NON-CONFORMING PRODUCT/MATERIALS, CORRECTIVE ACTION

Section 1: General

The Company recognises the need to take corrective action to eliminate the causes of non-conformities within the company systems and the need to prevent re-occurrence. Corrective actions shall be appropriate to the effects of the non-conformities encountered.

Section 2: Responsibility

The Management Representative, or his nominated person, shall ensure that when problems occur within the quality assurance systems that require action they are dealt with in the following manner. This procedure also covers actions required when non-conforming products/materials occur.

In order to prevent potential non-conformances, the Management Representative, or his nominated person, shall ensure that, periodically, the customer comments, corrective actions and NCNs are analysed for trends usually carried out at the Quality Review meeting. Where potential non-conformances are identified the Improvement Note Log is used to prompt and control the necessary preventive actions.

Section 3: The Need for Corrective/Preventive Action

When problems occur within the various sections of the company's QA System during the day to day working of the business, the Management Representative, or his nominated person, will ensure that, when applicable, an Improvement Note is raised and recorded in accordance with this procedure.

The type of problems which require corrective action include:-

- Non-compliances recorded during either an external or an internal audit of the company's quality assurance system.
- Problems with measuring & monitoring devices.
- Problems experienced with any of the company's evaluated suppliers.
- Or anything resulting from the Management Review meetings.

Section 4: Recording Corrective/Preventive Actions

The details which need to be recorded on an Improvement Note system include:

- The source of the issue.
- The type of issue.
- Date raised.
- Who raised it
- The details of the non-compliance (for preventive actions this may be a perceived non-compliance).
- The details of the corrective/preventive action necessary to eliminate or prevent the problem.
- The person responsible for carrying out the action.
- The date the corrective action needs to be completed by.
- And finally, the effectiveness of the action, if applicable, before the action is signed off.

Section 5: Follow up action

The Management Representative, or his nominated person, shall ensure that the person responsible for the non-compliance, acknowledges the acceptance of all the details recorded on the Improvement Note Log, including the required completion date, this will be done by the person concerned dating and signing the Pro-forma Improvement Note, in the appropriate places.

Section 6: Customer Complaints

The Management Representative, or his nominated person, shall ensure that the when a customer complaint is received, whether verbally, or written, it is properly addressed and the details recorded on the Improvement Note system.

The customer comments are recorded in the Improvement Note Log and must cover the following points:-

- Basic details of the job: The Customer, Date, (Customer's) Order No. etc.
- Details of the actual complaint: This will cover the details of the alleged complaint and include a record of the person, the method and the date it was received.
- Corrective Action: This will include the date that the corrective action will be completed by and the dated acknowledgement by the person responsible for the corrective action.
- Detail of any follow-up action required: This section will include the company's plan to ensure that the proposed corrective action has been successfully implemented.

The Management Representative manages the Improvement Note Log and reviews the customer comments at the Management Review meeting.

Section 7: Analysis of the Control Reports

The corrective action, non-conformances and customer comments recorded are analysed in an attempt to establish any trend or a root cause of reported problems to ensure that appropriate preventive action is taken to eliminate an occurrence of a problem/non-compliance.

When a specific reason has been established for a problem, if necessary, the Management Representative, or his nominated person, will issue a new Improvement Note to the person or persons concerned for the identified problem, in an attempt to eliminate, or to prevent an occurrence of the problem/non-compliance.

Section 8: Management Review Requirements

The results of the various control reports are a constituent part of the Management Review input and are used to ensure the effectiveness of this procedure. The Management Representative, will ensure that ALL filed reports, have been "closed out" in a proper and timely manner.

Section 9: Related Documents

Improvement Note Log - Form Ref QAIMPN01 Issue 01

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