



National
Electrification
Administration

Manual Title:
SYSTEM PROCEDURES MANUAL

Doc Code:
**NEA-QMS-
SP-1.07**

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Document Title:
**CONTROL OF NONCONFORMING
OUTPUTS**

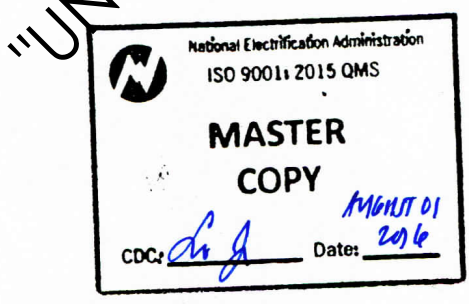
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Review / Revision History			
Revision No.	Date	Description	Approved By
0	Sept. 1, 2014	Start of Effectivity Date of NEA-QMS-SP-1.07	AESB
1	Aug 1, 2016	The term <i>Outputs</i> is now used instead of <i>Products and Services</i> based on ISO 9001:2015 Standard. The requirement for preventive action is deleted as this is now addressed through risk-based thinking.	AESB



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1.0 OBJECTIVE

To ensure nonconforming *outputs* are identified and the method for handling them is established.

2.0 SCOPE

This procedure describes the identification and recording of nonconforming *outputs*, handling and resolution of such nonconformities noted from day to day operations.

3.0 TOTAL/MAXIMUM DURATION OF PROCESS


Not applicable

4.0 DEFINITION OF TERMS

- NCO* - Nonconforming *Outputs* which include the following:
- Delays in payment or submission of documents which may lead or actually led to complaints from internal/external customers,
 - Submitted reports containing errors,
 - Purchased materials that failed to meet specifications,
 - Materials or documents that may have been damaged or expired at storage, and
 - Bad quality of service to customers.

Guidelines:

- Record the *NCO* on appropriate check list, logbook, or the *Corrective Action Report (CAR) Form*.
- Apply necessary corrections or other actions that would entail least operational cost and further damage. Actions, may involve:
 - Elimination of the nonconformity, e.g. rework, reprocessing or revision
Use under concession from customer or authorization from Management
 - Action to preclude original use or application such as in downgrading or re-classification.
- Re-verify the *output*, report or service after it has been corrected.
- When necessary, inform affected parties, especially the customers.

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5. In cases where the nonconforming *output* had been detected after delivery or use has started, e.g. error was found in a report already submitted, the concerned personnel shall take appropriate action depending on the criticality of the nonconformity found.

6. The following actions are to be done to address nonconformities found:

6.1 Documents e.g. reports, presentation materials, etc.

a. Revise and improve

b. If already submitted to customer, notify them, submit the corrected document and retrieve the wrong one, if necessary.

6.2 Purchased materials/services

a. Accept with price negotiation

b. Accept, but ask supplier for rectification

c. Return to supplier

6.3 Defective equipment or parts (computers, software, etc.)

a. Seek assistance from ITCSD Personnel

b. Repair, downgrade, replace depending on evaluation of ITCSD Personnel

6.4 Concerns/Complaints from Customers

a. Record in Complaints Log

b. Forward to the QMR


c. QMR will call attention of concerned party

d. If valid, act on the concern or complaint accordingly

e. If not valid, or if action is not possible, send an official communication to the concerned personnel/customer

5.0 REFERENCES

ISO 9001:2015 Clause 8.7 Control of Nonconforming Outputs

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6.0 PROCEDURE

Indicated in the Guidelines

7.0 ATTACHMENTS

None

8.0 RECORDS

NEA-QMS-SP-1.08 F1 *Corrective Action Report (CAR)*

"UNCONTROLLED" once printed or saved internally