

# VDA Volume 6 Part 2

## QM-System Audit Services

### Sanctioned Interpretations ("SIs")

and

### Frequently Asked Questions (FAQs)

The VDA Volume 6 Part 2, QM System Audit Services (3rd edition, June 2017 - hereinafter referred to as 'VDA Volume 6.2 or VDA 6.2') replaces the 2nd edition from 2004.

In the following, **Sanctioned Interpretations ("SIs")** and **"Frequently Asked Questions" (FAQs)** on VDA 6.2, QM System Audit Service will be published from time to time.

#### **Sanctioned Interpretation (SI):**

A 'sanctioned interpretation' (SI) alters the interpretation of a rule or requirement, and thereby becomes the basis for a deviation as such. 'Sanctioned interpretations' (SIs) are prepared and released by the VDA QMC as applicable documents for VDA Volume 6 Part 2, 3th Edition, June 2017, QM System Audit Services and published on the VDA QMC website.

A "Sanctioned Interpretation" (SI) shall be binding from the date of its publication.

#### **Frequently asked questions (FAQ):**

A "Frequently Asked Question" (FAQ) is an explanation/clarification of an existing rule or requirement, which is developed by VDA QMC, approved and published as applicable documents for VDA Vol. Part 2, 3th Edition 2017, QM System Audit Service on the VDA QMC website.

The answer to a "frequently asked question" (FAQ) shall be of an explanatory nature.

change history

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Previous publications and changes:

April 2024: publication of SI 1

May 2026: publication of SI 2

**Frequently asked questions (FAQ):..... page 9**

Previous publications and changes:

- no FAQs have currently been published.

## Sanctioned Interpretations (SIs)

### SI 1 VDA Volume 6 Part 2, QM System Audit -Services- 3rd edition, June 2017 Chapter 9.2.2.1

#### Previous requirement:

#### **9.2.2.1 Internal audit program**

The organization shall develop, implement, and maintain an internal audit program encompassing the entire QM system. This includes all processes related to provision of the service.

Internal audits shall be performed based on an annual schedule.

All processes within the QM system shall be audited over the course of three years to allow assessment of their efficiency. Auditing of services provision processes shall meet the requirements of VDA 6.3 Section 8.

Change of requirement (using the colored text):

#### Change of requirements:

The chapter 8 'Process audit services' was deleted from the VDA volume 6.3, 4th revised edition, January 2023.

#### **9.2.2.1 Internal audit program**

The organization shall develop, implement, and maintain an internal audit program encompassing the entire QM system. This includes all processes related to provision of the service.

Internal audits shall be performed based on an annual schedule.

All processes within the QM system shall be audited over the course of three years to allow assessment of their efficiency. Auditing of the service processes shall meet the requirements of the [attached catalogue of questions \(chapters 1.0 to 11.5\)](#).

<b>1</b>	<b>Project management</b>
1.1	Is a project management established with a project organisation?
1.2	Are all resources required to carry out the project planned and available and are changes reported?
1.3	Is there a project plan and has this been coordinated with the customer?
1.4	Are all relevant advanced quality planning activities of the project implemented and monitored regularly for compliance?
1.5	Are the procurement activities of the project implemented and monitored regularly for compliance?
1.6	Is change management within the project ensured by the project organisation?
1.7	Is there an escalation process established and is this effectively implemented?
<b>2</b>	<b>Planning service development</b>
2.1	Are the requirements for the development of the service available?
2.2	Is the feasibility comprehensively evaluated according to the service requirements?
2.3	Are the activities for the development of the service/service process planned in detail and coordinated with the customer?
2.4	Are the resources necessary to provide the service available?
<b>3</b>	<b>Implementation of the service development</b>
3.1	Are the actions which were defined in the development plan for the service implemented?
3.2	Are personnel resources available and qualified to ensure customer requirements?
3.3	Are material resources available and suitable to ensure customer requirements?
3.4	Are the required approvals and releases for the service/service development available?
3.5	Are the service specifications derived from the product and process development and are they implemented?
3.6	Is a performance test for the developed service defined and performed to ensure the service will perform under the required conditions?
3.7	Is there a controlled method for the project handover from development to provision of service?

