

ISO/TS 16949 – Quality management

# Ensuring the **quality standards** of tomorrow

Our goal has always been to provide you as our customer with products and systems of the best possible quality, functionality and efficiency. To achieve that ambition, quality management systems have long played a vital role within Danfoss.

To improve our service to you even further, we are currently implementing the ISO/TS 16949 standard across all Danfoss Group business segments. This standard builds on the previous ISO 9001 guidelines but is far more ambitious in scope, addressing not just what we should do but how we should do it.

As a Danfoss customer, you will experience enhanced levels of quality and service at all points along the value chain, from working with us on the design of individual solutions, to order processing, logistics and after-sales support.

ISO/TS 16949 is dedicated to achieving:

- Continuous improvements
- Defect prevention
- Reduction of variation and waste

**In its purest form, the TS standard is about understanding your needs and meeting them with products, solutions and services that match your expectations – and positively contribute to your success with your customers.**

**ISO/TS  
16949**

Compliance across  
the entire  
Danfoss Group.

# Benefits that go beyond standardization

Alongside increased standardization, ISO/TS 16949 aims to create new levels of added value for the customer, as well as for the environment and resource conservation.

## Key benefits include:

- Products that consistently meet customer requirements
- Continuous improvement of processes and operational efficiencies
- Greater consistency and traceability of products and services
- Improved risk management
- Proven business credentials, independently verified against recognized standards
- Defect prevention, reduction of variation and waste in the supply chain

## ISO/TS 16949 covers the entire value chain

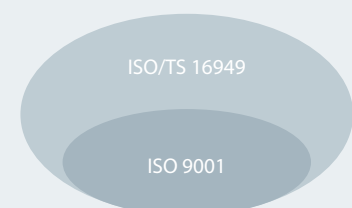
<p><b>Quality management</b></p> <ul style="list-style-type: none"> <li>• Improved performance in terms of quality and delivery</li> <li>• Accurate overview of processes based on clear lines of responsibility, goals and results</li> <li>• Process-oriented QMS focused on customer satisfaction</li> <li>• Structured development of organizational skills and continuous improvements</li> <li>• Reduced risk of failures with integrated 8D learning cycles</li> </ul>	<p><b>Innovation</b></p> <ul style="list-style-type: none"> <li>• Increased focus on customer requirements in the design and development phase</li> <li>• Improved assurance of zero-defect manufacturing through the close control of specifications and process capability</li> </ul>
	<p><b>Sales &amp; marketing</b></p> <ul style="list-style-type: none"> <li>• Strengthened focus on satisfied customers</li> <li>• More attention paid to customer opinions and concerns as well as to customer specific requirements</li> <li>• Additional focus on customer support and customer relationship management</li> <li>• Apply ISO/TS16949 and encourage suppliers to do the same</li> </ul> <p><b>Supply chain</b></p> <ul style="list-style-type: none"> <li>• Improved logistics</li> <li>• Increased productivity</li> <li>• Process risk assessment with the goal of zero-defect production</li> <li>• Improved control of suppliers to achieve optimum operational efficiency and product quality</li> </ul>

## ISO/TS 16949 at a glance

ISO/TS16949 is an ISO technical specification, prepared by the International Automotive Task Force (IATF) for the car industry. It is intended to support the development of a quality management system (QMS) that provides for continuous improvements, emphasizing defect prevention and the reduction of variation and waste in the supply chain.

The structure of ISO/TS 16949 is based on ISO 9001 and promotes process-based QMS consisting of the following key processes:

- Management responsibility
- Resource management
- Product realization
- Measurement, analysis and improvement



## Our quality management system **certifications and compliances**

- ✓ ISO 9001
- ✓ TS 16949
- ✓ ISO 14001
- ✓ PED

Along with full compliance with EU directives and product approvals