

VOP			
Viamed Operating sub Process			
Rejected Goods – Vendor Quality Control			
Created:	27/03/06	VM3/COP/06	Issue 1
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## 1. **REJECTED GOODS**

- 1) Where goods fail incoming Inspection (See Procedure VM/COP/05) they will be quarantined and put on hold awaiting return to the supplier or agreed action.
- 2) If a product is rejected due to
  - i) Damage in transit
  - ii) Failure to meet relevant specification
  - iii) Failure to meet IEC601 safety specification.

It is placed in "Reject Return To Supplier" area suitably labelled
- 3) Where appropriate, a 'New Return Shipment' will be raised and Emailed to the supplier as pre-notice of a pending return, request for a returns number , collection, or sent with the goods.
- 4) The Return Shipments are uniquely numbered and is logged in intrastats.

## 2. **VENDOR QUALITY CONTROL**

### 1) **Responsibilities**

The Managing Director will be responsible for ascertaining whether Suppliers/Subcontractors performance is satisfactory or unsatisfactory based on the following:-

For each Product

- (1) Rejects as a result of non-conformance to purchase order.
- (2) Rejects as a result of damage in transit.
- (3) Incorrect or lack of correct documentation.
- (4) Incorrect quantities delivered.
- (5) Customer complaints.
- (6) Length of time taken in correcting situation
- (7) Corrective action will be taken by the Managing Director

### 1) **Quality Record**

Each Supplier/Sub Contractors quality records will be kept in the Suppliers File and records kept of any action taken against them

### 2) **Concessions**

All concessions on quality will be at the Managing Directors sole discretion and only if the product still complies with the minimum acceptable quality required.

### 3) **Non Conformity Review**

Non conformity of any product must be immediately reviewed by the managing director and QA personnel before release

### 4) **Corrective Action**

Where possible existing procedures : Repairs VOP09 and Customer Complaints VOP19 should be used\_

### 5) **Preventative Action**

Manufacturers and suppliers should be informed by Fax or email of any anomalies in product or installations found in routine service or maintenance. If potentially serious a customer complaint should be raised.

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