

1.0 Purpose

The purpose of this procedure is to ensure processes are in place to undertake effective control of customer supplied products, to ensure that customer supplied property is properly identified, protected, and cared for whilst under NCPL's control.

2.0 Responsibility

The Heads of Department shall be responsible for ensuring that customer supplied products are cared for in accordance with the procedures that follow:

3.0 Procedures

- All customer supplied property, equipment and materials shall be suitably identified, protected, stored, and where required, analyzed for quality control purposes.
- Customer documents received in NCPL's care shall be controlled and monitored for the proper use, storage, and maintenance of such documents. The identity and status of the documents are to be maintained.
- Where damage does occur, this is identified and conveyed to the owner by NCPL, and a non-conformance report is raised, followed by the required corrective action.
- The following are examples of customer property:
Equipment, manuals, records.

4.0 Records

- Non-Conformance Reports.
- List of Customer Supplied Products.