



IATF Oversight Certification Body Communiqué

CB COMMUNIQUE # 2021-003

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	YES	NO
CONFIDENTIAL	X	
MANDATORY CONTENT	X	

SUBJECT: Limited Launch of the IATF OEM Complaint Management System

The purpose of this Communiqué is to advise all IATF-recognized certification bodies, certified organizations, and other key stakeholders that the IATF has launched the IATF OEM Complaint Management System within the IATF Database.

Scope of the limited launch

The IATF OEM Complaint Management System is being launched in a limited scope to gather input and opportunities for improvement from current performance complaints using real data from selected organizations and certification bodies. The customers of those certified organizations are also being limited to IATF OEMs. Future updates and full launch of this tool will have a broader scope and application.

Description of the IATF OEM Complaint Management System

The IATF OEM Complaint Management System is a workflow tool which provides a standard approach for the submission and management of performance complaints against IATF 16949 certified organizations. A performance complaint is one of the inputs into the decertification process (specifically 8.1 a) of the IATF 16949 Rules 5th Edition. The IATF OEM Complaint Management System provides a standard template and decision points for input, analysis, decisions, and notifications, aligned with the IATF decertification process and timing for each of the relevant stakeholders: IATF OEM customer, certification body, certified organization and the IATF Oversight offices.

The IATF OEM Complaint Management System is integrated into the IATF Database such that:

- The IATF OEM can initiate a performance complaint from within the Certificate Map of the IATF Database, using a standardised form.
- The relevant certification body receives the complaint and analyses the provided information, determining whether the certificate is to be suspended or not.
- The certified organization, through a special access portal, completes their analysis and corrective action plan and submits the response to the certification body.
- The certification body reviews the corrective action plan for adequacy.
- The certification body then verifies the effective implementation of the corrective

- actions by the certified organization through conducting a special audit.
- The certification body then determines whether to reinstate or withdraw the certificate.

All these steps are connected to and stored in the IATF Database, including the suspension and reinstatement of the certificate. The IATF Database also provides full security access controls so only the authorized users can see the performance complaints and the steps along the process.

The IATF OEM Complaint Management System manual (available through the IATF Database Login screen, in the Latest News section on the Personal Desktop, and later through their special access portal for the affected certified clients) provides detailed process flow charts, step by step instructions for each section of the IATF OEM Complaint Management System for each of the user types, and detailed explanations of the input required for each field (both mandatory and optional fields).

If you have any questions, please [contact](#) your respective Oversight Office representative.

To provide feedback from the limited launch on the tool, process, or documentation, please use the email cms-feedback@vda-qmc.de