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**Defects**

**1. Introduction**

This document outlines the procedures for handling defects discovered during the manufacturing process of food products (NIC Code: 10101). The goal is to minimize the occurrence of defects, ensure prompt identification and investigation, and prevent defective products from reaching the consumer.

**2. Defect Classification:**

**Defects will be classified based on severity:**

* Critical Defects: Defects that pose a significant risk to consumer health or safety (e.g., presence of foreign objects, significant microbiological contamination).
* Major Defects: Defects that significantly affect the quality or usability of the product (e.g., significant deviation from specifications, damaged packaging).
* Minor Defects: Defects that have minimal impact on the quality or usability of the product (e.g., slight discoloration, minor cosmetic imperfections).

**3. Defect Reporting Procedure:**

All defects must be reported immediately to the quality control department using the designated reporting form. The report must include:

* Date and time of defect discovery
* Location of defect (e.g., production line, warehouse)
* Description of the defect
* Quantity of affected products
* Photographs (if applicable)
* Name of the reporting employee

**4. Defect Investigation:**

Upon receiving a defect report, the quality control department will conduct a thorough investigation to determine the root cause of the defect. This may involve:

* Review of production records
* Inspection of equipment and machinery
* Interviews with production personnel
* Microbiological testing (if applicable)

**5. Corrective Actions:**

Based on the investigation findings, appropriate corrective actions will be implemented to prevent recurrence of the defect. These actions may include:

* Equipment repair or replacement
* Process adjustments
* Employee retraining
* Material rejection

**6. Compliance Notes:**

* All defect reports must be accurately documented and maintained.
* Investigations must be thorough and objective.
* Corrective actions must be effective and implemented promptly.
* Compliance with all applicable food safety regulations is mandatory.

**7. Practical Guidelines:**

* Implement a robust quality control system to minimize the occurrence of defects.
* Train employees on how to identify and report defects.
* Regularly review defect reports to identify trends and potential systemic issues.
* Maintain accurate records of all defect investigations and corrective actions.

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