

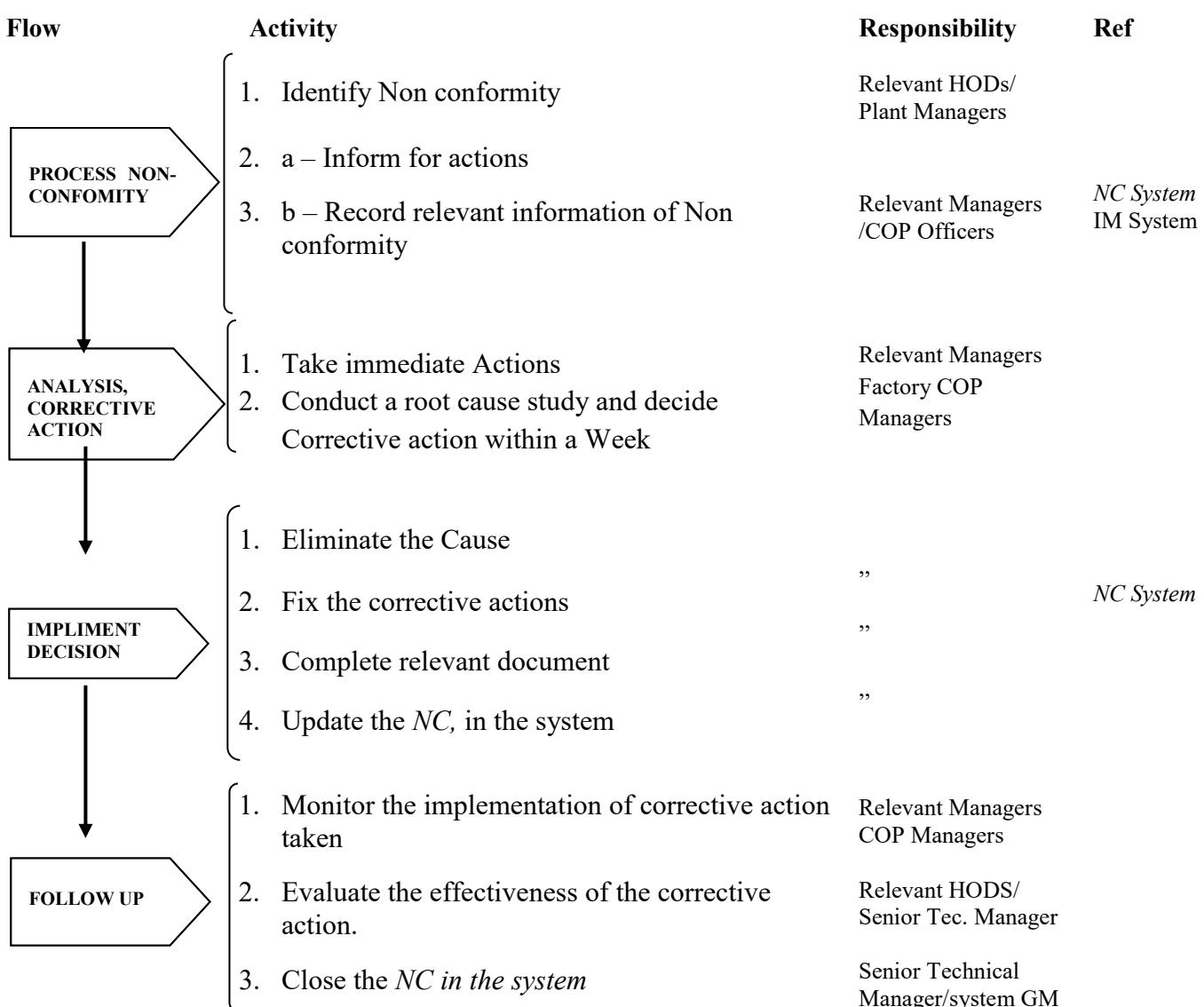
Title : Procedure for Nonconformity & Corrective Action

13.0 PROCEDURE FOR NON CONFORMITY & CORRECTIVE ACTION**13.1 SCOPE**

This procedure describes the identification of Non Conformities (NC) and customer complaints, root cause finding, taking corrective action and reviewing the effectiveness of the corrective action

