



**Plastica Ltd**

# **Control of Nonconforming Product and Corrective Action**

*(ISO 14001:2015, Clause & ISO 45001:2018, Clause 10.2)*

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**HS&E 34**

## 1.0 Introduction

In the event of defective or substandard work being produced or a non-conformance occurring, the nonconforming product or service etc. needs to be identified and corrected to prevent potential customer complaints or continued nonconformity. The causes need to be reviewed over time to prevent recurrence, if possible.

## 2.0 Scope

This procedure addresses nonconformance to products and services, and also against the requirements of the Integrated Management System, at all stages in the organisation's work process.

## 3.0 Responsibility

It is the responsibility of the following personnel to ensure that nonconformances are identified and corrected, the root causes are addressed and the necessary records are maintained.

- |                                     |                       |
|-------------------------------------|-----------------------|
| • Customer Complaints               | Senior Management     |
| • Product/Service Nonconformances   | Operations/Production |
| • Integrated System Nonconformances | Internal Auditors     |

## 4.0 Procedure

### Nonconforming Products and Services

- 4.1 Routine verification and monitoring at all stages in the work process should be aimed at identifying any nonconforming or defective products or services. All personnel must report nonconformances.
- 4.2 All identified nonconforming products/services are labelled and segregated to prevent inadvertent use.
- 4.3 All nonconforming services must be dealt with promptly to prevent the deficiency becoming worse or affecting the customer.
- 4.4 The nonconformance will be corrected by the most appropriate and cost effective method.
- 4.5 Nonconformances must be recorded together with the action taken to correct them. They must be reviewed to allow identification of the root causes and trends.
- 4.6 Where concessions are required from the customer, regulatory body or other organisations, this will be recorded.

### Nonconformity & Corrective Action

- 4.7 When nonconformity occurs, including those arising from customer complaints we will take the following steps:
  - 4.7.1 React to the nonconformity (NC) and take action to control and contain the immediate situation and correct the situation and deal with the consequences;

- 4.7.2 Evaluate the need for action to eliminate the causes of the NC in order that it doesn't recur or occur elsewhere by reviewing the NC, determining the causes of the NC and determine if similar NCs exist elsewhere;
- 4.7.3 Implement any corrective actions required:
- 4.7.4 Review the effectiveness of any correction actions taken;
- 4.7.5 Update risks and opportunities determined during planning, if necessary;
- 4.8.6 Make any necessary changes to the integrated management system.
- 4.8 Correction actions will be appropriate to the effects of the nonconformity that occurs. However, it may be impossible to completely eliminate the causes of the NC although corrective actions may reduce the likelihood of reoccurrence.
- 4.9 Details of each reported non-conformity is recorded using the appropriate document. This document allows for the recording of the NC as well as appropriate corrective actions.
- 4.10 These documents are retained for future reference purposes and for use at Management Review meetings.

## **5.0 Related Documentation**

HSEF 20 - Accident Report – Damage to property only  
HSEF 21 – Accident Report – Injury to person and damage to property  
HSEF 22 – Accident Report – Injury to person only  
HSEF 120 - Nonconformance Report Form  
HSEF 121 - Corrective Action Report Form  
Ticket and Cases System