Nowadays the quality is a key factor in the selling of products. Furthermore, if the product affects the security of the people, like in the car industry, the quality is even more important. The car manufacturers knew that, so they made the ISO/TS normative of quality to improve the quality management of all the car industry. The OEMs oblige to their providers to be certificate with this norm. MAPSA is a provider and it is now certificate with ISO/TS. The problem is that in September 2018 all ISO/TS certification in the world will expire and MAPSA needs to be adapted to the new IATF 16949:2016 normative.

The objective of this studies final work is to adapt MAPSA's Quality Management System to the requisites of the IATF 16949:2016 standard. For MAPSA is indispensable to obtain the IATF certification to continue selling wheels to their clients that are the main car manufacturers in the world: PSA, Volkswagen Group, KIA, Opel, General Motors...

This project's structure is the following:

First, it is explained how it is MAPSA, the organization, the product, the clients, the production process...

Secondly, the situation of the System Quality Management before this project.

Thirdly, the main activities and documentation that has made to comply with IATF.

Finally, the description of the audit between the days 11 and 15 of June of 2018.