| NAME OF THE COMPANY | | Doc.No. ABC/PR/06 |
|---|---|---|
| TITLE | **Procedure for Non-conformance and Corrective action** | ISSUE NO : 1.0<br>REVISION NO.: 00 |
| | | Issue Date: 01 Sept. 2022 |

# Procedure for Non-conformance and Corrective action

| | Prepared by | Reviewed By | Approved by |
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| **Name** | | | |
| **Function** | | | |
| **Date** | | | |
| **Signature** | | | |

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**AMENDMENT RECORD SHEET**

| Issue No.1.0 | | | | Date 01.09.2022 | |
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| Sl No | Document No | Current Revision | | | Nature of Change |
| | | Issue No | Rev.No. | Date | |
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**Procedure for Non-conformance and Corrective action**

**1.0 Purpose**

To lay down a procedure for implementing the product and process related non conformities, determine correction, corrective action to preventive to eliminate existing causes of non-conformities and potential non conformities.

**2.0 Scope**

This covers reporting of potential non-conformities, correction, data collection, cause investigation, analysis and implementation of corrective action on non-conformities observed in areas of incoming products, processing and final stages, Customer complaints, Internal audit report.

**3.0 Responsibility**

Responsibility for investigation and analysis and implementing correction/corrective action is as shown below: -

**Correction/Corrective action**

| **Non-Conformity in** | **Responsibility** |
|---|---|
| Incoming products | QC person |
| In-process (CCP/OPRP) | Workers/Plant Supervisors/QC/FST |
| Final inspection(CCP/OPRP) | Plant Supervisor/QC/FST |
| Customer complaint | Plant Manager/In charge/QC |

4.0 **Procedure**

**Customer complaint handling**

Customer complaints received from customers is noted down in the customer complaint register and then forwarded to QC with a copy to FSTL.

Once complaint is registered FSTL writes a reply in the prescribed format to the Customer.

Based on the analysis of the QC department the complaint is then forwarded to the concerned Department head for details/Root cause analysis.This complaint will then be entered in the NC register of the concerned production area.The plant manager and Section In charge gives the details of the product and if necessary initiates appropriate method for Root cause analysis and corrective action is initiated to dispose the complaint at an early date.This details/Root cause analysis done is then forwarded to QC dept.Based on all these analysis QC In charge gives the report to the Customer.

Food Safety team depending upon the nature of complaint verifies the Food Safety System.The internal complaints also are handled in the same manner.

**Non Conformances during Audits**

The auditors submit the non-conformance reports of internal audit to FSTL. Analysis and corrective action taken are reviewed by FSTL. The actions on audit non conformances are taken as per internal audit procedure.

**Non conformities in product and process**

The non conformities can be emerged from any process step such as

incoming inspection, stages exceeding critical limits / OPRPs, improper handling, .

The non conformities are recorded in non conformance/ Corrective action form and evaluated to take appropriate correction/corrective action.

**Correction**

It is ensured that when critical limits at CCPs or action criteria for OPRPs are not met,the affected products are handled as potentially unsafe products.

**CorrectiveAction**

The non-conformities that require correction/corrective action and the recurring non-conformities recorded in the NC form are considered for corrective action.

Corrective action is implemented based on the importance of the problem encountered. Root cause investigation and analysis of non-conformities are done by direct observation, measurement and analysis of processed work operation. The result of investigation and analysis are recorded in the corrective action register For non-conformances that occur again and again, the need for appropriate action is evaluated and the same is implemented. Corrective action required to eliminate the causes of non-conformances are determined by Plant Manager and implemented by the supervisors/workers. Plant manager reviews effectiveness of corrective action taken. Any revision to be made in the FSMS documents as a result of corrective action initiated will be carried out .The corrective action implemented is reported to the management review meeting**.** Records of implementation and verification of corrective action are maintained.

**Evaluation and release**

Each lot of product affected by non conformity( deviation to critical limits/ action criteria of OPRP) will be evaluated and only after ascertaining the lot for meeting the acceptance criteria such products are released.

**Disposition of non conforming products**

Reprocessed products are tested or verified for conformance to the acceptance criteria are relased. Other wise the products are distroyed or disposed as waste.

In case the observed non-conformities point towards any potential non-conformity, plant manager institutes preventive action to prevent occurrence of such potential non-conformity.

Root causes for the potential non-conformances are analyzed based on observation, trend in product quality etc and are recorded in the register.

Preventive actions are implemented based on the importance of the effects of the potential problems.All major and repetitive types of complaints/non conformances are analyzed in detail and appropriate action is determined and implemented

Preventive action may include Supplier development, Changing practices or procedures, Enforcing conformance to specific requirement, Formation policies etc.

The results of preventive action taken are recorded. The plant manager reviews the effectiveness of the preventive action taken. Any revision to be made to the FSMS documents as a result of preventive action initiated will be carried out.The preventive action implemented is reported to the management review meeting.

**5.0 Reference**

**6.0 Records**

6.1 Customer complaint register

6.2 Non conformance/ Corrective action record