

COMPANY OPERATING PROCEDURES				
Non-Conformances				
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Where appropriate, or where required by such as Customer Complaints, Internal problems etc., corrective actions will be addressed and implemented.

Where the Sales team or other personnel highlight potential problems, then these will be reviewed and analysed for their possible impact on products or services. QC21

When a problem is highlighted, the General Director will be informed as to all possible scenarios so that all the relevant information is available to enable the correct decision to be made.

The decision made may be one that has a direct bearing on the design of the product or on the integrity of the service provided. Where this is the case then all relevant personnel will input to the problem.

Should the actions taken, whether corrective or preventive, have impacts on Customer satisfaction, then the Customer will be immediately informed and actions followed-up to ensure full satisfaction. Subsequent actions such as design modifications will be entered into the design file (CE file where appropriate) and all records amended.

Internal Non Conformance Review

Error Logging per invoice / ORD is to be filled in as errors are found and corrected. Also when credits are processed. This can be found on the Active list under the 'e' at the end of the ORD line or on the Invoice Page under 'Log Error on Order or Invoice' .

If you discover an error or mistake and it goes beyond the error logging level. A non Conformance Issue should be generated. Thus should be sent to the HR Director. This is a private issue so no one else can read it.

Every 3 months a non conformance review is carried out, this details any problems reported and includes the Error Logging figure.

At this time a review should be carried out to see if there are any recurring issue that have not been solved.