
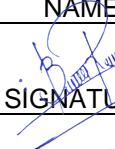
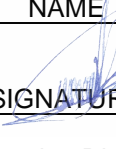




CONTROL OF NON-COMPLIANT OUTPUTS

CODE	PCC-14
REVISION	03
EMISSION	13.APR.23

SIGNATURE CONTROL		
DEVELOPED	REVISED	AUTHORIZED
Karla Alamillo Reyes NAME	Areli Roque Cruz NAME	Diego Cruz Martínez NAME
 SIGNATURE	 SIGNATURE	 SIGNATURE
IMS Administrator STAND	Quality Control Manager STAND	Managing Director STAND

CHANGE CONTROL		
DESCRIPTION OF THE CHANGE	REVISION	DATE
The translation of this PCC-14 procedure is included in the SGI, the English version is integrated with the same control data as the Spanish document. Modification of associated formats for managing the English Spanish version.	03	13.APR.23
Integration of the sections: Reference Documents, Definitions and Responsibilities	02	13.AUG.22
Movement from the SGI Process to the Quality Control Process. Modification according to the new process, as well as its associated formats.	01	13. JUN.22
Creation and issuance of the Procedure.	00	01.APR 20

PURPOSE OF THE PROCEDURE

Describe guidelines, standardize activities and maintain controls of non-compliant outputs detected in the different stages of work in CONSERFLOW.

SCOPE OF THE PROCEDURE

Applies to all areas involved within the CONSERFLOW Integral Management System.

REFERENCE DOCUMENTS

- International Standard Quality Management Systems ISO 9001:2015
- International Standard Environmental Management Systems ISO 14001:2015

DEFINITIONS

Product. It is defined as the result of a process. There are 4 generic categories: Services, software, hardware, processed materials.

Process. It is defined as "a set of mutually related or interacting activities that transform input elements into results."

Requirements. Established need or expectation, usually implicit or mandatory. Expression in the content of a document stating the criteria to be met in order to declare conformity with the document, and for which no deviation is allowed.

Conformity. Meeting a requirement



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Nonconformity. Non-compliance with a requirement

Defect. Failure to comply with a requirement, associated with a use or specified.

Inspection. Conformity assessment by means of observation and opinion, accompanied where appropriate by measurement, testing/testing or comparison with standards.

Verification. Conformation through the provision of objective evidence, that the specified requirements have been met.

RESPONSIBILITIES

Quality Control Manager:

- To supplement and ensure the execution of this procedure.
- You must carry out the concentration of the Non-Conforming Departures, and follow up until their closure.

Quality Control Inspector:

- It is responsible for identifying non-compliant outputs during the process of construction of products and / or execution of services,
- Generate the necessary documentation for the evidences of the Non-Conforming Outputs until its closure.

Conserflow General Staff:

- Ejecutar its activities in accordance with the procedures and requirements.
- Carry out the pertinent actions for the fulfillment of the actions and their closure.



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DESCRIPTION OF THE PROCEDURE

Responsible	Activity	Records
Conserflow staff and areas involved	<p>1. GENERAL</p> <p>Non-conforming output is understood as a product or service, which does not comply with the requirements requested by the client, legal or regulatory.</p> <p><i>PNC= Non-conforming product or service</i></p> <p>The outputs of non-conforming product or service can be generated in the reception of products and services, during the manufacture or performance of a service, during the release of the finished product and could lead to the detection of a non-conforming product or service, by the customer, for this last entry, the guidelines of the <i>Customer Complaint Service</i> procedure (PSGI-05) are handled. , for the aforementioned ones, these guidelines must be complied with.</p>	To customer complaints (PSGI-05)
Quality Control Inspectors / Conserflow Staff	<p>2. NON-COMPLIANT PRODUCT DETECTION</p> <p>During the different stages of the process, from reception to delivery with the client, depending on the scope of the sale agreed with the client, verification controls of compliance with the previously established requirements are maintained, these verifications are carried out by quality control and for some parameters tests are carried out with external experts of the organization, as established by the Quality Control procedure (PCC-01), toda specification out of parameters, is considered a non-conforming product or service and must be registered in the format which establishes the elaboration of format called <i>Communiqué</i> (PCC-01/F-02), subsequently it must be registered in the <i>Non-conforming Output Report</i> (PCC-14/F-01) by the Quality Control Manager, although the entry to its elaboration does not require a <i>prior Communication</i>, which will depend on the nature of the non-conforming product, its identification has the following data:</p> <ul style="list-style-type: none"> • By whom it was detected and its area • Non-Compliant Departure Report Number. Consecutive number, controlled by the Quality Manager. • The description of the Detected Nonconforming Output • Traceability/Associated Origin <ul style="list-style-type: none"> ✓ Project Number / Service ✓ Name of the discovery customer, vendor, or process ✓ The communication number to which the non-conforming product is associated. Only if applicable ✓ Purchase order. Sorif applicable <p>All equipment, materials or products determined to be NCP shall be segregated, identified and maintained as NCP, eliminating risks of human error, confusion or further damage.</p>	<p>Quality Control (PCC-01)</p> <p>Press release (PCC-01/F-02).</p> <p>PCC-14/F-01 Non-compliant Departure Report</p>