13.2 RESPONSIBILITY

The Managers of the relevant Department

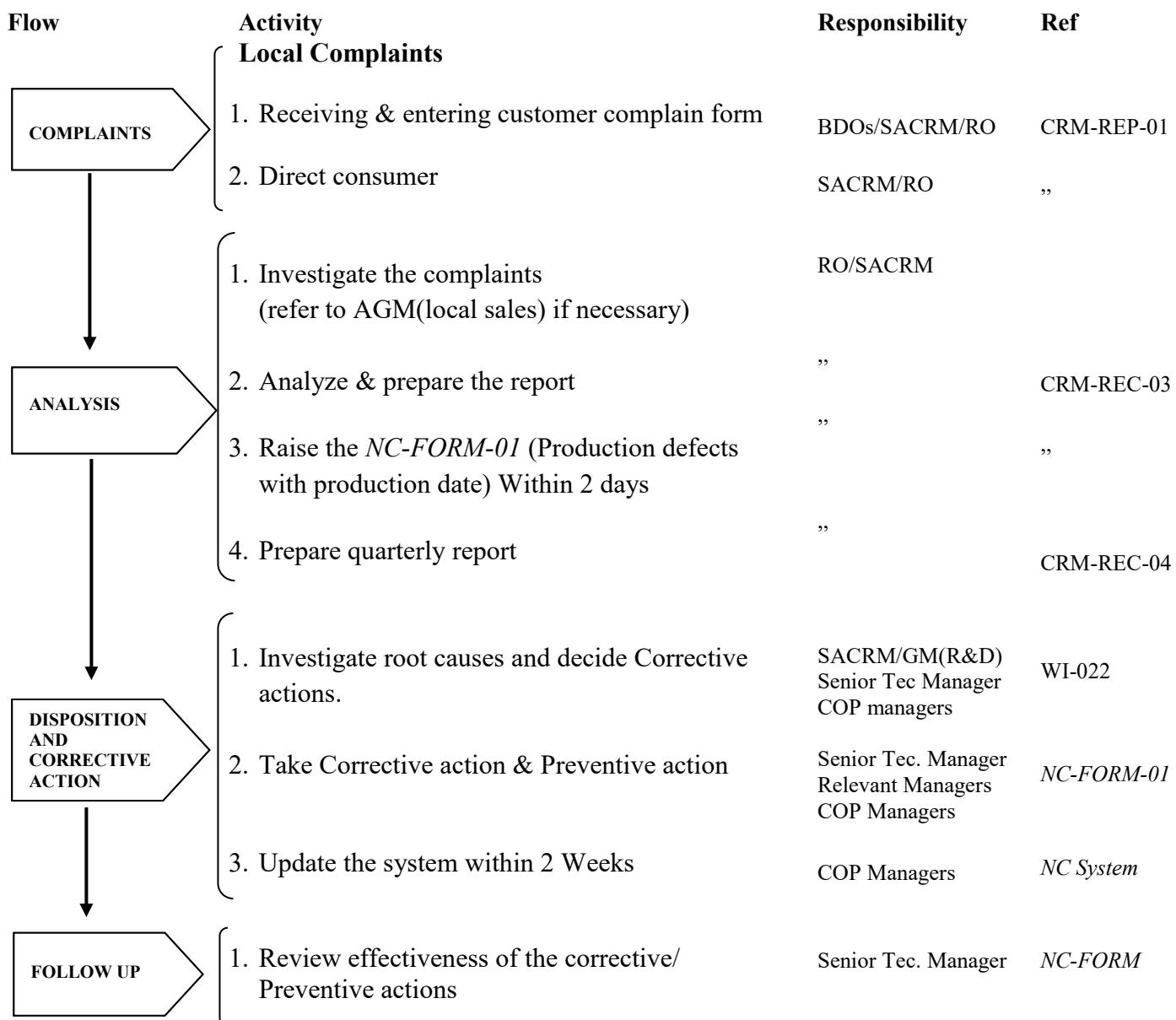
13.3 PROCEDURE IN-PROCESS NON-CONFRMITY HANDLING

If MR signature is absent this will not be a controlled document.

Signature of Management Representative

Date

Title : Procedure for Nonconformity & Corrective Action

13.4 PROCEDURE FOR CUSTOMER COMPLAINTS HANDLING**13.4.1 PROCEDURE FOR CUSTOMER COMPLAINT (LOCAL)**If MR signature is absent this
will not be a controlled
document.

