	DEPARTMENT OF SCIENCE AND TECHNOLOGY SCIENCE EDUCATION INSTITUTE	DOCUMENT CODE	PM-SEI-08-01
	PROCEDURES MANUAL	REVISION NO.	0
		PAGE NO.	Page 1 of 3
SECTION	Monitoring and Measurement	EFFECTIVITY DATE	09 November 2015
SUBJECT	CONTROL OF NONCONFORMING PRODUCT/SERVICE		

1.0 Objective:

To ensure that any product/service which does not conform to customer requirements is identified and controlled to prevent its unintended use or delivery and to ensure that appropriate action is taken when nonconforming product/service is detected.

2.0 Scope:

This procedure covers all activities related to the control of nonconforming product/service starting from the identification of nonconformity up to the monitoring of implemented action plan.

3.0 Definition of Terms:

Goods-Related Nonconformity – refers to nonconformity arising from defects of the product.

Service-Related Nonconformity – refers to nonconformity arising from non-fulfilment of the requirement of an intangible product.

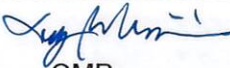
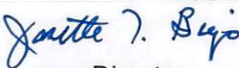
Designated Function – refers to Division/Section Chiefs, Unit Heads and concerned personnel responsible for identifying nonconforming products/services.

4.0 Record:


- Nonconformity and Corrective Action Report

5.0 References:

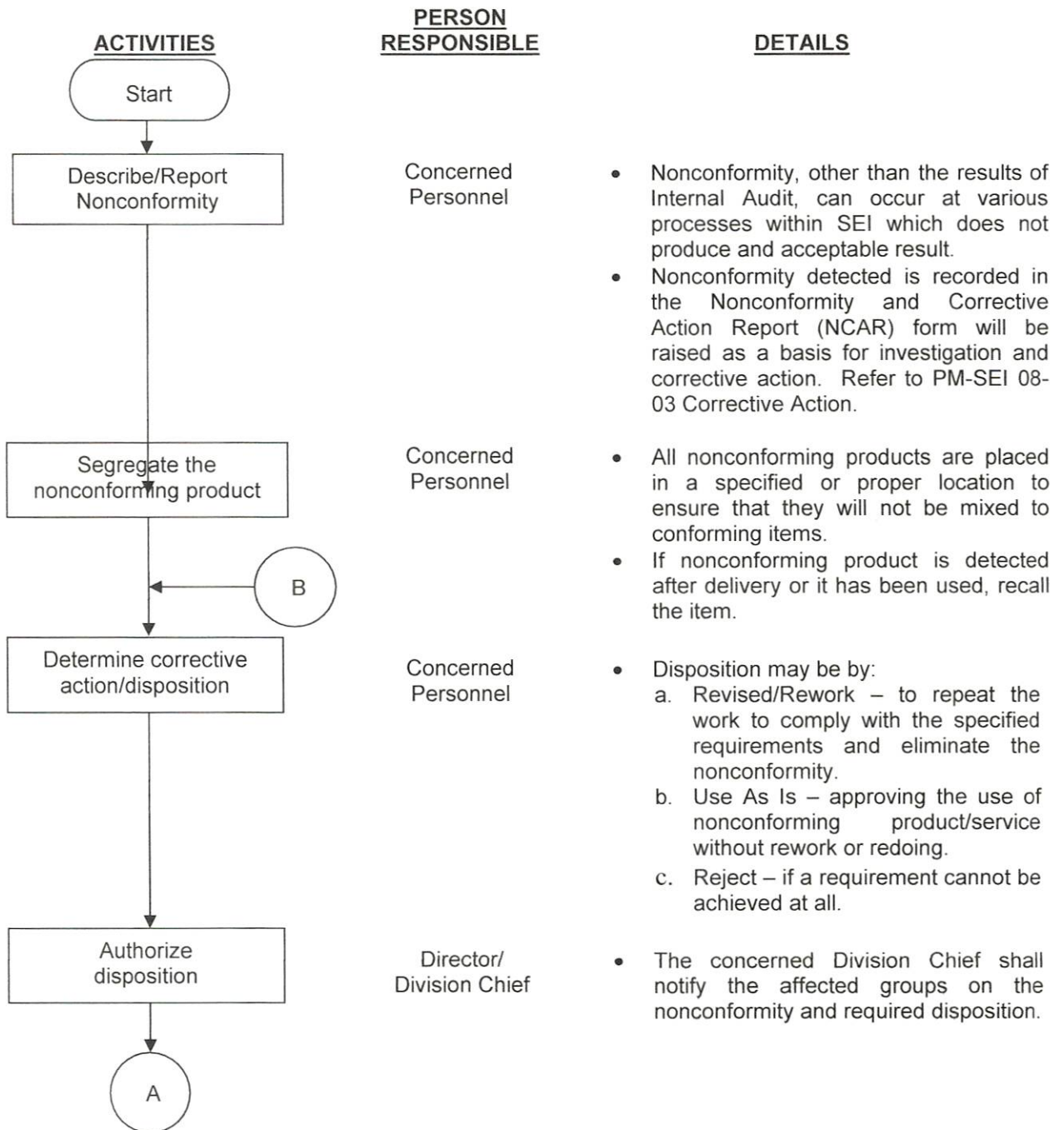
- PM-SEI 08-03 Corrective Action
- ISO 9001:2008 Standard



Prepared by:	 QMR	Approved by:	 Director
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6.0 Procedure



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