

SRI	ISO 9001: 2015 Quality Management System Quality Procedure Manual	
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Title : Procedure for Control of Non-Conforming Products and Samples		

***12 (1) PROCEDURE FOR CONTROL OF NONCONFORMING PRODUCTS AND SAMPLES
UNDER DIRECT CONTROL AND SUPERVISION OF THE COP***

12.1 Purpose

The procedure is to ensure that the products or product samples under the direct control and supervision of the COP, found to be noncompliance to specified specifications or standard quality norms, handle under controlled conditions to prevent their unintended use or delivery. Nonconformity handling through NC system is applicable.

12.2 Scope :

Handling Non-Conforming tyres, tubes or samples produced under COP monitoring and control.

12.3 Responsibility: Head of the Department –COP (HOD-COP)

12.4 Authority : Director

12.5 Procedure

1. Factory COP manager while his duties under COP control and supervision, shall identify the noncompliance to specifications, or standard Quality norms for acceptance, or appearance of a visual defect, or considerable variation in the colour and the technical assistance requirement related problems
2. Factory COP Manager shall find solutions to above specified quality problems within his scope and take corrective actions, having mutually cooperation with his team and production team.
3. Factory COP manager shall coordinate with the factory-grading department for obtaining grading results of the visual quality defect of the particular production, before and after corrective actions.
4. Factory grading department manager shall provide the details of grading observations, required grading reports with their comments to the factory COP manager and inform this quality problem and their grading results to the HOD grading.
5. Factory COP manager shall discuss with COP Head, if further instructions or guidance is necessary for the function of responsibilities and duties performed by him.

If MR signature is absent this will not be a controlled document.	Signature of Management Representative	
	Date	

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6. COP Head shall, give the necessary instructions, guidance required and follow up. COP Head shall review the progress of corrective actions for specific quality deviations at the weekly meeting. Factory COP manager shall prepare with necessary information and grading reports.
7. Factory COP Manager shall obtain the guidance and involvement of COP Head to find a solution to recurring and unsolved critical quality problems specified in clause 8
8. Major non-compliance to specifications and standard Quality norms or product with a quality defect that affects its safety or performance or appearance of a visual defect with considerable variation of the product colour or a special sample which has a visible quality defect not acceptable under current grading standards.
9. Factory COP manager shall provide full details of the problems specified in clause 8 along with the actions taken and other verifiable information with grading reports prior to the full involvement of the COP Head to resolve the problem.
10. COP Head shall involve with Factory COP manager to resolve the problem if the problem is unsolved and the particular defect level exceeding above 5% and no progress of the corrective action taken by the Factory COP manager along with the production team.
11. If the quality problem is still unresolved and requires extensive testing for a proper solution and affects overall performance or if it involves design or compound development, the COP Head is responsible for discussing the problem with the R&D senior managers for their direct involvement.
12. Head of the COP shall have the opportunity arrange a practical brainstorming meeting with all relevant department heads, managers including line managers for everybody's contribution to resolve the problem. it is very essential to have a team effort for a prompt actions in this kind of a critical occurrence.
13. Factory COP manager shall maintain all the documentary evidence including grading reports related to the action taken and retain as the NC references.

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14. COP Head shall inform the Managing director about the severity of the problem and corrective measures taken at senior manager's level to resolve the problem.
15. If the Managing Director approves a certain defect level and continue production due to customer demand urgency, all defective products need to be identified and segregated to prevent unintended use or distribution. NC report should be prepared and all relevant details should be retained.
16. If it is a sample produced under the direct intervention of the COP for customer requirement and appears to have an unacceptable level of visual defect, Factory COP manager shall obtain relevant grading reports, identify the need for the sample, and comply with the customer requirement and shall not allow unintended use or delivery.
17. In cases where the visual appearance of the product or sample is unacceptable under factory grading standards but not that critical to the end user requirement and the immediate delivery is required, COP Head, R&D Head, and IM Head should discuss the possibility of approving the product or sample for delivery.
18. IM Head shall evaluate whether this visual quality defect can be approved or not, taking into account that the customer's acceptance level of the visual quality considering the long-term business relationship with the customer. If the IM Head decide to approve, approval decision shall be informed to COP head along with a sample approved by the IM Head to be retained as a reference.
19. If the need arises to deliver any NC product or any sample to customer that is not accepted under factory grading norms or incomplete technical compliance requirement, COP Head shall compulsorily communicate the managing director's consideration.
20. In case approval granted by the managing director for delivery, informing the customer or sending a sample for customer authorization, COP Head shall communicate to IM department for their direct involvement. IM department shall communicate the product or sample acceptance information to COP Head after customer acceptance under concession
21. Head of the COP shall direct the appropriate instructions to the relevant departments copying to Managing director.

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