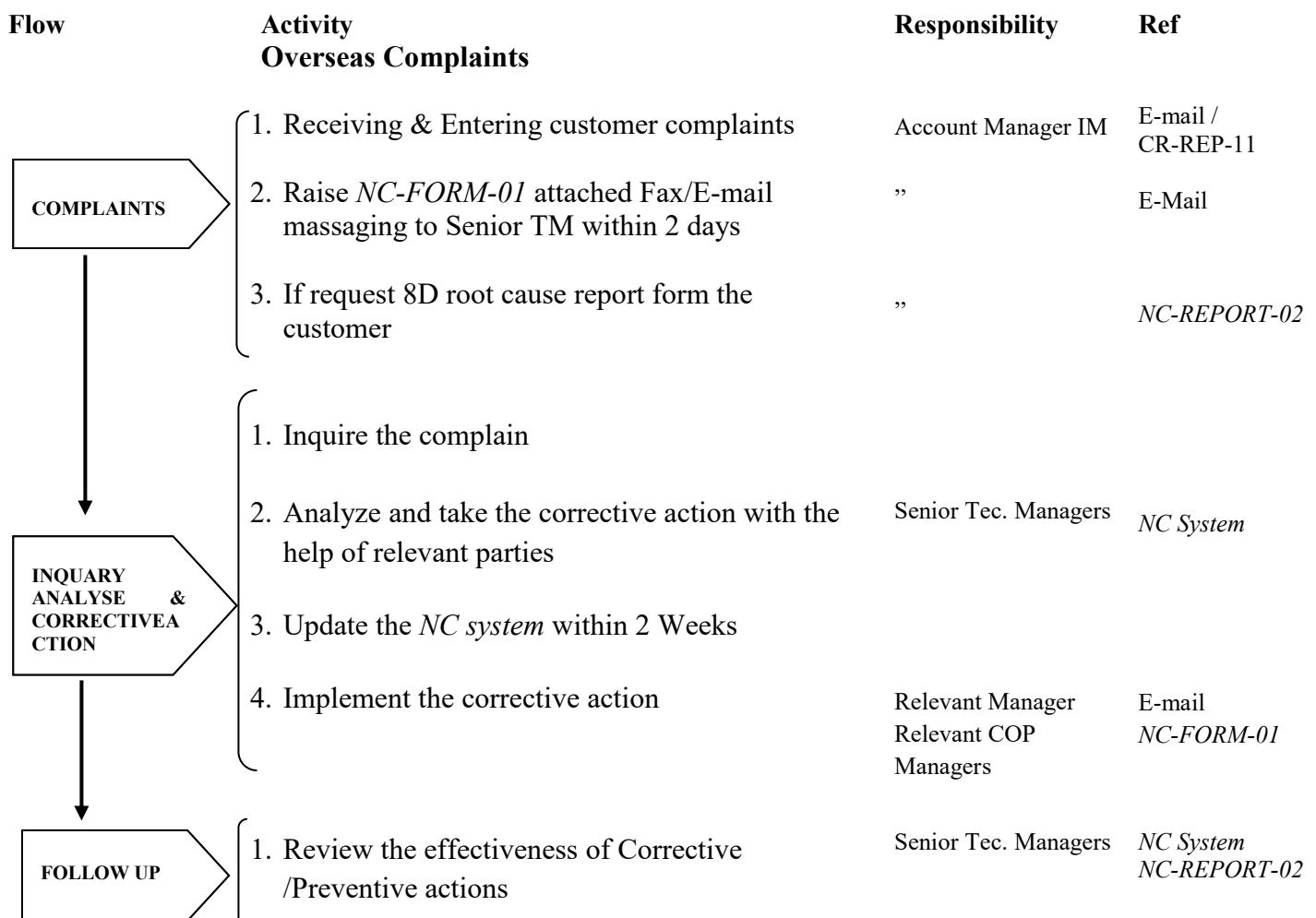
Signature of Management Representative

Date

SRI	ISO 9001: 2015 Quality Management System Quality Procedure Manual	
Document No: SRI-QPM -13 Date Issued: 03/04/2017 Revision date: 20/09/2023	DSI Tyres®	Revision No :02 Page No : 3 of 3

Title : Procedure for Nonconformity & Corrective Action

13.4.2 PROCEDURE FOR CUSTOMER COMPLAINTS HANDLING (Overseas)



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