

**CAPA® CERTIFICATION & MQVP™:
A PROGRAM AND PART COMPARISON
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Prepared By



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This report responds to the many questions CAPA® continues to receive about the differences between CAPA®'s Quality Part Certification Program and Global Validator's MQVP™ (Manufacturer's Qualification and Validation Program).

In order to explain the differences between these two programs, CAPA® has prepared a snapshot of the fundamental program characteristics; a part-by-part comparison; and a program comparison.¹

SNAPSHOT COMPARISON

		MQVP™
Status	Non-profit	For profit
Structure	Independent, third party program complying with ANSI requirements	Not clear
Concept	Must comply with specific standards for part quality; quality systems and process standards	Quality system is evaluated; MQVP™ can be awarded if plans are in place to obtain process certification before certification is awarded
Participation	At least 32% of the insurance market, 28 manufacturers and 36 part distributors	Four insurers ² , 8 manufacturers and 12 part distributors ³
Funding	16 insurers, 36 part distributors and 28 manufacturers	Four insurers ³ , 8 manufacturers and 12 part distributors ⁴

PART-BY-PART COMPARISON

¹ Certain key aspects of the MQVP program are not publicly available and are so noted. All aspects of CAPA's program are available to the public.

² According to MQVP™ Website accessed on 10/31/02

³ According to MQVP™ Website accessed on 10/31/02.




The practice of providing “blanket approval” to any part made by an MQVP™ participating manufacturer, results in MQVP™ approving many parts that do not meet CAPA® quality standards.


A comparison of the parts listed as approved on the MQVP™ website accessed 10/31/02 (stated update 04-23-02) versus those meeting CAPA® Quality Standards and listed on the CAPA® web site updated on 10/31/02 revealed the following:

- Of the 1042 certifiable parts listed as MQVP™ approved, 42% were not CAPA® certified and 7% had failed specific CAPA® standards, including hoods.


Details of these comparisons are found at the end of this report.

PROGRAM COMPARISON

		<u>MQVP™</u>	<u>CAR COMPANY</u>
Management System Registration	<p>1995: Initiated acceptance of ISO 9000 or QS 9000 Registration for CAPA® facility audits.</p> <p>1999: Reinitiated CAPA® facility audits in Taiwan due to problems with consistency of ISO/QS auditing registrars.</p>	ISO 9000, QS – 9000 & additional requirements.	Base system QS – 9000. In process of being changed to TS 16949 due to process and accountability issues. Ford returning to Q1 program and doing their own audits.
Product Certification	ISO Guide 65 compliant.	Not based on product certification.	Returning to increased product certification.
Product Certification Follow-up	On-site inspection of 80%+ of lots produced. Over 21,000 inspections yearly.	Unknown – records not available.	Variety of audits including product audits.
Operation	CAPA® is an independent, non-profit, third party standard setting and product certification organization. CAPA® is approved as a standard developer by the American National Standards Institute (ANSI).	The MQVP™ program is a for-profit organization.	Car Companies are for-profit organizations

		<u>MQVP™</u>	<u>CAR COMPANY</u>
Acceptance of Unproven Parts – “Grandfathering”	Parts submission/testing required for all parts to enter the program, including materials, dimensional, appearance, fixture, SPC (Statistical Process Control) and Vehicle Test Fit. No “Grandfathering.”	Common practice to “Grandfather” parts without initial testing. AMPAP certification required within one (1) year or next production run, whichever is later.	PPAP (Production Part Authorization Program) An OEM Program for part submittal.
Marketplace Monitoring	Parts pulled randomly from marketplace for materials testing and vehicle test fits.	Based on customer complaints.	Product recalls
Training and Education	Multiple manufacturer seminars and training at no cost.	Unknown	Public - through AIAG, universities, colleges, etc., for a fee.
Standards	Detailed standards available to the public at no charge. Full compliance requirements also available.	General overview available for a fee. Unable to obtain detailed standards. Compliance requirements unavailable.	Detailed standards available to the public for a fee. Compliance requirements unavailable.
Enforcement	Through the use of an independent validator, independent in-process inspections, random field checks, regular material testing and a complaint process; CAPA® has the ability to enforce compliance with the standards through fines, penalties, public disclosure and removal from the program.	MQVP™ has provided no <u>specific</u> plan to enforce compliance with the standards.	Internal procedures and contractual relationships with suppliers.
Standard Setting	CAPA® has a very specific process in place regarding standard setting. A key element in the program is that manufacturers, while part of the process, are not permitted to “negotiate” the standards.	MQVP™ provides its standards to manufacturers and distributors for review. MQVP™ may choose to change standards if requested by a manufacturer.	Private Development – no formal accreditation
Standards Development Accreditation	ANSI accredited	None	Private development - no accreditation.



