

8.3 Control of Nonconforming Product

8.3.1 General

ABC Corporation has established, documented, implemented and maintains this Quality Procedure for the control of nonconforming product. This procedure defines how ABC Corporation ensures that those products that do not conform to product requirements are identified and controlled so that their unintended use or delivery is prevented.

8.3.2 Purpose

To prevent nonconforming products and services from further processing or unintended use, and to ensure that they are addressed properly.

8.3.3 Scope

All nonconforming products and services (i.e., products that differ from what was expected or required). Nonconforming products and services could be detected in receiving inspections, QC inspections, or by chance.

8.3.4 Responsibility

- Management for establishing the process.
- Employees for following the process.

8.3.5 Procedure

Management strives to ensure that nonconformities (both products and service nonconformities) are

1 Prevented from Unintended Use or from Further Processing

In order to ensure that **nonconforming products** are held until they are properly addressed, nonconforming products are segregated (e.g., in a marked area or designated room) or otherwise identified (e.g., labeled, or placed on hold in the computer system).

Similarly, nonconformities in the **service provision** lead to an interruption of that process until the nonconformity is addressed (e.g., delay billing for a misrouted shipment until the problem has been addressed; delay release notification to the customer in case a damage is found in the final inspection).

2 Addressed Properly

Once identified and put on hold, nonconforming products and services are addressed in one or more of the following ways:

- Correction
 - If there was a QC inspection that was not passed initially, there is a re-inspection after the problem is corrected.