

<b>COMPANY OPERATING PROCEDURES</b>				
<b>Non-Conformances</b>				
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1. Where appropriate, or where required by such as Customer Complaints, Internal problems etc., corrective actions will be addressed and implemented.
2. 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
3. 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.
4. 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.
5. 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.