Control of Non-Conformances Procedure	Doc No.: QSP-08
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1. Purpose

The purpose of this procedure is to control and prevent unintended use of products/ services that do not conform to the specified requirements and also to define the related responsibilities and authorities in dealing such products/ services.

2. Scope

This procedure is applicable to the handling of non-conformances observed in all departments in the organization.

3. Definitions

Non-conformity – Non-fulfillment of a requirement
Correction – Action to eliminate a detected non-conformity
Corrective action – Action to eliminate the cause of a detected non-conformity

4. Roles and Responsibilities

Quality Management Representative

- Co-ordinate with Department heads to initiate corrective action for a detected nonconformity
- Follow-up with corrective actions till the problem is solved
- Analyze and find the root cause of the problem and support the corrective action

Department Heads

- Responsible for identifying the non-conformities in their departments and to report it in a systematic way
- Initiate corrective action to mitigate the root cause of the problem

5. Process Description

5.1. Identification of non-conformance's

5.1.1. Non-conforming materials are those products or materials that are outside the tolerances allowed by the company. Non conformances can arise at any stage of the trading activity like incoming inspection, during storage and finally during dispatch to customer. Any employee of the organization coming across a deviation is responsible to report that matter to their respective department heads. Department Heads are responsible for notifying the matter to the MR. All nonconforming materials shall be segregated and identified.

5.1.2. For non-compliant materials identified during receipt, storage and outgoing inspection the following details shall be recorded on the Goods receipt note (KAC-LW-01).

- Packaging
- Quantity (against an order)

- Delivery (against an expected delivery date or time)
- Quality (against a standard or specification)
- Documentation

5.1.3. Non-Conformances in the organization can be identified by any of the following stages:

Sl. No	Non-Conformance	Identification	Record
1	Purchased goods (Incoming inspection in Warehouse)	By segregation / location/ marking, as appropriate	Supplier's delivery note, Goods receipt note (KAC-LW-01) Supplier Performance Evaluation (KAC-PU-06)
2	Storage of goods in warehouse	By segregation / location/ marking, as appropriate	Corrective action request (KAC-CR-01)
3	Customer complaints (External /internal)	Verbal/Written	Customer complaints register (KAC - SA-03) Corrective action request (KAC-CR-01)

5.2. Control of nonconforming product

5.2.1. The department heads shall take necessary action to eliminate the nonconformity and a record of the same shall be made. MR is responsible to monitor the status of non-conformances till its closure.

5.2.2. Any non-conformances identified during the in-process inspections shall be recorded in the respective in process inspection records as mentioned above.

5.2.3. The details of non-conformances reported for one year shall be consolidated from these records and shall be presented to the management by the MR.

5.2.4. If the deviation is of minor nature, it shall be recorded in the respective process control sheet/ registers and the correction measures shall also be mentioned. If the deviation is of a major nature, a **"Corrective action request (KAC-CR-01)"** shall be raised for the same by the respective department.

5.2.5. In case of any deviation in product delivery from accepted terms and conditions previously agreed with the customer, the organization shall inform the customer about the deviations and take appropriate action with mutual consent.

5.2.6. Any employee receiving the customer complaints (verbal / written) shall convey the details to the respective department head and to the MR. The department head is responsible for taking necessary steps to close the issue. The complaints are to be addressed on the same working day. The customer shall be informed the details of the problem and correction measures taken.

5.3. Analysis and corrective action of Non conformances

5.3.1. After taking the appropriate correction measures and closure of NC, respective department head and MR is responsible for analyzing the root cause of the NC. Based on the number of recurrences and its impact on QMS and customer satisfaction levels, suitable corrective action shall be initiated as per the "**Procedure for Corrective action request (QSP-05)".**

5.3.2. The corrective and preventive actions initiated due to customer complaints/ feedback shall be discussed in the Management Review Meeting.

5.3.3. Procedure for dealing non conformances identified during the internal quality audit is explained in the "**Procedure for Internal Quality Audit (QSP-07)".**

6. References

ISO 9001:2015 Quality Management system Manual
Procedure for Internal Quality Audit (QSP-07)
Procedure for Corrective Action (QSP-05)

7. Records

Record	Record Ref	Responsibility
Customer complaints register	KAC -SA-03	Sales Engineer
Supplier Performance evaluation form	KAC-PU-06	Manager – Client Support
Corrective action request	KAC-CR-01	Quality Management Representative

8. Procedure Amendment History

Rev #	Date	Page #	Section	Nature of Amendment
01	01-04-2021	All		Incorporating the new company (Kurita AquaChemie FZE) name, its scope and all other information
02	01-04-2022	All		Annual Revision
03	01-04-2023	All		Annual Revision
04	01-04-2025	All		Annual Revision