, the IATF is granting an additional extension of ninety (90) calendar days to commence the stage 2 audit.

In cases where an initial audit (stage 1 readiness review and stage 2 audit) is to be conducted to “upgrade” from a letter of conformance to an IATF 16949 certificate, the IATF is granting an additional extension of ninety (90) calendar days to commence with a maximum reduction of 50% in the stage 2 audit days after the expiration date of the letter of conformance.

As a result, the stage 2 audit shall commence within a maximum of one hundred and eighty (180) calendar days from the last day of the stage 1 readiness review.

In cases where an initial audit (stage 2 audit) is to be conducted to “re-apply for another letter of conformance”, the IATF is granting an additional extension of ninety (90) calendar days to commence with a maximum of 50% reduction in the stage 2 audit days after the expiration date of the letter of conformance.

In situations where the remote supporting location cannot be audited prior to the manufacturing site, as required as per the IATF Rules 5th Edition section 5.5, the IATF-recognized Certification Body shall submit a waiver to the relevant IATF Oversight Office for consideration of approval.

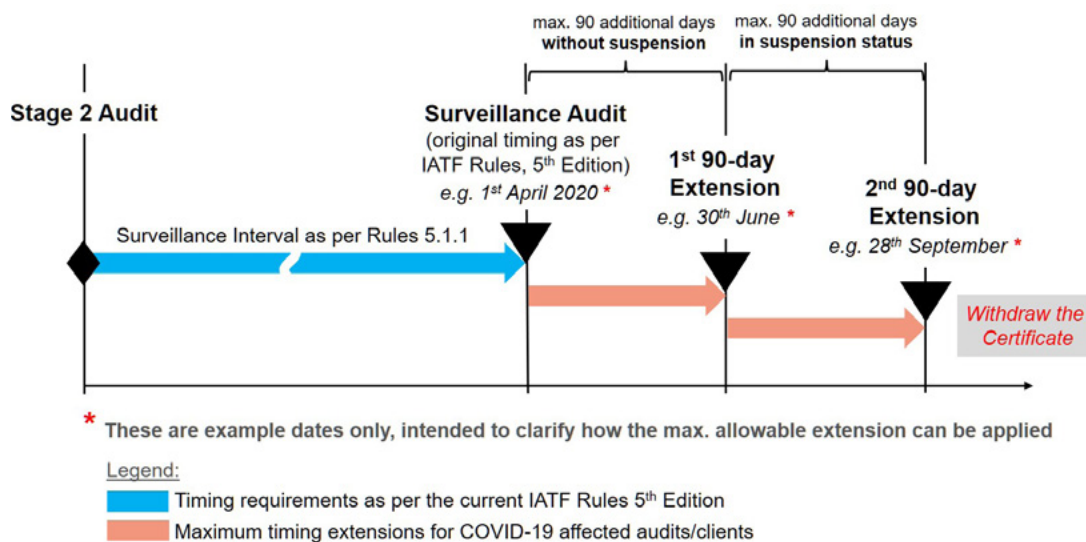


### Surveillance audits:

In cases where the required surveillance audit cannot be conducted within the allowable intervals and timing as per the IATF Rules, 5<sup>th</sup> Edition (Table 5.1: Surveillance interval), the IATF is granting an additional extension of ninety (90) calendar days to commence with the surveillance audit without initiating the decertification process. When this additional timing cannot be met, the decertification process shall be initiated in accordance with IATF Rules 5<sup>th</sup> Edition, section 8.1 e).

*NOTE: during the suspension period the certificate remains valid and is still recognized by the IATF.*

In cases where the decertification process has already been initiated prior to 27 March 2020 as per IATF Rules, 5<sup>th</sup> Edition, section 8.1 e), the IATF-recognized Certification Body shall lift the already imposed suspension and follow the timing requirements in the paragraph above.



