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Quality Management System – Policy and Programme Support Section					
CONTROL OF NONCONFORMITIES					

1. PURPOSE

To define a procedure to deal with any nonconformities found either through a customer complaint about the services or the organizational procedures of the Section, audits and management review or other checking activities.

2. SCOPE

This procedure applies to all irregularities during delivery or receipt of any service according to authorized procedures by the Section.






3. RESPONSIBILITIES

Deputy Technical Manager (Unit Head)

- To decide whether reports already with the customer have to be recalled and amended.

Service Group Leader

- To inform the Deputy Technical Manager, the Quality Manager and eventually the customer that a nonconformity has occurred
- To halt all corresponding activities, if deemed necessary
- To evaluate the impact of the nonconformity on the service to the customer
- **To initiate an adequate and graded corrective action procedure**
- To forward all relevant documentation to the Quality Manager on completion of the corrective action procedure.

	Function	Name	Signature and Date
Authorized	Section Head	K. Mrabit	 07/07/2006
Approved	Unit Head	Pascal Deboodt	 07.07.2006
Approved	Service Group Leader	R. Cruz-Suarez	 6 th July 2006
Approved	Service Group Leader	John Hunt	 John Hunt 4 th July 2006
Registered	Quality Manager	J. Zeger	 3 July 2006

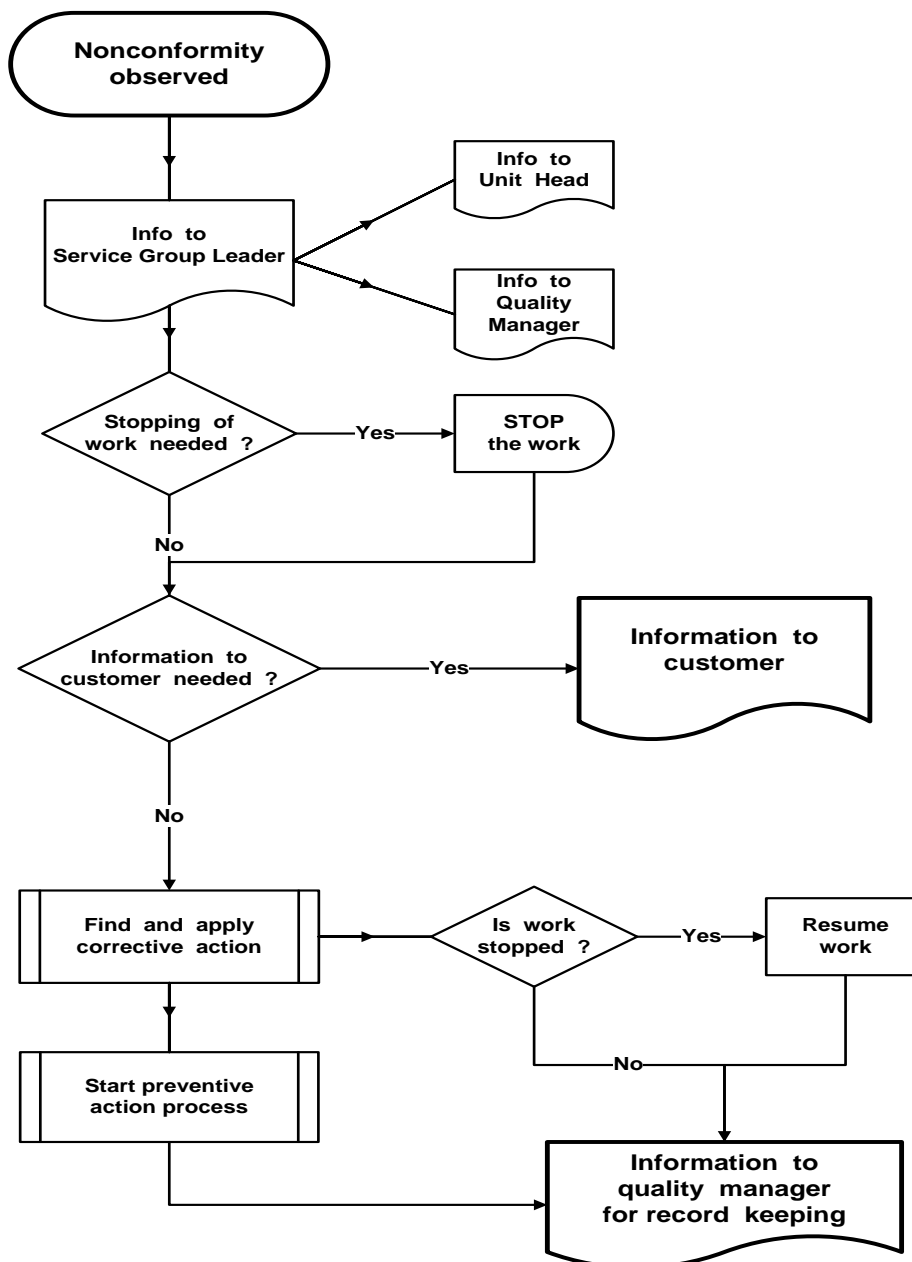
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Quality Manager

