

Control of Non-Conforming Products and Services

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1. Scope

This procedure addresses non-conforming products and services at all stages in Organisation Name's work process.

Control of non-conformances includes customer complaints, internal staff deviations from agreed quality procedures and supplier problems.

2. Responsibilities

2.1 Manager/Executive (genericline) are responsible for reacting to non-conformities and correcting them as appropriate.

2.2 All Employees/Staff are responsible for identifying non-conformance, segregating and identifying the item(s) or service affected, and reporting to management.

3. Procedure

3.1 Routine inspection and monitoring at all stages in the work process should be aimed at identifying any non-conforming or defective products or services. All personnel will report non-conformances where identified.

3.2 Non-conformances will be recorded on the Non-Conformance Report and on the [Non-Conformance Report Log](#). These will be monitored by timely and periodic review to ensure resolution of the problems.

The [Change Register Record](#) will provide an overview of frequency and types of Non-Conformances to facilitate decisions on both corrective and preventive actions.

3.3 All non-conformances will be dealt with in a timely manner. The mechanisms to deal with such non-conforming items may be one or more of the following:

- Correction (i.e. fixing the item until it is functioning as intended)
- Segregation, containment, return or suspension of provision of product or service (where this is the case the item(s) are tagged or otherwise identified as not conforming)
- Informing the customer where necessary
- Obtaining a concession to authorise use of the product or service

3.4 Identified corrective actions will be effectively implemented and maintained to prevent the deficiency recurring or becoming worse.

3.5 The non-conformance will be corrected by the most appropriate and cost effective method. This may include the repeat or reworking of the job.

<<3.6-3.9 removed for sample purposes>>

Document owner and approval

The Quality Manager is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of the QMS.

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