Control nonconformities R 40

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| --- | --- |
| type | realization process |
| purpose | set up and apply the rules for the identification and treatment of nonconformities |
| owner | quality manager |
| risks | * not understanding the requirements of interested parties * not taking into account the risks identified * not triggering the actions to address risks identified * nonconformities not segregated * not seeking root causes * not analysing root causes * not using the Pareto chart for nonconformities * not using the COQ to reduces costs and rise staff awareness * no 100% inspection before reintegration into the normal flow * not retaining records of nonconformities |
| upstream processes | * establish process ownership * receive, store and deliver * address risks * produce * inspect production |
| downstream processes | * implement corrective actions * improve * analyse data |
| inputs | * customer requirements (acceptance criteria), legal, regulatory and internal requirements * risks identified * input inspection * production inspection * inspection of end products * guarantee returns * customer returns |
| activities  (sub-processes) | * identify, select, segregate * analyse, find root causses * repair, rework, regrade, scrap * inspect at 100% before reintegration in the normal flow * prepare corrective actions * obtain a concession to use * record data |
| outputs | * analysis of data * actions including process changes * data accounting, COQ * concessions signed * improvements |
| resources | quality department, inspection and repair equipments, repair workers |
| indicators | * % of nonconforming components * rate of nonconformity in production and end products * customer returns * scrap rate * lead time for answers to claims * rate of concessions |
| procedures / documents | nonconformities control, management review, customer satisfaction, corrective actions, continual improvement / customer returns, nonconformity treatment sheet, results of customer satisfaction surveys, COQ, 8 D report |
| customers | components, products in production, end products, interested parties |

Glossary:

* COQ: costs of obtaining quality

title / codification

purpose

owner

set up and apply the rules for the identification and treatment of nonconformities

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quality manager

downstream processes

upstream processes

* establish process ownership
* address risks
* receive, store and deliver
* produce
* inspect production
* implement corrective actions
* improve
* analyse data

risks

* not understanding the requirements of interested parties
* not taking into account the risks identified
* not triggering the actions to address risks identified
* nonconformities not segregated
* not seeking root causes
* not analysing root causes
* not using the Pareto chart for nonconformities
* not using the COQ to reduces costs and rise staff awareness
* no 100% inspection before reintegration into the normal flow
* not retaining records of nonconformities

inputs

activities

outputs

* analysis of data
* actions including process changes
* data accounting, COQ
* improvements
* concessions signed
* customer, legal, regulatory and internal requirements
* risks identified
* input inspection
* production inspection
* inspection of end products
* guarantee returns
* customer returns
* identify, select, segregate
* analyse, find root causses
* repair, rework, regrade, scrap
* inspect at 100% before reintegration in the normal flow
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indicators

procedures / documents

customers

resources

components, products in production, end products, interested parties

nonconformities control, management review, customer satisfaction, corrective actions, continual improvement / customer returns, nonconformity treatment sheet, results of customer satisfaction surveys, COQ, 8 D report

% of nonconforming components, rate of nonconformity in production and end products, customer returns, lead time for answers to claims, rate of concessions, scrap rate

quality department, inspection and repair equipments, repair workers