

Non Conformance review (How Too)

Part 1

In Intrastats in the Meetings tab click Add Issues, then search non conformance / feedback, for all of the companies, check the meeting headers for attached issues, relating to Non Conformances and feedback.

Check the History Review icon on the appropriate line. Check each issue for the previous month, since the last review. Review all for any non conformances that may need addressing and check they are being dealt with in an appropriate manner for the non conformance.

Part 2

Go to ISO – the Non Conformance Reviews section – Order Invoice Error Logs – these are the order processing Non Conformances.

If there are any codes to be cleaned these will need to be done before the report can be processed for review. Check the reason and pick a clean code from the drop down at the right. Then click link code. Once done refresh page and the report will come up.

Check each company and look for areas with high errors, increasing errors, or improved performance.

Note findings in the task issue, and if there are any problems, forward issue to the ISO controller.