8.7 Control of Non-Conformance Outputs

Overview

- Any product which show a non-conformance are recorded & disposed off or set aside in a quarantine area to be recorded to ensure that they are not despatched to the customer
- All product or aspects of service such as delivery times or customer complaints which show a non-conformance are reviewed by the Operations Director
- Non-Conforming product may be:-
  - re-worked to meet the specified requirements, or
  - accepted with or without repair by concession, or
  - regarded for alternative applications, or
  - rejected or scrapped.
- Any product which is repaired or re-worked is inspected to check that they meet the specification and the findings are recorded.
- Where it is proposed that non-conforming product or aspects of the service are to be accepted by the customer by concession then this is discussed with the customer and details are recorded.
- If, after delivery to the customer, it is discovered that non-conforming product has been supplied then the customer is advised accordingly
- Any product which has been rejected or returned is held in a quarantine area for possible re-work or re-use. Any material which cannot be re-worked is scrapped.

Recording Procedure

When a non-conformance occurs the issue should be tracked on the MaticTrack internal ERP system

If it is not possible to record non-conformance at that time it should be stored in a Quarantine Bin or marked with a Rejected sticker.

Logging Non-Conformance in MaticTrack

1. Go to Project
2. Click Record Non-Conformance

3. Select the Job
4. Select the Artwork/Dimensions
5. Select the reasons for Non-Conformance
6. If Available add pictures of Non-Conformance
7. Dispose of Non-conformance in bin

Examples in Practice

Quarantine Bin Examples



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