

**QUALITY MANAGEMENT PROCEDURE
FOR NON-CONFORMITIES,
CORRECTIVE AND PREVENTATIVE
ACTIONS**

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1. APPROVAL

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This procedure is reviewed to ensure its continuing relevance to the system and process that it describes. A record of contextual additions or omissions is maintained.					
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2. PURPOSE

The purpose of this procedure is to establish the process for identifying, documenting and analyzing non-conformities and mitigating their impacts by applying appropriate corrective or preventative actions.

Records of actions, including assignment of responsibility and appropriate timeframes will be maintained for non-conformities in products, services or processes. This allows for the tracking of action status until corrected, closed out and verified as effective.

3. SCOPE

This procedure applies to all non-conforming products, services, processes, and any aspect of our quality management system, inclusive of:

- Processes producing negative results and defective outputs.
- Products received from suppliers which could potentially be non-conforming.
- A product or service provided from an external source that does not comply with the requirements of the purchase order or contract.
- Processes that may be identified as being non-conforming.

4. TERMS AND DEFINITIONS

Term	Definition
Audit	A systematic, independent and documented process for obtaining evidence and evaluating it against criteria to determine the extent of compliance.
Corrective Action	Actions taken to eliminate and control the cause of an identified non-conformance to the quality management system.
Inspection Plan (ITP)	A document detailing a systematic approach to inspecting and testing a system, service or product.
Non-Conformance Report	A report that documents the details of a non-conformance identified in an audit or other process review.
Process	A set of interrelated or interacting activities which uses inputs to deliver outputs.
Quality Assurance	A part of quality management that is focused on providing confidence that quality requirements are fulfilled.
Quality Control	Operational techniques and activities which achieve and sustain the quality of products or services, and the use of these techniques and activities to satisfy given requirements.