

BAIRSTOW BROTHERS (1985) LIMITED
QUALITY MANAGEMENT SYSTEM

QUALITY PROCEDURE	Ref: QP04
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CONTROL OF NONCONFORMING PRODUCT	Issue: 1 Revision 1
	Date: 06/04/06

Authorised and Issued by the Managing Director

1 Purpose and Definitions

- 1.1 This procedure describes the system for controlling products and services that do not conform to the specified requirements.

2 Scope and Responsibilities

- 2.1 This procedure applies to products manufactured, or services provided, by the company. Key internal business processes, as outlined in the [Quality Manual](#) are also included.
- 2.2 It is the responsibility of every employee to report any non-conformance, or suspected non-conformance to the Works Manager, Vapalux Manager or Administration and Financial Controller as appropriate.
- 2.3 The Works Manager, Vapalux Manager or Administration and Financial Controller (“responsible persons”) are in turn responsible for: reporting the non-conformance to the Quality Controller and for the documenting, reviewing and actioning of the non-conformance.
- 2.4 The Quality Controller is responsible for entering the non-conformance in the [Corrective and Preventive Action Log](#) and for ensuring that any agreed actions are carried out by the appropriate responsible persons within the agreed time-frame.

3 Procedure: Non-conformances

- 3.1 Non-conformances are documented on a Corrective and Preventive Action Report. This includes the following details:
- a) Details of non-conformance;
 - b) Details of investigation of root cause;
 - c) Details of rectification;
 - d) Details of action to prevent recurrence.
- 3.2 Where a non-conformance is identified, the necessary remedial actions shall be determined, logged in a [Corrective and Preventive Action Report](#) by the responsible person. This report must be signed by the responsible person and the Quality Controller informed.
- 3.3 For non-conforming items, where a concession is requested from the customer, the concession shall be recorded on the Corrective and Preventive Action Report, along with the name of the contact in the Company agreeing the concession. The details shall also be noted on the Delivery Note.
- 3.4 All non-conforming items shall be identified and / or segregated as appropriate.
- 3.5 Completed Corrective and Preventive Action Reports shall be retained within the Job Pack until despatch and a copy kept in the Corrective and Preventive Action file in the Works Office.

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4 Procedure: Customer Complaints

- 4.1 Customer complaints shall also be recorded and filed in the same way as non-conformances. These reports must indicate: customer name, product details, details of complaint, details of root cause of non-conformance and action taken to correct the issue and prevent its reoccurrence.
- 4.2 Each complaint shall be investigated to ascertain the nature of the non-conformance. If appropriate a letter shall be sent to the Customer detailing the findings and stating what action is proposed. All correspondence shall be retained, either in the appropriate customer file, or referenced in the Complaints File.

5 Records

- 5.1 Corrective and Preventive Action Reports and all associated correspondence and written confirmations of customer concessions shall be subject to a retention period as specified in the [Quality Records Register](#).

6 Documentation

[QP02-01 Quality Record Register](#)

[QP05-01 Corrective and Preventive Action Report](#)

[QP05-02 Corrective and Preventive Action Log](#)

BAIRSTOW BROTHERS (1985) LTD			AMENDMENT SHEET	
Document Ref.		QP04-Control of Nonconforming Product		
Date	Issue No.	Details of amendment(s)	Approved by	Position
06/04/06	1	First issue	Neil Kendall	Project Manager