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Requirements for Certification Decisions Involving Supplier Performance Concerns

Dear IAOB Certification Bodies,
IAOB has received consistent feedback from IATF OEM members expressing concerns regarding the effectiveness and consistency of certification decisions involving suppliers that do not meet customer quality and delivery expectations. In particular, concerns have been raised regarding the application of certification decisions where supplier performance issues persist without appropriate escalation or consequence.

In response, IAOB is implementing the following requirements to strengthen oversight, improve decision consistency, and ensure alignment with IATF OEM expectations:

1. **Certification Decision Approval**
   IAOB approval is required prior to awarding or maintaining certification for any supplier that is not meeting IATF OEM quality and delivery performance expectations.
2. **Audit Nonconformity Determination**
   IAOB approval is required if a major nonconformance is not issued during a stage 2, surveillance, transfer or recertification audit where the supplier is not meeting IATF OEM quality and delivery performance expectations.
3. **Application of "Long Lead Corrective Action" or "100% Resolved" Status**

   IAOB approval is required before applying "Long Lead Corrective Action" status in the IATF Complaint Management System (CMS), or before designating a nonconformity related to customer satisfaction as 100% resolved following an audit.

The Certification Body shall upload its decision and justification in the IAOB Hub prior to notifying the client. The IAOB will review the submission and may request a change to the decision.

Certification Bodies are expected to apply these requirements with immediate effect.

Failure to comply with the requirements outlined above could result in the issuance of an adhoc major nonconformance against the Certification Body.

IAOB will continue to monitor application of these requirements and may implement additional measures as necessary to ensure the effectiveness and integrity of the certification process.

If you have any questions regarding this communication, please contact Managing Director of Finance, IT, Auditor Development, and Red Supplier, Devin Gage (dgage@iaob.org).

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