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## 1.0 PURPOSE


- 1.1 To describe the management of how reports are raised as a consequence of identification of nonconforming services, workmanship or products materials.

## 2.0 SCOPE


- 2.1 This procedure shall apply to all product/service or system nonconformances observed by the **Authority's** representative during supervision or inspection and tests.

## 3.0 PROCEDURE

- 3.1 A **Corrective Action Request (CAR)** shall be raised whenever the quality of services, materials, or system does not comply with the quality requirements either within MMDA or their contractors/suppliers.
- 3.2 Nonconformance or deficiencies may be observed in the materials or services in any of the following situations:
- a. Nonconformance observed during inspection (receiving, in process and final) and supervision. The person responsible for detection shall initiate CAR if required; and,
  - b. Product returns or warranty claims or field service reports. The person receiving the product or claim or report shall issue the CAR; and
  - c. Product nonconformances noticed by third party inspectors or end – user as part of their regular surveillance. The end – user shall issue CAR if required.
- 3.3 Product nonconformances, in whichever situations they are observed, shall be divided into two types.

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- 3.3.1 Major nonconformances in product, services or system which cannot be repaired, replaced or corrected by regular routine methods.
- 3.3.2 Minor nonconformances in products which can be replaced, corrected, or repaired immediately.
- 3.4 The **Authority's** representative will raise a CAR wherever he has identified a major non – conformance. The issue of this CAR will be controlled as per the following sections of this procedure.
- 3.5 Nonconforming products or services shall be immediately identified by proper marking or tagging and if possible they shall be segregated.
- 3.6 In order to reduce duplication, each non – conforming item with one or more non – conformances, (i.e.) several areas having the same non – compliance will be covered by one CAR. Similarly, only one CAR will normally be issued to cover several identical items suffering from the same type of non – conformance. This will be known as a blanket CAR.
- 3.7 When an NCR is raised by the **Authority's** representative, the person responsible for the activity shall review and investigate the non – conformance. Inter – departmental help may be obtained if required.
- 3.8 The Authority's representative or Department Head, after investigating the design, safety, function, specification and statutory requirements shall render disposition. The disposition may be either of the following:
- (1) Accept the work or material with or without repair.
  - (2) Rework to meet the special requirement.
  - (3) Reject the work or material.
  - (4) Others (please specify).

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The agreed disposition or remedial action shall be documented on CAR by the person responsible for the area or by the Authority's representative.

- 3.9 The agreed disposition shall be implemented by concerned personnel. All reworked or repaired products shall be re – inspected and re – tested as per original requirements and/or to the requirements developed as per product disposition.
- 3.10 Upon completion of disposition, the **Authority's** representative will inspect and if it is found complaint, the **Authority's** representative will sign and close out the CAR form.
- 3.11 Inspection, review and monitoring shall be undertaken by the Quality Management Representative to verify that the agreed disposition is implemented and to ensure that desired goals are achieved.
- 3.12 Upon signing and closing out of the CAR, it shall then be sent to the Quality Management Representative, together with any relevant documentation to ensure that the quality system requirements have been met for record purposes. The log shall record the fact that the CAR has been closed out.
- 3.13 All records shall be maintained and controlled in accordance with **Quality Records Procedure**.
- 3.14 All nonconformances shall be reviewed for corrective, preventive action in accordance with the **Corrective and Preventive Action Procedure**.