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Control of Nonconforming Product

Purpose

This procedure establishes a process to effectively contain and deal with nonconforming material.

Scope

This procedure applies to personnel handling material in the processing facility and in storage or shipping areas.

Definitions

Nonconforming Product - Product which does not conform to customer requirements or specifications.

Nonconformity (ISO 9000:2000) - Non-fulfillment of a requirement.

Responsibilities

EXEC MGR Executive manager – CEO or COO

PROD OPER Production Operator

ANY EMPLOY Any Insulation Supply Company Employee

QUAL INSP Quality Inspector

MATL HDLR Materials Handler

QUAL MGR Quality Manager

DEPT SUP All Department Supervisors

ISR Inside Sales Representative

Procedures

EXEC MGR Designates the primary individual(s) (typically the Quality Manager) charged with determining product disposition. The Quality Manager may also designate disposition authority to a quality inspector or other individual who has demonstrated a clear understanding of our products and customer requirements.

PROD OPER Monitor Processing for Nonconformance

- Monitors processing per process inspection instructions.
- Stops processing if nonconformities are identified or suspected.
- Requests assistance from the Production Supervisor and the Quality Inspector.

ANY EMPLOY Stop Production of Nonconforming Products

- Stops production if appropriate while nonconformance is investigated and notifies a supervisor immediately.
- Contains suspect lots and tags suspect material using a Rework or Reject Tag (8.3[1]). Suspect material is segregated from conforming material when practicable.
- Generates a Discrepancy Report on form QF-74.
- Prints a report of the nonconforming material that stays with the material until a disposition is provided. A copy is routed to the QA Manager.

QUAL INSP Define Extent of Problem

- Consults with appropriate staff to determine the extent of the problem by tracing back to the last point of known control and conformance.
- Identifies all nonconforming or suspect lots in the plant and any that may have left the facility.

MATL HDLR Purge Defective Material

- Removes nonconforming material from all departments and moves it to a designated secure location, typically the bond room or inspection office.
- Double-checks to assure material is properly tagged as nonconforming.

QUAL MGR Determine Disposition

- Reviews suspect or nonconforming material and determines disposition (may include rework, repair, regrading, scrap or acceptance under concession) (8.3[3]b[1]).
- Note: As a practical matter, Insulation Supply Company products are not generally conducive to repair. Specific request and authorization for repair must be furnished in writing by the customer and must be accompanied by detailed instruction describing the nature and procedures for any suggested repair.
- Involves COO in questionable cases.
- Records disposition on the Nonconforming Material Report (8.3[4]).

DEPT SUP Salvage Material

- Finds the best method to salvage the nonconforming material through reworking or repair, if applicable.
- Obtains customer approval if required. In such cases, a written record of the customer approval is maintained (8.3[4]).

ISR Notify Customer of Nonconformance

- If nonconforming material has been shipped, the customer is notified of the problem. The customer may decide to order a recall, authorize rework, or resort of the material, may issue an engineering authorization to allow its use or another option determined by the customer acceptable to top management (8.3[3]b[1], 8.3[3]c[1]).

QUAL MGR Conduct Follow up Reinspection

- Reviews re-inspected, reworked material or product and verifies that disposition and salvage actions are adequate to resolve the nonconformance issue (8.3[3]a[1], 8.3[5], 8.3[6]).
- Ensures our formal problem solving process has been initiated (8.3[3]a[1], 8.3[6]).

Records

Discrepancy Report QF-74

Retain for at least 7 years

Customer-Furnished Material Report/Certification QF-75

Retain for 7 years

Revision Notes

- Nonconforming Product to match AS9100 Changed title from Nonconforming Material Control to Control of
 - Removed references to obsolete documents NA-1, NA-2 NA-3, and BER
 - Removed reference to CAWeb
 - Rev B defines how management determines personnel making dispositions
- to product