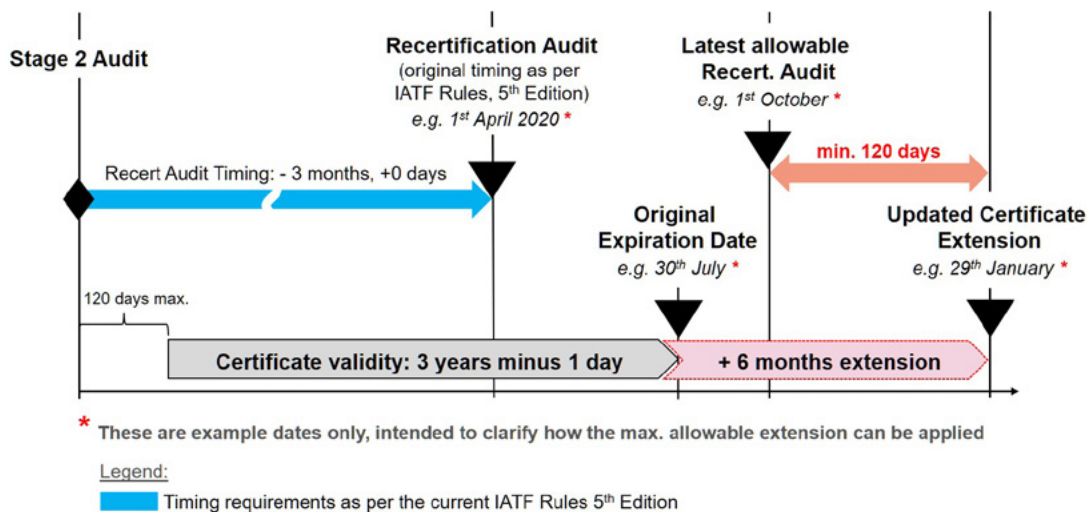
When an onsite surveillance audit cannot be conducted due to COVID-19 and within these extraordinary extensions described above, an IATF 16949 Monitoring can be used, refer to the IATF 16949 Monitoring chapter of this document on page 12.

The IATF 16949 Monitoring shall be conducted at the earliest 30 days prior to the end of the second 90-day COVID-19 extension period and only if it becomes demonstrably evident that a regular audit will not be possible to be conducted onsite within the extraordinary extensions described above.

If an IATF 16949 Monitoring is used during the second 90-day COVID-19 extension period, then the suspension is lifted, and the certificate is not withdrawn.

### Recertification audits:

In cases where the required recertification audit cannot be conducted within the allowable interval and timing as per the IATF Rules, 5th Edition section 5.1.1, the recertification audit shall be completed no later than 120 calendar days prior to the prolonged expiration date of the relevant IATF 16949 certificate.



### Transfer audits:

In cases where a transfer audit is planned to take place at the planned recertification audit timing (see IATF Rules, 5th Edition section 7.1.1), the transfer audit shall be completed no later than 120 calendar days prior to the prolonged expiration date of the currently valid IATF 16949 certificate.

In cases where a transfer audit is planned to take place during the surveillance audit cycle, the new IATF-recognized Certification Body is still permitted to transfer the client as long as the global waiver conditions for not conducting the surveillance audit are met.

*NOTE: if transfer requests were rejected during this extraordinary situation in the semi-automated transfer audit process of the IATF Database (refer to IATF Rules 5th Edition, section 7.1.1), the IATF-recognized Certification Body is requested to contact the relevant IATF Oversight Office.*

### Special audits:

In cases where a (required) on-site special audit cannot be conducted, the IATF is granting an additional extension of ninety (90) calendar days to commence with the special audit.

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*NOTE: the impact of the Coronavirus may affect the site or certification process at different timing periods; for a special audit to close the major nonconformity with extended timing, please see "NONCONFORMITY MANAGEMENT"*

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The IATF is also aware that an extension to conduct a required special audit will result in situations where a certificate suspension will exceed 110 calendar days. Also, in these situations the suspended certificate still remains valid and is still recognized by the IATF.

In all the above-mentioned situations the Certification Body is required to enter a comment in the IATF Database, i.e. in the relevant comment field of the affected audit and/or the affected certificate.

# IATF 16949 MONITORING

## Definition

The IATF has developed and approved a monitoring method for IATF-recognized Certification Bodies and their certified clients that are affected by the current global COVID-19 pandemic. This method is named “IATF 16949 Monitoring” and is described in the following process.