- To index and keep the records
- To assist in processing the corrective action procedure.

4. DESCRIPTION

The procedure is depicted in the flowchart.



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Whoever realizes that tests are not being performed according to relevant procedures, or that results of tests have not been achieved and/or interpreted correctly, shall inform the responsible Service Group Leader for action, the Deputy Technical Manager and the Quality Manager. The responsible Service Group Leader, if necessary, in consultation with the Deputy Technical Manager and with possible assistance by the Quality Manager, evaluates the nonconformity and its impact on the service to the customer.

If the nonconformity happened through services rendered to PPSS by a subcontractor or supplier, the Quality Manager has to inform the subcontractor or supplier in writing about the nature of the nonconformity and request remedial action. Further dealings with the subcontractor or supplier will be closely examined.

The responsible Service Group Leader, assisted by the Quality Manager if necessary, shall perform an evaluation of the relevance of this impact, based on experience with the service and the importance of the results to the customer. **Based on this evaluation a graded approach to solving the problem shall be taken.**

The severity of the impact of the nonconformity on the service rendered by PPSS (e.g. equipment malfunction, lost or incorrect calibration, etc.) will require a decision on whether it is necessary to halt the corresponding activities. If the work is halted by the responsible Service Group Leader, this information shall be conveyed to the Deputy Technical Manager, the Quality Manager and the customer (if deemed necessary by the Service Group Leader). It may even be necessary for the Quality Manager, after approval by the Deputy Technical Manager, to recall information and reports from the customer in order to correct them.

Whether work is stopped or not, the responsible Service Group Leader shall start the corrective action procedure ([PR-08-OP](#)). The work, if halted, may be resumed only with the approval of the Quality Manager when this procedure has been completed and the cause of the nonconformity has been found.

Finally, the Deputy Technical Manager shall be informed by the responsible Service Group Leader of the resumption of work.

After resumption of work or, if possible, in parallel to the corrective action the preventive action process ([PR-08-OP](#)) shall be started by the Service Group Leader to ascertain, that this nonconformity shall no longer happen in the future.

The Quality Manager has to collect and file any reports on corrective actions performed in the Service Groups and has to decide, based on the existing list of nonconformities, whether this nonconformity indicates any systematic error in the QMS, which needs further investigation by a special audit. The Quality Manager has to consult with the Deputy Technical Manager and Technical Manager on positive decision, has to draft an audit plan and propose auditors. The decision on the audit is taken by the management of the testing laboratory. The audit shall follow [PR-10-OP](#).

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5. RECORDS

Information to the Unit Head and the Quality Manager about the nature of the nonconformity, a decision to halt the work, a decision to recall and change reports already with the customer, the outcome of corrective action procedure.

The Quality Manager shall number all documents and records pertaining to one nonconformity with "Nonconformity - Number / Year" and file them together.