**VDA QMC – Sanctioned Interpretations (SIs) and Frequently asked questions (FAQs)  
for VDA Volume 6 Part 2 – QM-System Audit -Service-**

<b>4</b>	<b>Procurement management</b>
4.1	Are only approved and quality-capable suppliers/external service provider used?
4.2	Are customer requirements taken into account in the supply/service chain?
4.3	Are supplier target agreements/external service provider target agreements implemented with regard to the scope of supply/services?
4.4	Are the necessary releases available for purchased services?
4.5	Is the agreed upon quality of purchased products and services ensured?
4.6	Are personnel qualified for their respective tasks and are responsibilities defined?
<b>5</b>	<b>Providing the service</b>
<b>5.1</b>	<b>What goes into the process? Process Input</b>
5.1.1	Has the project been transferred from development to the provision of service and is a reliable start of service provision guaranteed?
5.1.2	Are the necessary materials for providing the service available at the agreed upon time, in the right quantity and at the right location?
5.1.3	Are incoming materials necessary to provide the service stored appropriately and are the means of transport/packing facilities suitable for the special properties of the incoming materials?
5.1.4	Are changes to the service made during the provision of the service tracked and documented?
<b>6</b>	<b>Are all processes necessary to provide the service determined?</b>
6.1	Are the requirements of the service control plan complete and has it been effectively implemented?
6.2	Are specific requirements (special characteristics) controlled during the provision of service?
6.3	Are non-conforming services identified and are appropriate measures taken (immediate measures and corrective actions)?

<b>7</b>	<b>What functions support the provision of the service? Personnel resources</b>
7.1	<b>Are the employees able to fulfil their given tasks to provide the service?</b>
7.2	<b>Do the employees know their responsibilities and authority in carrying out and monitoring of the service quality?</b>
7.3	<b>Are the necessary personnel resources available?</b>

<b>8</b>	<b>What means are used to provide the service? Material resources</b>
8.1	<b>Can the specific requirements from the customer for the provision of the service be met with the equipment used?</b>
8.2	<b>Is the maintenance of equipment for the provision of service controlled?</b>
8.3	<b>Can the quality requirements of the service be effectively monitored with the measurement and test facilities in use?</b>
8.4	<b>Are the work-stations for the provision of the service appropriate for the needs?</b>
8.5	<b>Are tools, equipment and test equipment stored properly?</b>
<b>9</b>	<b>How effective is the process for the provision of the service being carried out? Effectiveness, efficiency, waste avoidance</b>
9.1	<b>Are targets set for the provision of the service?</b>
9.2	<b>Is quality and process data about the service collected in a way that allows analysis?</b>
9.3	<b>In the case of deviations from the service requirements and provision of the service, are the causes analysed and the corrective actions checked for effectiveness?</b>
9.4	<b>Are service requirements and provision of the service audited regularly?</b>
<b>10</b>	<b>What should the process deliver? Process result (output)</b>
10.1	<b>Are the necessary records concerning the service provided retained?</b>
10.2	<b>Are customer requirements met at the delivery of the service?</b>

<b>11</b>	<b>Customer care/customer satisfaction/service</b>
11.1	<b>Are all requirements related to QM-System, service and service process fulfilled?</b>
11.2	<b>Is customer support guaranteed?</b>
11.3	<b>Is the provision of service guaranteed?</b>
11.4	<b>If there are deviations/complaints, are failure analyses carried out and corrective actions implemented effectively?</b>
11.5	<b>Are personnel qualified for the various tasks and are responsibilities defined?</b>

SI 2 VDA Volume 6 Part 2, QM System Audit -Services- 3rd edition, June 2017  
Chapter 9.2.2.1

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[Auditing of logistics service providers' service processes shall meet the requirements of VDA 6.8 Supply Chain Process Audit \(Section 7 catalogue of questions\).](#)

## Frequently Asked Questions (FAQs)

no FAQs have currently been published.