This “IATF 16949 Monitoring” is a method for IATF-recognized Certification Bodies to request information from IATF 16949-certified clients to remotely monitor and assess the status of the client’s certified Quality Management System (QMS) **only if a regular onsite audit cannot be conducted for reasons that are directly linked to the COVID-19 pandemic.**

## Objective/Purpose:

The IATF 16949 Monitoring is not to be understood as a “remote audit.” Its purpose is for the IATF-recognized Certification Body (CB) to remotely monitor the status of the client’s Quality Management System to assess the continued effectiveness of the client’s Quality Management System to the requirements of IATF 16949 during this extraordinary period of the COVID-19 pandemic and to proactively identify **potential risks with the certified Quality Management System of a certified client that could also constitute a risk to the client’s customers.**

**The IATF 16949 Monitoring event is not an audit, and therefore, nonconformities cannot be written as a result of identifying gaps or risks during an IATF 16949 Monitoring.**

**The IATF 16949 monitoring shall only occur when the following criteria are met:**

- a) The client is **currently** manufacturing automotive parts or products for customers **(even if the volume of manufactured parts is significantly reduced)**, and
- b) **The IATF 16949 3<sup>rd</sup> party audit cannot be conducted onsite for reasons that are directly linked to the COVID-19 pandemic.**

If the above criteria are not met, **a regular** onsite audit shall take place.

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*NOTE: Recertification, initial, special and transfer audits are excluded from this process.*

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The IATF 16949 Monitoring shall be scheduled **only if it is demonstrably impossible for reasons that are directly linked to the COVID-19 pandemic to conduct a regular onsite audit and if the timing of the monitoring event is within the timing allowance within the IATF 16949 Rules 5th Edition, 5.1.1 (for surveillance audits)**, while accounting for the additional allowances described in this document “IATF Global Waivers and Measures in response to the Coronavirus pandemic (COVID-19)”.

### IATF 16949 Monitoring Information

The certification body shall notify clients that the following information shall be available at the time of the IATF 16949 Monitoring event:

- a) the number of employees of the site and all associated remote support location(s);
- b) the client's Quality Management System documentation, including evidence about conformity to IATF 16949 requirements and showing the linkages and interfaces to any remote support functions and/or outsourced processes;
- c) customer and internal performance data since the previous audit;
- d) customer satisfaction and complaint summary since the previous audit, including a copy of the latest customer reports and/or scorecards;
- e) identification of any customer special status condition since the previous audit;
- f) notification about any new customers since the previous audit;
- g) results of internal audits and management review since the previous audit, including extraordinary measures due to COVID-19;
- h) Start up verification plan/risks identified etc. (after medium term shut-downs [greater than 1 month] associated with the COVID-19 pandemic);
- i) Equipment Maintenance status;
- j) Measurement equipment calibration status;
- k) Length of time the client was shut down (as applicable);
- l) Resources lost due to COVID-19 pandemic;
- m) List any processes distributed across different locations or regions impacted by the COVID-19 pandemic;
- n) Changes in regulations or operating conditions due to the COVID-19 pandemic (including operator safety);
- o) List of customer CSRs which cannot be met and corrective action plans to address the gap(s);
- p) List of customers to the site identifying which are operational or not;
- q) Major changes in the QMS since the prior onsite audit;

- r) Identification of any new products or processes initiated just before the impact of the COVID-19 pandemic;
- s) Whether or not the client has multiple customer programs, new program launches and stage/maturity of the launches; and
- t) Whether or not the site has safety – critical commodities.

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*NOTE: Safety-critical parts or products are those which include characteristics identified by risk analysis (such as FMEAs) and to be important to meet regulatory safety requirements (such as being assigned a severity of 9 or 10 in FMEAs).*

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CBs shall analyze the client-provided information to assess the effectiveness of the client's certified QMS. During the remote IATF 16949 Monitoring, per the CB analysis, the CB shall focus its questions to the client on that information which appears to pose the greatest risks and what is unclear.

