**M10 Control of Nonconforming Product**

Introduction

In the event of defective or substandard work being produced or a non-conformance occurring, the Non-Conforming 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.

Scope

This procedure addresses non-conformance, including to products and services at all stages in the organization’s work process.

Responsibility

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

1. Customer Complaints. Management Representative
2. Product/Service Non-Conformances. Management Representative
3. IMS Non-Conformances Management Representative

Procedures

Non-conforming Products & Services

## Routine verification and monitoring at all stages in the work process should be aimed at identifying any Non-Conforming or defective products or services. All personnel must report Non-Conformances.

All identified Non-Conforming products/services are quarantined,

All Non-Conforming services must be dealt with promptly to prevent the deficiency becoming worse or affecting the customer.

The Non-Conformance will be corrected by the most appropriate and cost effective method.

Non-Conformances must be recorded together with the action taken to correct them. They must be reviewed to allow identification of the root causes and trends.

Where concessions are required from the customer, regulatory body or other organizations, this will be recorded.

**Nonconformity & Corrective Action**

When non-conformity occurs, including those arising from customer complaints we will take the following steps:

### React to the non-conformity (NC) and take action to control and contain the immediate situation and correct the situation and deal with the consequences.

### 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.

### Implement any corrective actions required

### Review the effectiveness of any corrective actions taken

### Update risks and opportunities determined during planning, if necessary

### Make any necessary changes to the integrated management system

## Corrective actions will be appropriate to the effects of the non-conformity that occurs. However it may be impossible to completely eliminate the causes of the NC although corrective actions may reduce the likelihood of reoccurrence.

## 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.

## These documents are retained for future reference purposes and for use at Management Review meetings.

Related Documentation

Non-conformance form