12 (1) PROCEDURE FOR CONTROL OF NONCONFORMING OUTPUTS.

12.1 **Purpose**

The procedure is to ensure that the Out put that do not conform to the specified requirements and tend to cause major problem are identified, and controlled to prevent their unintended use or delivery. *Procedure is applicable to Nonconformity handling through NC Report system*.

12.2 **Scope :**

Non-Conformities identified at In coming Material, In Process Out puts , Final product Output

12.3 **Responsibility:** Head of the Departments

12.4 **Authority : Director**

12.5 **Procedure**

1. Depending on the severity of the non-conformity, it is necessary to deal with Major non-conformity with immediate effect. This procedure applies to the following situations:

   1.a. Identification of Non-Conformity at Incoming Material Inspection.

   1.b. Identification of Non-Conformity during the Production Process

   1.c. Identification of Non-Conformity at Laboratory testing or COP inspection process.

   1.d. Identification of Non-Con formity at the Grading or PSI Inspection process

   1.e. Identification of Non-Conformity *through customer complain and product returns.*

2. Identified Non- conforming output shall be segregated with immediate effect and NC Red notice shall be displayed for unintended use or delivery. *Initiate the NC Report through the system, conduct root course analyse and take corrective actions*

3. If the Non conformity is identified at the incoming material inspection stage, the incoming material lot or batch shall be segregated as specified in clause 2 and Inform to supplier with all information with regard to Non-Conformity.

3.1 Relevant HODS together shall provide necessary information of the Non-conformity to HOD supplies through NC Report, for

i. Suspension of provisions of product and services or

ii. Return or

iii. Claim Compensation

3.2 If it is decided to use such incoming material with the approval of directors after further correction or modification, and testing for conformity requirements, all traceability information shall be retained

4. If the major non-conformity is identified in the Manufacturing Process, it is necessary to segregate the NC output with immediate effect, putting the NC Red label to the identified lot or batch

4.1 Those who identify the NC outputs shall immediately inform the department HOD for immediate actions

4.2 HOD of the relevant department shall initiate the NC report and obtain the approval from the directors for dispose

4.3 If it is necessary for laboratory testing, inform the details about the segregated lot or batch to the laboratory through the preliminary information taken from the NC report.

4.4 If it is possible to use with correction or, modification, and testing for conformity requirements shall be verified. All traceability information shall be retained

4.5 It is necessary to identify the root cause to the major non-conforming, with immediate effect and take corrective actions, not to recur the same failure. Use the 5 why analysis or Cause and effect analysis to find the root cause to the problem.

4.6 Retain documented information through the NC report with regard to Non-conformity and actions taken

5. If the Non-Conformity is identified at Laboratory testing or COP, In–Process, inspection.

3.3 Immediately inform the Non-Conformity Status to relevant department for the

Segregation of the Lot or Batch for unintended use or delivery. NC Outputs shall be rejected and NC report shall be initiated

3.4 If it is possible to use with correction or modification, and testing for conformity requirements shall be verified. All traceability information shall be retained.

6. If the Non-conformity is identified at the Grading or Pre Shipment inspection stage. Reject the identified lot and Segregate with the Red NC label

6.1 Inform the relevant department with immediate effect. Reject the lot or batch, NC report shall be initiated

6.2 If it is any urgent requirement to deliver the lot to customers, it is necessary to obtain Directors approval as well as informing the customer and obtaining authorization for acceptance under concession.

6.3 Documented information shall be retained through the NC report. Non conformity information, Action taken, Concessions obtained shall be mentioned in the NC report.

6.4 All Non-Conformity Out Puts and Rejection situations shall be informed to the Directors.

6.5 This procedure is specially for controlling unintended use or delivery of Non Conforming outputs at any stage of the processes described. (eg. Unsulphured Batch detection at mixing.)

7. *If Non conformity is identified through customer complaints*

7.1 Inform the Senior Technical Manager through NC report

7.2 If it is necessary, request the NC product from costumer for investigation

7.3 Senior Technical Manager conduct the root course analyse and implement corrective action

7.4 Communicate the corrective action to the customer through IM department or local sales department

7.5 Monitor the effectiveness of corrective actions and close the NC if satisfactory.