### Conducting an IATF 16949 Monitoring

The above event shall be conducted by a qualified 3rd Party IATF 16949 auditor, preferably the lead auditor of one of the audits in the current audit cycle. If the lead auditor is not available, the IATF 16949 Monitoring may be conducted by an auditor who was part of an audit team for the site in the current cycle.

The duration of the IATF 16949 Monitoring shall be a minimum of 1 **working** day (8 hours).

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*NOTE 1: the Certification body should consider the size of the organization when determining the number of days for the IATF 16949 Monitoring event.*

*NOTE 2: IATF reserves the right to witness any of the IATF 16949 Monitoring events. The client cannot refuse the witnessing of an IATF 16949 Monitoring event by an IATF witness auditor.*

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To ensure a robust IATF 16949 Monitoring, the IATF 16949 Certification Body auditor and the client shall follow the guidance outlined in IAF ID 12 (Principles on Remote Assessment) and MD 4 (Use of Information and Communication Technology (ICT) for Auditing/Assessment Purposes).

### Output of an IATF 16949 Monitoring

The IATF 16949 Certification Body auditor conducting the IATF 16949 Monitoring activity shall analyze all information gathered during this IATF 16949 Monitoring and **establish** the conclusion.

The auditor shall identify any risks to the customer(s) and/or issues found with respect to the effective implementation of the quality management system related to the items a) through t) above.

The certification body shall issue a written report to the client.

The **written** report shall include a description of the auditor's recommendation to the certification body.

Recommendation options **based on risk are:**

- 1) **Incomplete IATF 16949 Monitoring** due to not all items a) through t) above being available and presented during the IATF 16949 Monitoring
  - ▷ Additional IATF 16949 Monitoring event required or the certificate is withdrawn
- 2) **Low risk to the customer or to the QMS identified**
  - a) The IATF 16949 Monitoring can replace the original surveillance manufacturing site audit
    - I) if the next audit is a surveillance audit, the onsite audit days should be equivalent to recertification audit days.
    - II) If the next audit is a recertification audit, the onsite audit days should be equivalent to stage 2 audit days.
- 3) **High risk to the customer or to the QMS identified**
  - a) Extend the suspension (applicable to the first IATF 16949 Monitoring event)
    - I) Within 30 days of the expiration of the 2nd extension, conduct an additional IATF 16949 Monitoring event to review the client's corrective action responses to the high risks identified.
    - II) Withdraw the certificate (applicable to the second IATF 16949 Monitoring event).

The certification body shall issue the final **written IATF 16949 Monitoring** report within **seven (7)** calendar days of each IATF 16949 Monitoring.

The final **written report of an IATF 16949 Monitoring** shall contain the following information:

- a) scope, products, and a list of all automotive customers whose performance information was reviewed and analyzed during this IATF 16949 Monitoring;
- b) total number of employees on site, including permanent, part time, contract, the average number of daily workers, and temporary employees. For a single site with an extended manufacturing site certificate structure, the total number of employees at each site shall be identified separately;
- c) list of all automotive customers and, if applicable, the latest date of their customer-specific requirements;

- d) list of IATF OEM supplier codes of the client manufacturing site;
- e) summary of the client's performance (i.e., product quality, delivery, and special status) to the IATF OEM customers;
- f) information on the performance of each process audited (i.e., defined objectives, targets, and current performance);
- g) names of the audit team and any technical expert or translator used, where relevant;
- h) if a remote support location is included as a part of this report, the report shall include their address, their functions, a list of the sites it supports, and a written description of the interactions;
- i) the auditor recommendation to the certification body decision function (e.g. qualified and approved Veto Power) for review;
- j) for a single site with an extended manufacturing site certification structure, the report shall include the complete address of all sites, including the identification of the main manufacturing site and the complete scope of the certification covering all sites;
- k) any risks to the customer and/or issues found with respect to the effective implementation of the Quality Management System; and
- l) Identification of risks to the Quality Management System and customer(s) associated with IATF 16949 Monitoring information items a) through t) above.

The certification body decision function shall make a decision on the recommendation of the auditor after reviewing the content of the written IATF 16949 Monitoring report. The decision shall be to confirm the level of risk assessed by the auditor, the identified risks and any recommended subsequent actions. Before a decision is made, the certification decision function may require additional information in order to clarify any aspect of the auditor's final written IATF 16949 Monitoring report.

