YOKOGAWA ◆	DOCUMENT NUMBER: SNW-QM-131
DOCUMENT TITLE: Nonconformity Handling	

HISTORY LOG

Rev.	Date	Description of Changes	Originator	Approver
0	31 Mar 11	Initial	Jeffrey Foo	Lee Kock Hin
1	20-Sep-12	Approved	Jeffrey Foo	Lee Kock Hin

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please approach QA
representative

1 Non-Conformity

If a quality problem arises in the project, the Project Manager shall organize an internal meeting to discuss and disseminate information concerning the nature of the problem, the countermeasures and preventive measures taken. This is for the education of all project members. These MOM or other reports are filed as case studies for future reference.

2 References

2.1 Internal

Document	Title
SLW-N-101	Corrective Action Request flow
SMW-N-001	Usage of CA/PAR form
SMW-N-003	Dead-On-Arrival flow
SEW-EM-702	DCS Software Non-Conformity Report (NCR) Flow

3 Role of PM and Department Manager in the project

The PM will assure completion of the project and the QM will assure resolution of the non-conformities.

The PM assigns an engineer to search the KM website for related lessons learned. If no relevant solution can be found, the engineer will refer to the ETA to get further advice on how to solve the problem.

After installation on site, the PSC PM will inform the Yokogawa country office (YCO) QM of any unresolved problems. The YCO QM will then be in charge to lead the information flow to sales, service and the client.

At project handover to YCO Service Dept, the QM of PSC and YCO will agree on the problem resolution in conjunction with YCO Solution / Service Dept.

4 DOA Handling

Dead or Defect on arrival (DOA) is defined as failure to perform the expected function on the first power up.

The DOA handling flow is defined in Corporate QA Works Standard.
See SMW-N-003.

5 Corrective Action, CAR

The Corrective Action (CA) is a mechanism to resolve errors, implement corrective action and identify root cause to prevent recurrence. CA is applicable to all Yokogawa departments.

Corrective Action is initiated by a Corrective Action Request (CAR). The CAR serves to disseminate information to all relevant departments and it acts as a record of problems and corrective/preventive action.

CAR is logged at PSC and QAM database to track completion of corrective action taken and recurrence (if any).

There are four types of Corrective Action at PSC. These are:

ICAR   Inter-department CAR, used for corrective request to other department within YEI. This is used for replacement of defective parts from YAS.

ICAR-V   Vendor CAR, issued to vendor to record corrective taken by vendor. This data may be accessed by purchasing when issuing PO to vendors.

ICAR-I   Internal CAR, to be used within PSC to record corrective action for continual improvement of processes within PSC.

ICAR-C   CAR reply to customer. This is used when customers required a correction action request from PSC on quality related issues.

Corrective Action covers three aspects:
- Disposition (resolution of error)
- Corrective action
- Preventive action (identify root cause and prevent recurrence)

6 Solutions softwares non-conformity

This pertains to Solutions system software. Solutions software non-conformities are handled as per SEW-EM-702.

6.1 Question and Answers Procedures

All questions pertaining to the solutions software are directed to PSC-ETA. These questions are forwarded to YHQ.

6.2 NCR Handling

All faults pertaining to the system software are directed to PSC-ETA using NCR forms.

7 End of Document