

XYZ	XYZ Incorporated Quality Management System Procedure	QP.104
		Rev. 1
Title : Control of Nonconforming Product		Page 1 of 2
Approval:		

Purpose: This procedure has been established to define XYZ Inc.'s system for the control and correction of nonconforming product. This procedure defines the controls established by XYZ to prevent the inadvertent use of nonconforming materials, components, and equipment and to provide proper nonconformance notification to the customer, as applicable.	
ISO 9001:2008 Requirement	QMS Method of Addressing
The organization deals with nonconforming product by one or more of the following ways.	<p>When a product nonconformity is identified, it will be documented by a Nonconformance Report (Form 104.1) and listed on the NCR log (Form 104.2) for tracking and reporting.</p> <p>Nonconforming product will be assigned a NCR number for control and segregated from other product. The NCR number will be attached or marked on the part.</p>
a) by taking action to eliminate the detected nonconformity	Action taken to eliminate the nonconformity will be recorded on the NCR Form.
b) by authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer;	<p>All NCRs shall be reviewed and approved by the Management Representative prior to product use, release or acceptance.</p> <p>Nonconforming product to be "repaired" or "re-worked" shall also be authorized by the Manager of Engineering.</p> <p>Nonconforming product to be "used as is" will only be authorized by customer concession.</p>
c) by taking action to preclude its original intended use or application	Products that have been identified as nonconforming and not authorized for use will be discarded or returned to the supplier, as applicable.
Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained (see 4.2.4).	<p>The Nonconformance Report will be the primary record for documenting the nature of the nonconformity and any subsequent actions taken (see QP.105 also).</p> <p>Additional documentation may accompany the NCR in order to supplement the above explanation and disposition.</p> <p>All NCRs and related documentation shall be maintained by the Management Representative in accordance with QP.102, <i>Control of Records</i>.</p>

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When nonconforming product is corrected it is subject to re-verification to demonstrate conformity to the requirements	When nonconforming product is corrected and processed for use, it will be re-verified. This re-verification will be recorded on the NCR
When nonconforming product is detected after delivery or use has started, the organization takes action appropriate to the effects, or potential effects, of the nonconformity.	When a nonconforming product is reported by the customer, the nonconformance will be treated as a Customer Complaint and dispositioned in accordance with QP.105, <i>Corrective Action</i> .

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