A decision shall be made within a maximum of twenty (20) calendar days from the last day of the IATF 16949 Monitoring event.

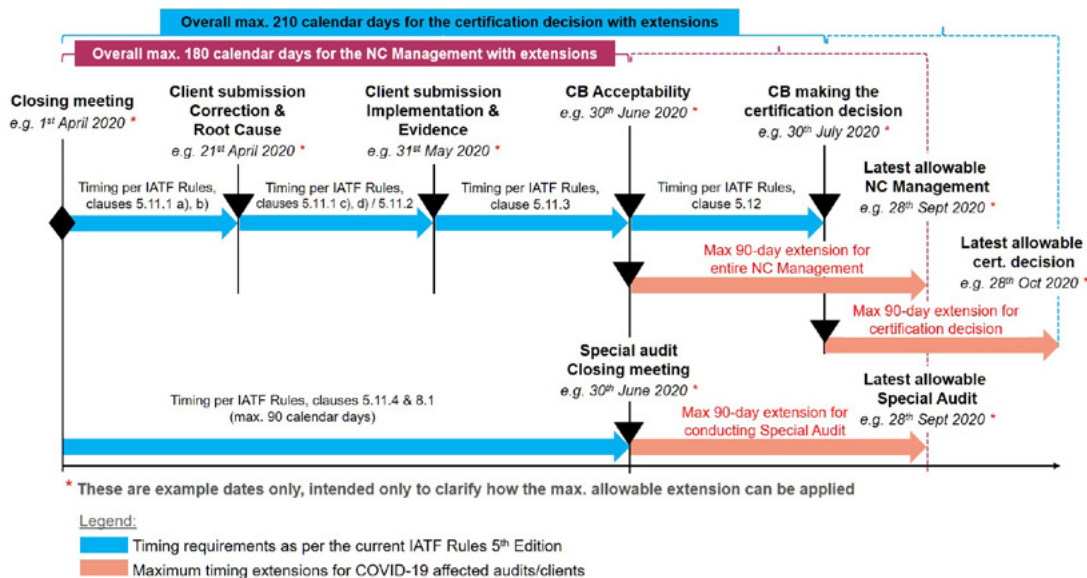
The CB shall enter the IATF 16949 Monitoring in the IATF database, including a summary of the risks in the IATF 16949 Monitoring notes, within twenty (20) calendar days of the IATF 16949 Monitoring.

**Process requirements to ensure a robust IATF 16949 Monitoring (entire section replaced by a portion of the "Conducting an IATF 16949 Monitoring event" above)**



# NONCONFORMITY MANAGEMENT

In cases where the client is unable to submit required documentation as per the timings of the IATF Rules 5th Edition, section 5.11.1, 5.11.2, the IATF is granting an additional extension of a maximum of ninety (90) calendar days for all the relevant required steps to be completed (including the timing requirements of the IATF Rules 5th Edition, section 5.11.3), as applicable. The additional extension is to be understood as a maximum potential extension to the overall process and not to be understood as a potential extension for every single step. This results in an overall extension of a maximum of ninety (90) calendar days to resolve the corrective action process.



## **CERTIFICATION DECISIONS**

As described in the above sections “Special audits” and “Nonconformity management”, the IATF is granting an additional extension of ninety (90) calendar days for submitting data and conducting a special audit. Subsequently the IATF is granting an additional maximum extension of ninety (90) calendar days that can be applied to making a certification decision.

Where the extensions for nonconformity management and conducting a special audit have been fully used and onsite audits are not possible, the associated major nonconformities are to be considered open, but 100% resolved. The relevant onsite special audit shall be conducted as soon as onsite audits are permitted.

## **AUDITOR ASSIGNMENTS**

In cases where the original audit team member(s) cannot be assigned to an on-site audit due to official travel restrictions, the IATF-recognized Certification Body may assign new audit team member(s) to an audit (see IATF Rules, 5th Edition section 5.6 – force majeure). The IATF-recognized Certification Body shall determine additional audit days, if required, based on experience with the client.