Conserflow staff of the area involved	<div>3. NON-COMPLIANT OUTPUT HANDLING</div> <div>Once the NCP has been identified and reported, the treatment to be taken is determined according to the nature of the NCP, according to the following list:</div> <div><div><div>✓</div><div>Correction. Immediate action to modify a detected Nonconformity. A fix can be a rework or a reclassification.</div></div><div><div>✓</div><div>Separation. It is the physical separation and can be effected, placing the nonconforming products to a separate area, or placing physical barriers between the products.</div></div><div><div>✓</div><div>Containment. Actions to prevent further affectation.</div></div><div><div>✓</div><div>Return. Actions to return merchandise acquired from the supplier for breach of the requirements or guarantees established on it.</div></div><div><div>✓</div><div>Suspension. Stopping or interrupting the development of an action for a while until further indications.</div></div><div><div>✓</div><div>Waste. Action taken on a non-conforming product or service to prevent its initially intended use. In the case of non-compliant services, the service is prevented from continuing.</div></div><div><div>✓</div><div>Customer information. Actions that involve informing you and / or contemplating the authorization of the client on the actions to be carried out on the non-conforming product or service.</div></div></div>											
Involved area	<div>The decision must be made in a multidisciplinary team or by the person in charge of the area, depending on the severity of this, and considering not affecting in any way, quality, health and safety measures and environmental care measures, likewise measures that impact as little as possible to costs and delivery times, that they must have the action to be carried out, the person in charge and the date to carry out the activity.</div> <div>Subsequently, the <i>Non-conforming Departure Report (PCC-14/F-01)</i> must be sent via email according to the following table:</div> <table><tr><th>PNC detection stage</th><th>Send to</th></tr><tr><td>At the reception of materials and services</td><td>Shopping</td></tr><tr><td>During tracking or manufacturing/construction stages</td><td>Operations or responsible area</td></tr><tr><td>During the internal release of the product in the manufacturing/construction stages (Quality Control Inspections)</td><td>Operations or responsible area</td></tr><tr><td>During the release with the customer, product ends or service</td><td>Operations, responsible area and sales</td></tr></table>	PNC detection stage	Send to	At the reception of materials and services	Shopping	During tracking or manufacturing/construction stages	Operations or responsible area	During the internal release of the product in the manufacturing/construction stages (Quality Control Inspections)	Operations or responsible area	During the release with the customer, product ends or service	Operations, responsible area and sales	<div>Non-Conforming Departure Report (PSGI-03/F-01)</div>
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Responsible for the execution of the actions												
Quality Control People												



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<p>The person in charge of the area involved / Quality Control Inspector / Quality Control Manager.</p> <p>Quality Control People / Integral Management System Administrator</p>	<p>4. NON-COMPLIANT PRODUCT AND SERVICE TRACKING</p> <p>The person in charge of the area involved must maintain a follow-up for the fulfillment of the established actions, also together with the Quality Control Inspector and the Manager must follow up on the actions and validate their effectiveness, through the <i>Non-Conforming Output Report format (PSGI-03/F-01)</i> in its corresponding section.</p>	<p>Non-compliant output log (PSGI-03/F-02)</p> <p>Report of Corrective and Improvement Actions (PSGI-06/F-01)</p>
	<p>5. DETECTION OF CAUSES AND CORRECTIVE ACTIONS</p> <p>The Quality Control Manager must verify and monitor non-conforming outputs through the <i>Nonconforming Outputs Logbook (PSGI-03/F-02)</i>, must identify the repeatability of failures, if there are more than 3 similar failures or of the same nature, an analysis of causes and actions that minimize the error committed must be carried out, dTasks, commitment and responsible dates will be established and will be registered in the <i>Corrective and Improvement Actions Report format (PSGI-06/F-01)</i>, in conjunction with the Integral Management System Administrator.</p>	

FORMATS ASSOCIATED WITH THE PROCEDURE

CODE	REGISTRATION	REVIEW LEVEL	RETENTION TIME
PCC-14/F-01	<i>Non-Compliant Departure Report</i>	02	1 year in physical and/or digital
PCC-14/F-02	<i>Non-Conforming Output Log</i>	02	1 year in physical and/or digital