

Toolbox Talk

What is and How to Report - Non-Conformance



What?

- Non-Conformance (or 'Non-Conformity') occurs when something does not meet the specifications or requirements in some way - in a service, a product, a process, goods from a supplier, or in the management system itself. These requirements might be defined by the customer, a regulatory body, or in the internal procedures of J & E Hall International.

Why?

- A Non-Conformance (or 'Non-Conformity') occurs when something does not meet the specifications or requirements in some way - in a service, a product, a process, goods from a supplier, or in the management system itself. These requirements might be defined by the customer, a regulatory body, or in the internal procedures of the company.
- Even if the problem is quick and easy to fix, it's still a non-conformance and you should still keep a record of it. Otherwise it's easy to miss that the same minor nonconformity has been fixed over and over again.
- Data Analytics to view overall quality management performance, asset management insights, and corrective actions that needs to be fulfilled and also observe for recurring non-conformance issues.
- Nonconformity and Corrective Action are both in the same clause in ISO 9001:2015 (10.2). There's no requirement in the standard for a documented procedure, but you must keep records ("retain documented information") of the Non-Conformity and what was done to correct it. You must follow the process (documented or not) for how J & E Hall International deals with Non-Conformance and you must keep records of what happened.

Do



- Follow the process
- Record corrective actions
- Quarantine the affected items
- Evaluate the nonconformity and determine if an investigation is required
- Capture the details of when issues were raised, by whom, and what actions were taken
- The procedure **MUST** become 'the way you work' rather than a set of onerous procedures that you are obliged to follow.
- Look For The Red Flags
 - Shorter lead times than other suppliers
 - Sudden availability of obsolete, hard to source goods
 - Cheaper than expected prices
 - If it is too good to be true it probably is
 - Slight differences in packaging or labels

Don't



- Ignore Non-Conformance
- Rely on self-reporting
- Keep the information to yourself, record it
- Dispose of counterfeit items improperly
- Ignore the warning signs that indicate an item may be counterfeit or fraudulent
- Assume that counterfeit or suspect items are safe
- Ignore the presence of counterfeit or fraudulent items
- Attempt to authenticate the items if you lack the necessary expertise