

QC 21 Non Conformance Report

Date	16 / 05 / 2023
Viamed / VST* Issue id unique identifier *delete as appropriate	295321
BSI Ref (if applicable) unique identifier	2342435-202305-N1
Responsibility Person Overall responsible	Derek Lamb
Non-Conformance statement of the problem	<p>The process for the quality policy is not fully effective as it was defined as a secondary level document.</p> <p>22062 VM3COP.00.00 Company quality policy 16 sept 2017</p>
Investigation By: Person responsible	Derek Lamb
Investigation Root Cause Analysis Issue id (if applicable)	<p>The VM3COP.00.00 Company quality policy was tagged incorrectly during transitions to ISO9001:2015. Meaning it did not show as a top level document. Also all top Level documents should have been renamed so the 'how to' procedures were VM3COPxx and the top level documents were titled as VOPs</p> <p>The policy was tagged to ISO route map but was not highlighted as Primary Top level document. VM3COP.00.00 should have been renamed as VOP00.00 and the primary document field in the document database ticked.</p>
Corrective Action By: Person responsible	Derek Lamb
Corrective Action Issue ID (if applicable): Relevant Immediate Corrective action (if applicable)	<p>We will rename the VM3COP00.00 Company quality policy to VM3COP00.00 VOP00.00 Company quality policy</p> <p>We will update the database record so it highlights the document as a Primary Document.</p>

Time Scale for Immediate Corrective Action Time for completion of all identified actions	Immediate action has been taken. All immediate action will be carried out within one week, by 18 th May 23
Corrective Action: Relevant and Proportionate Corrective Action	Does not require further corrective action. All action carried out immediately.
Time Scale for Corrective Action Time for completion of all identified actions	Not applicable, all corrective action has been carried out in the immediate corrective action.
Risk Review Confirm action does not have negative affects and/or risks to any other part of the ISO system	The single document was incorrectly named and incorrectly tagged in the database. We will keep VM3COP00.00 in the name of the document, in case the document is directly referenced in other parts of the ISO system, so the document will still show itself when searched for. This action does not have any risk as the document itself is unchanged and is still accessible to all and can still be easily found in the system.
Follow-up future issue id (Effectiveness verification)	
Effectiveness verification	
Closed By:	
Closed on	