# Procedure for Management ofNonconformities and Corrective Actions

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Change history

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1. Purpose, scope and users

The purpose of this procedure is to describe all activities related to identifying and managing a non-conforming product or service to prevent its unwanted use or shipment. It also defines responsibilities and authorities related to treatment of non-conforming products, services, and environmental protection and OH&S processes.

This procedure is applied to all processes and/or areas (parts of organization) within the IMS (Integrated Management System).

Users of this document are [members of top management] of [organization name], as well as the owner of processes in which the non-conformity occurred.

2. Reference documents

- ISO 9001:2015 standard, clauses 8.7; 10.2
- ISO 14001:2015 standard, clause 10.2
- ISO 45001:2018 standard, clause 10.2
- Integrated Management System Manual

3. Managing non-conformities and corrective actions

3.1. Process flow
3.2. **Nonconformities**

A nonconformity is any failure to meet the requirements of the standards, internal documentation, regulations, contractual and other planned arrangements of the IMS. Nonconformities can be dealt with its consequences.

3.3. **Reporting and consideration of nonconformities**

The non-conformity is recorded in the Non-conformity Record by [job title]. The report is considered for its title, the given guidelines for control of the non-conforming product, service or process. The procedure describes the action to be taken. The procedure is as follows: [Description of the procedure].

3.4. **Separation, marking and storage of non-conforming products**

[Job title] separates non-conforming product from conforming products. Responsible for separation, marking and storage of non-conforming products to prevent misuse and unauthorized use and

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Commented [9A7]: If you want to find out more about nonconformities, see:

- Understanding dispositions for ISO 9001 nonconforming product

- How to deal with nonconformities in an ISO 9001 certification audit

Commented [9A8]: Write in the person who is responsible for warehousing and storage.
shipment is [job title] or chief of shift in which the non-conformity is discovered. An employee in the

process of verification of the non-conformity reports the non-conformity to the Team leader with a [job title] from

After solving the nonconformity and performing all activities mentioned above, [job title] enters data
about the non-conformity in the Registry of Non-Conformities and Corrective Actions.

3.5. Dealing with non-conforming outputs

[Top management] selects members of the Team for non-conforming outputs depending on the
process in which the non-conformity has occurred or was discovered.

- **Correction (Rework)** – is performed in cases when it is possible to bring deviations from
specified demands for the product to the demanded level; for procedure for correction, the
work order is issued, which defines additional demands that need to be fulfilled. The

- **Informing the customer** – [job title] decides what will be communicated to the customers if
the nonconformity is detected after delivery of products and during and after provision of

The Team for non-conforming product decides which method for resolving non-conforming product
will be used and it is recorded in the **Non-conformity Record** by the team leader.

3.6. Corrective actions
A corrective action may be initiated by any employee or (where appropriate) client, supplier or other organization in or outside the organization. A corrective action may be initiated in order to:

- resolve a non-conformity
- prevent recurrence of a non-conformity
- prevent similar non-conformities from occurring
- prevent the negative impact of a non-conformity
- prevent or eliminate the negative impact of a non-conformity

Corrective actions must be appropriate to the consequences of occurred non-conformities that can have a negative influence on:

- business performance of the organization
- customer satisfaction
- product/service quality
- reputation

By reviewing corrective actions, [job title] ensures that consequences of the corrective action don’t have a negative influence on other parts of the system.

### 3.7 Implementation of corrective actions

A corrective action is implemented in the following way:

<table>
<thead>
<tr>
<th>Step</th>
<th>Person responsible for implementation</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Person with a role in the team</td>
</tr>
<tr>
<td>2.</td>
<td>Person working together with job title</td>
</tr>
<tr>
<td>3.</td>
<td>Person responsible for process in which non-conformity was discovered</td>
</tr>
<tr>
<td>4.</td>
<td>Person responsible for ensuring non-conformity identified</td>
</tr>
<tr>
<td>5.</td>
<td>Person responsible for ensuring non-conformity identified</td>
</tr>
<tr>
<td>6.</td>
<td>Person responsible for the consequence when the non-conformity has been identified</td>
</tr>
<tr>
<td>7.</td>
<td>Person responsible for the consequence when the non-conformity has been identified</td>
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Each of the above steps must be recorded in the Corrective Action Record.

4. Managing records kept on the basis of this document

<table>
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<tr>
<td>Non-Conformity Record</td>
<td>PR.18.1</td>
<td>2 years</td>
<td>[office of [job title]]</td>
<td>[job title]</td>
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<td>Corrective Action Record</td>
<td>PR.18.2</td>
<td>2 years</td>
<td>[office of [job title]]</td>
<td>[job title]</td>
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<td>Registry and Status of Nonconformities and Corrective Actions</td>
<td>PR.18.3</td>
<td>2 years</td>
<td>[office of [job title]]</td>
<td>[job title]</td>
</tr>
</tbody>
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5. Appendices

- Appendix 1 – Non-Conformity Record
- Appendix 2 – Corrective Action Record
- Appendix 3 – Registry and Status of Nonconformities and Corrective Actions