The newly assigned audit team member(s) are permitted to participate on the audit team for the subsequent three (3) year audit cycle.

## **CERTIFICATION BODY INTERNAL AUDITS**

Section moved to the CB Communiqué no. 2020-008

## **IATF 16949 3<sup>RD</sup> PARTY AUDITOR WAIVERS**

Section moved to the CB Communiqué no. 2020-008

## FREQUENTLY ASKED QUESTIONS (FAQs)

### 1 Can the upcoming audit be conducted remotely by using web-conference tools or similar?

The IATF does **not** currently not allow any remote auditing. Instead the above mentioned global waivers for extending certificate expiration dates and additional flexibility for postponing audits were approved.

### 2 If the client is ramping up again, and conducting an audit is possible with special measures for all involved persons, but the client is working part-time with a very small team, how should the audit days be calculated?

There is currently no change to the requirements of IATF Rules 5th Edition. The certification body shall determine the number of audit days based on the total number of employees (as per IATF Rules 5th Edition, section 5.2). The number of employees includes permanent, part time, contract and the average number of daily workers for the previous six (6) month period and temporary employees. The total number of employees does include all employees that are under contract to the client even if these employees might not currently be actively involved in the on-site activities of the client.

### 3 During this crisis the conducting of internal system audits by certified organizations in accordance with the requirements of the IATF 16949 Standard (i.e. sections 9.2 and the subsequent sections) may be restricted or limited. How shall compliance with these requirements be justified and documented?

Even during this crisis, the basic requirements outlined in section 9.2.2.1 are still applicable. The requirements specify, for example, "The audit programme shall be prioritized based upon risk, internal and external performance trends, and criticality of the process(es)." Therefore, this requirement already covers the risk associated with conducting internal audits. In this crisis, the risk for the safety and health of internal auditors and auditees is at an even higher priority than during "normal" times. The organization shall determine the risk associated with physical on-site audits and potentially consider other auditing methods (e.g. remote audits), providing the organization is able to demonstrate the effectiveness of these auditing methods and associated risk assessments.

**NEW FAQ**

- 4 If the organization is on a 6-month surveillance audit interval and the next surveillance audit (e.g. April 2020) was delayed due to COVID-19 pandemic, can the two 6-month surveillance audits (e.g. April 2020 and October 2020) be combined into a single annual surveillance audit?**

Yes. The two surveillance audits can be combined into a single annual surveillance audit. The new combined surveillance audit shall be scheduled based on the allowable timing and intervals in IATF Rules 5th Edition, 5.1.1. for the second surveillance audit (e.g. October 2020). No waiver is required to change the interval. The duration of the combined surveillance audit is based on the total number of audit days that would have been conducted with the two separate surveillance audits.

**NEW FAQ**

- 5 Does a certificate suspension affect the validity of the IATF 16949 certification?**

No. During the suspension period, the certificate remains valid and is still recognized by the IATF, per the definition in the IATF Rules 5th Edition, section 8.3.

**NEW FAQ**

- 6 Is the Certification Body required to complete the Annex 3 (Table for documenting the output of the audit planning process) document, per IATF Rules 5th Edition, section 5.7.2, for each the IATF Monitoring event?**

No. The IATF Monitoring event is not an audit and therefore Annex 3 is not required. However, it is up to the Certification Body to determine if the Annex 3 or an equivalent document should be used by the audit team to organize the Monitoring event information received from the client.

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*NOTE: since the Monitoring information items a) through t) are not required to be submitted to the CB ahead of the monitoring event, and if Annex 3 is used as described above, the first three items in Annex 3 may not be applicable.*

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**New FAQ**

- 7 If a CB auditor is able to enter the organization's site, but some of the support activity staff, normally assigned to work at the site, continue to perform their work off-site due to protection measures implemented by the organization directly related to the COVID-19 pandemic; can those off-site staff be included in the onsite audit?**

Yes. The staff off-site due to the COVID-19 pandemic can participate in the onsite audit remotely, providing the guidance outlined in IAF ID 12 and MD 4 is followed.

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