SOP Reference #: QS020

Operation/Task:	Non-Conforming Product			Equipment:	N/A
Owner:	Quality Manager	Date Created: Revision History:	11/10/14 See last page	Department:	All

ALERTS (see below): Critical Step ◆ Quality Check ☑ Tip ☺ Team Safety ✚

Purpose: This SOP/work instruction documents procedures for non-conforming product.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1	☑	Identify, communicate, and label product that is deemed non-conforming.	When non-conforming material or quality concerns are identified, notify the production manager, or lead to determine if concern is valid and if further processing steps should be delayed. If the quality concern is valid and the decision is made to delay production, the production lead or manager is to: 1) immediately complete a non-conforming product form (CI029) and place securely on all the product skids or containers. NOTE: After form is applied, product may remain in current location or moved away from normal production for provide better segregation. 2) communicate up the ladder suitable to the specific issue to determine appropriate next steps.	If product does not meet our quality standards, discussions need to take place to determine next steps. Non-conforming product needs to be identified properly to ensure that other staff do not accidently proceed with the work before appropriate decisions can be made. There are situations where the product may be acceptable to be used and the proper individuals need to be involved in the decision.
2		Release product from segregation	After assessment is complete, the release of product is determined and must be indicated on the non-conforming product form (CI029). Next steps are to be taken based on what has been indicated on the form.	We want to have a record of the decisions being made and to deal with the product in the correct way.

3		Rework product (if appropriate)	If product is deemed unusable or causes a shortage unacceptable by customer, the manager of the department responsible for the quality problem shall initiate a rework request form to make up discrepancy. Refer to SOP QS010	There are proper procedures to follow when this occurs that are explained in the SOP.
4		Retain record of non-conformance	After completing the release of product of non-conforming product form (CI029), submit completed form to Quality Manager.	The Quality Manager is responsible to keep these records.

Notes:

Definitions:
CSR – Client Services Representative

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format.	Troy Bauer	11/10/14
Rev 2	Added step 2 regarding process for filing CI029 form.	Troy B.	6/18/15
Rev 3	Took off TOC page and made 1 spelling correction.	Kathy O.	6/25/15
Rev 4	Updated Purpose statement and reworded Step #2 Description.	Troy B.	7/19/16
Rev 5	Reviewed for potential updates for 9001:2015 requirements. Some clarifications to existing processes were made.	Kathy Osterberg	12/14/17
Rev 6	Process did not change - only how it is worded within the SOP.	Kathy Osterberg	4/18
Rev 7	Made step #1 more clear as to who is responsible for completing the non-conforming form	Kathy Osterberg	6/20
Rev 8	Converted to current SOP format; updated font to Arial; fixed grammar errors; reviewed for changes-none made.	Kathy Osterberg	02/21
Rev 9	Renamed to correct naming structure. Kept rev # sequence from original document name. (Non-conforming Product SOP-NCP-001)	Dean Milinkovich	09/23