This procedure has been completely reviewed. Therefore no individual paragraphs have been starred (*) to indicate changes.

1. AIM

The aim of this procedure is to ensure that product or services that do not conform to specified requirements are prevented from unintended use or installation and if discovered after delivery, actions are taken according to the magnitude of the non-conformance.

2. SCOPE

This procedure applies to non-conformances in any quality-related activities of Plastica.

3. REFERENCES

ISO 9001: 2008 Element 8.3

Quality Manual – Measurement, Analysis and Improvement

QP 10: Monitoring and measurement of production and service devices.

QP 14: Corrective and Preventative Action

Quality Improvement Report

4. RESPONSIBILITY

All People -	Detecting and recording non-conformances.
Quality Manager -	Investigating and reporting on non-conformances.
Department Heads -	Correcting non-conformances and reviewing statistics on non-conformance.
Managers/Supervisors -	Assisting with the investigation

5. METHOD

Detecting Non-conformances

Product or services that do not conform to specifications will be detected at the earliest stage possible. This may relate to any requirements contained in ISO 9001: 2015, our Quality Manual, Procedures or Work Instructions, customer specifications, other national or international compliance standards, or any other legal or contractual requirements.

Non-conforming or Suspect Materials may be identified at any of the following stages:

a) Customer return or complaint regarding product;
b) On receipt from a Supplier or Subcontractor
c) During handling, warehousing and stock checks;
d) During manufacture or processing;
e) During on-site installation

The products may be dealt with as follows:

a) Returned to Supplier
b) Scrapped
c) Rectified
d) Held as sub-standard for possible resale.

Cross References

Corrective & Preventative Action
Returns Procedure.