		<u>MQVP™</u>	<u>CAR COMPANY</u>
Public Information	Web-site access to all information. Free monthly and weekly notification services. All electronic estimating systems updated weekly.	Web-site access to select information. Confidentiality agreements and fees restrict access to information.	Confidential
Recognition	NY State Insurance Department	Unknown	Unknown
Public and Private Evaluation of Standards and Program	Car companies, independent experts, legal groups, state regulatory agencies and other organizations.	Unknown	Unknown

When asked about the difference between CAPA® and their program, MQVP™ subcontractors and staff indicate their program is more “modern” than the CAPA® approach. Not only is this inaccurate, but the automotive industry is now turning away from solely QS based quality programs and introducing more product certifying standards, similar to the CAPA® program. A key element in car company standards which is replicated in the CAPA® program, is the fact that car companies require that specific, part-related standards be met.

NOTE: This information has been prepared by the Certified Automotive Parts Association in an attempt to answer questions CAPA® has been asked by its several constituencies regarding the MQVP™ program and how it relates to CAPA®. The information in this document is based on publicly available information regarding the MQVP™ program. While CAPA® has attempted to make this document as accurate as possible, based on available information as of the publication date, its accuracy with regard to the MQVP™ program cannot be guaranteed.



**Summary of CAPA® Parts Listed as MQVP™ Approved From The
MQVP™ Website
10/31/02***

Part Type	# MQVP™ Parts	# Currently Cert. CAPA® Parts	% MQVP™ Parts that Are Not CAPA® Certified	# Decert/Deleted/Failed New Part Testing CAPA® Parts
Metal Parts:	497	341 (68%)	104 (21%)	52 (11%)
Fenders	338	225 (67%)	84 (25%)	29 (8%)
Hoods	159	116 (73%)	20 (13%)	23 (14%)
Plastic Parts:	545	191 (35%)	337 (62%)	17 (3%)
Bumper Covers	305	191 (63%)	97 (32%)	17 (5%)
Grilles	240	0 (0%)	240 (100%)	0 (0%)
Total:	1042	532 (51%)	441 (42%)	69 (7%)

Generally, manufacturers do not present parts for certification which they believe will not pass CAPA® standards.

DECERTIFIED/DELETED REASONS (22 Parts):

- * Deleted due to OE Logo issues: 2
- * Deleted due to lack of vehicle test fit: 5
- * Deleted, manufacturer request to no longer produce: 1
- * Decertified due to failure of vehicle test fit: 4
- * Decertified due to random material failure: 2
- * Decertified due to striker area problems: 2
- * Decertified due to due to multiple decertified lots in one year: 1
- * Decertified due to certified tooling used for non-certified production: 5

PARTS THAT HAVE FAILED CAPA NEW PART TESTING (47 Parts):

- *5 Fenders failed Material testing
- *14 Fenders failed New Part Vehicle Test Fit
- *1 Fender failed Appearance testing
- *1 Hood failed Material testing
- *11 Hoods failed New Part Vehicle Test Fit
- *1 Bumper Cover has a foam insert, therefore not certifiable
- *7 Bumper Covers failed Material testing
- *7 Bumper Covers failed New Part Vehicle Test Fit

NOTE: Of the CAPA® Certified parts that MQVP™ grandfathered into their program there were 109 LOT decertifications from 6/19/01 through 10/31/02. These are parts in the marketplace that CAPA® has deemed of poor quality.