

**Target Audience**

Personnel from purchasing, design and development, production, warranty, quality assurance and sales in the automotive and supplier industry.

**Duration & Cost**

3,000 RMB/person/2 days (incl. VAT)

**VDA Field Failure Analysis for Auditors  
(ID 611)****Contents**

After the first edition of the VDA volume Field Failure Analysis from 2009 and the audit standard from 2011, both volumes were fundamentally revised and combined. The 2018 edition represents an update and optimization based on the experience gained. In this two-day training, the focus is specifically and in detail on the audit questionnaire and on conducting internal and external field failure analysis audits.

**Prerequisites for Attendance**

- VDA auditor qualification or comparable auditor training lasting at least three days.
- Certificate of Qualification "VDA Field Failure Analysis - User Training" (ID 632).

**Target Audience**

- Quality experts
- Quality representatives
- Auditors
- Employees of the failure analysis processing

**Duration & Cost**

3,000 RMB/person/2 days (incl. VAT)

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# Field Failure Analysis (FFA) (Version 2.0)

English version

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# Field Failure Analysis (FFA) (Version 2.0)

## Why FFA is so important?

The implementation of Field Failure Analysis (FFA) processes is very important -- In worldwide and particularly in China, the field returns values (KPI) are increasing yearly. The complexity of cars has increased with new technologies and will become much more complex in the next few years with the digitalization of the cars. This increased the risk for failures and recalls. While customer complaints often result in serious consequences: fines, claims, and even bankruptcy. Customer complains also the most expansive failure cost you can have. In order to avoid, all suppliers are requested (CSR/IATF16949) to have a sufficient FFA process installed. Many suppliers in the supply chain of the automobile industry are distressed that there is no effective method to find the root cause of the complaint and do not enough about the repeated occurrence of the complaint.

The requirements for implementing VDA FFA are from IATF16949 and many OEM specific requirements. And VDA FFA, is an effective tool for its users to effectively reduce the risk of customer complaints.

FFA Version 2.0 also take in consideration the increasing number of electronic problems and NTF (No Trouble Found). Each supplier is requested to have a process defined to solve NTF problems.

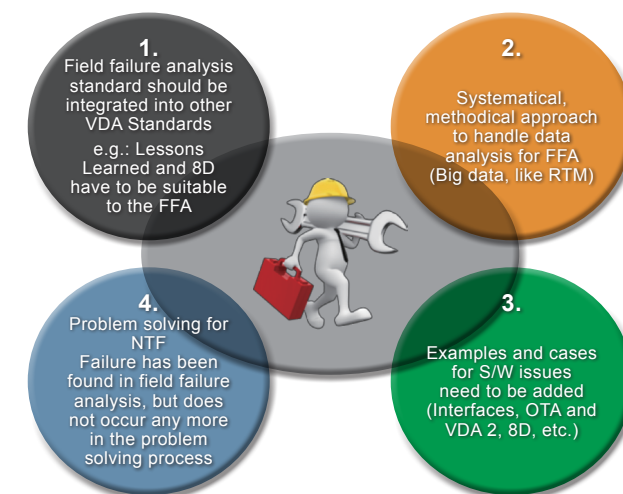
To assure a capable process, reduce the cost on field return, the loss of reputation and image, the implementation of a stable FFA process is a must for all enterprises. It is a must for each supplier, who want to install an effective FFA process to participate the training course provided by VDA QMC China.

## About FFA Standard

The VDA volume Field Failure Analysis 1<sup>st</sup> edition published in July 2009, describes a comprehensive approach to implementing capable field failure analysis. And in October 2011, a further instrument for a unified assessment scheme for the failure analysis process was created in the auditing standard Field Failure Analysis. In 2018, the new FFA Version 2.0 standard was developed and released to include the digitalization in automotive industry into FFA process. With the VDA volume Field Failure Analysis 1st edition in 2009 and the Auditing Standard of 2011, a fundamental revision and merging of both volumes took place. The 2018 edition updated and optimized the experience gained.

The New VDA "Field Failure Analysis and Audit Standard" contains the following NEW key aspects:

- Greater focus on the entire supply chain,
- Stronger integration of the planning process into the product development process,
- Optimization of the part analysis regarding customer complaints and data management,
- Example of an NTF guideline included,
- Inclusion of the audit standard to assess the FFA performance of organization or supplier,
- Impact on OTA (S/W update Over The Air) and S/W for FFA.



## FFA Trainings

### VDA Field Failure Analysis for Users (ID 632)

#### Contents

Despite increased efforts in development and production processes aiming to provide customers with mature, robust and conforming product, deviations from the expected state can occur when used in the field. Depending on the type of complaint, the potentially nonconforming parts or automotive components are exchanged and can be requested for analysis by the manufacturer (OEM) or by the supplier via the OEM. The VDA Volume field failure Analysis provides a comprehensive approach to identifying causes. The training teaches you the contents of the current standard. In addition, you will acquire the necessary competencies to implement the field failure analysis methodology in your own organization.