ELEMENT ENGINEERING LABORATORY

QUALITY, HEALTH, SAFETY, AND ENVIRONMENT SYSTEM

CONTROL OF NONCONFORMITY & CORRECTIVE ACTION PROCEDURE

	NAME	SIGNATURE
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1. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00	05 Aug 2025	Original issue.	AUTHORIZED OFFICER

2.0 PURPOSE

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The purpose of this procedure is to provide a system for:

2.1 Evaluating defective services and Process.

2.2 Evaluating the cause of defects and eliminating the nonconformity.

2.3 Creating a permanent solution that prevents recurrence of problems.

3.0 SCOPE

This procedure applies to the review and subsequent disposition of materials or services and correcting of wrong process that do not conform to specified requirements and specifications.

4.0 RESPONSIBILITIES

4.1 It is every employee's responsibility to identify nonconforming material, process, and services when it is noticed during normal work assignments.

4.2 AUTHORIZED OFFICER and Department Heads need to handle and settles disposition of nonconforming materials received from suppliers.

4.3 AUTHORIZED OFFICER and Department Heads evaluate and determine if the process is to be reprocessed or replaced.

4.4 Management Representative ensures that nonconforming materials/services are suitably identified and segregated during Service.

5.0 PROCEDURE

5.1 Nonconformity Report

5.1.1 Where the findings indicate a non-fulfillment in the QHSEMS and or in services, a Nonconformance Report (NCR) shall be raised.

Following is identified as Non-Conformances.

a. Any deviation with respect to work instruction / plans / established Quality Management Systems
b. Customer Complaint
c. Detected Defects during inspection

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5.2.2 The Non-conformance shall be fully specified and the responsible shall sign the Report to confirm their agreement with the nonconformity and with intended actions required to rectify the Non-conformance and its implementation date.

5.3.3 The Management Representative will monitor all NCRs and verify corrective actions and will regard NCR as closed if implemented.

5.2 Identify Discrepant Service / Materials / Products

5.2.1 Management Representative is responsible for removing nonconforming materials from Service lines. He attempts to Rework and re-inspect the defective material. Inspected defects are recorded as Nonconformity. Management Representative marks defective items with tags and completes the NCR.

5.2.2 Management Representative completes the NCR indicating the actions taken. AUTHORIZED OFFICER approves the rework/re-process. If an item cannot be reworked /reprocessed, then the status of the pending items will be identified for the specific interval.

5.2.2 In the case of outsourced services, Management Representative investigates the supplier / service provider upon receipt of defective services/material. He contacts the supplier and completes the NCR. AUTHORIZED OFFICER reviews the supplier's corrective action.

5.3 Return Authorization

5.3.1 A customer can return a product for evaluation and reprocess, if necessary, by contacting AUTHORIZED OFFICER / Sales and Marketing Manager. Management Representative receives the returned item and enters the information to NCR to indicate the receipt of the product into the facility. He inspects the item to determine the problem, to verify the customer's complaint, and determine if the goods are acceptable for inventory. He completes the NCR and dispositions the returned item & is responsible for the reprocess.

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5.3.2 Reprocessed product / services shall be inspected by Management Representative before delivery to client.

6.0 RELATED DOCUMENTS

Nonconformity Log	IMS-CNC-F01
Nonconformity Report	IMS-CNC-F02

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