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# QMS Procedure

# 8.7. Control of Nonconforming Outputs

## Scope

This procedure sets out the actions to be taken in dealing with materials and parts not conforming to requirements.

These actions are directed to ensure that materials and parts found to be faulty or Non-Conforming are positively identified and quarantined from conforming items until a decision is made on their disposal. The customer must be informed as soon as possible on any defects identified.

Where appropriate the actions required are further noted in operational procedures.

## 1. Identification

Non-Conforming parts and materials shall be clearly identified with a Non-Conforming label or other means.

Large items shall be marked or labelled in two or more places.

## 2. Segregation

Incoming parts and materials which are faulty or non-conforming shall be, when practicable, stored in a separate designated area, i.e. quarantine area, until they are either repaired, re-worked, returned to supplier, scrapped or exceptionally released for use under an authorised concession.

Unauthorised staff shall not be permitted to remove items from the quarantine area.

Where separate storage is impracticable due to weight, size, etc. the items are to be segregated as far as possible from conforming material.

All non-conforming items found on site are to be segregated and dealt with as above.

## 3. Disposal

Items for return to suppliers must be returned at the earliest possible time.

Items and material designated scrap must also be disposed of quickly.

The long-term storage of such items presents a quality hazard, which must be avoided.

## 4. Non-Conformity Report and Description

Non-Conformity reports are mandatory for non-conformities found in incoming goods and for certain categories found during installation, servicing and repair work or as a result of customer complaint.

These categories are defined as:

- The result of fitting defective items;
- Description of Non-Conformity;
- The result of mishandling and misuse;
- Where investigation of a customer complaint shows the origin of the fault to be due to the company or its suppliers.

The Non-Conformity report and the Customer Complaint forms shall be cross-referenced.

The purpose of the Non-Conformity report is to record and report actions taken to ensure non-conforming parts and materials are replaced, repaired or scrapped as soon as possible.

The report is not intended to inhibit or delay remedial action to clear the fault and allow work to proceed.

## 5. Non-Conformity Report Compilation

The purpose of the Non-Conformity report is to record and report actions taken to ensure non-conforming parts and materials are replaced, repaired or scrapped as soon as possible.

The report is not intended to inhibit or delay remedial action to clear the fault and allow work to proceed.

Correctly compiled Non-Conformity reports are essential for effective preventative action and maintenance of meaningful Quality records for regular review of Quality performance.

To ensure this all staff has a duty to report all non-conformities to their supervisor or manager who shall report all cases of non-conformity as defined above using a correctly completed Non-Conformity report.

The person finding the non-conforming item or their line manager/supervisor shall complete the non-conformity report in as much detail as possible.

## 6. Review of Non-Conformances

All Non-Conformity reports shall be copied to the HSQE Manager who shall review the local actions taken and record the report on the Non-Conformity IFS database.

A copy of the completed form will be placed in the Non-Conformity file.

## 7. Records

The HSQE Function shall retain copies of all Non-Conformity reports for analysis, the findings of which shall be reviewed on a regular basis to determine trends, unsatisfactory performance by supplier's etc.

The HSQE Manager shall take corrective action based on these reviews.

The reviews and resulting actions shall be recorded for use in the Management Review of the Quality System.

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