**Personnel Responsible:**

Quality and Production employees

**Purpose or Objective:**

To establish uniform guidelines and responsibilities for determining the disposition of non-conforming materials and / or products. A non-conforming product is material in-process or finished which does not meet predetermined chemical or physical specifications. This may include product returned from a customer or incoming raw material.

**Procedure:**

1. The Quality Department approves or rejects all incoming, in-process, packaging, final product or customer returns.
2. Giles Chemical employees and management are responsible for holding any non-conforming material before release.
3. Non-conforming material must be tagged with a **“Quality Hold”** placard (QA*-17-F01*) and placed in designated areas at the Main Plant and Repack facilities. Main Plant has a “**Quality** **Hold**” area in the lower warehouse. Both plants can *hold* nonconforming product in a bin as long as the bin is taped off with yellow tape and tagged with a **“Quality** **Hold”** placard. All tags must identify a reason for holding the shipment.
4. Quality Department must be informed when nonconforming material in identified.
5. Quality Department and Production will review the nonconforming material and make a decision on whether or not the material can be shipped to alternate customer, reworked or scrapped.
6. Nonconforming material cannot be released without a signed Non-Conforming Release Form *(QA-17-F02).* Quality Department and Production must sign this release form stating the deviation and disposition of the non-conforming material.

**Forms:**

QA-17-F01 – Quality Hold

QA-17-F02 – Non-Conforming Release

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| Revision  Number | Revision  Date | Effective  Date | Revision  Author | Quality  Approval | Production Approval | Revision Description |
| 00 | 01/24/07 | 01/24/07 | S.Howell | -- | -- | New Document |
| 01 | 08/21/12 | 08/21/12 | D.Durbin | D.Durbin | J.Bumgarner | 3 year revision |
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