1.0 OBJECTIVE

To ensure that any product or service which does not conform to customer, statutory and regulatory requirements is identified and controlled to prevent its unintended use or delivery.

2.0 SCOPE

This procedure covers all activities from the identification of nonconformity up to the implementation of the most suitable course of action including the risks and opportunities associated with the process.

3.0 ACCESS

This procedures manual is uploaded to the DOST IX Document Management System and accessible to all DOST IX personnel. The original copy of this document is managed by the DOST IX's document custodian.

4.0 DEFINITIONS

Nonconformity – is the nonfulfillment of a specified requirement.

Nonconformity and Corrective Action Report (NCAR) – form used for the disposition of nonconformities.

Root Cause Analysis (RCA) - is the process of identifying the possible root causes of the problem and be the basis of the correction and corrective action.

5.0 RECORDS

- *FM-QMR-06-F03* Nonconformity and Corrective Action Report
- Root Cause Analysis Form
- Minutes of Meeting

6.0 REFERENCES

- PM-QMR-02-01 Documented Information (Documents)
- PM-IQA-06-04 Corrective Action
- ISO 9001:2015 Standard
- Risk and Opportunity *Management System*

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Lead Auditor	Quality Management Representative

7.0 PROCEDURE

FLOW	PERSON RESPONSIBLE	DETAILS
Start		
Report Nonconformity	Concerned Process Owners/ Auditors	• Report nonconformity of products or services based on the identified categories: - Internal - External Audit Finding - Complaints from Customer and Interested Parties - Outputs from Management Review - System nonconformities Not Covered by Internal Audit - Relevant CEMS & LMS Documents and Records - Process measurements/outputs from data analysis - Legal noncompliance - Objectives, Targets and Programs Not Done or Not Met as planned - Non-conforming work
Identify and implement immediate corrections/ actions	Concerned Process Owners	• Identify and implement appropriate immediate corrections/actions to eliminate the Nonconformities. • Nonconformities relevant to delivery of services are evaluated according to customer's requirements / specifications.
Conduct Root Cause Analysis ← No — B	Concerned Process Owners	• Conduct Root Cause Analysis using the RCA Form to identify appropriate solution/s.
Identify corrective action, risks and opportunities	Concerned Process Owners	• Identify appropriate actions that should be taken to prevent occurrence of the nonconformity. Should also identify risk and opportunities that may transpire and update Risk and Opportunity *Management System*. • Refer to PM-*IQA*-06-04 Corrective Action. Use NCAR *Form* (FM-QMR - 06-F03).
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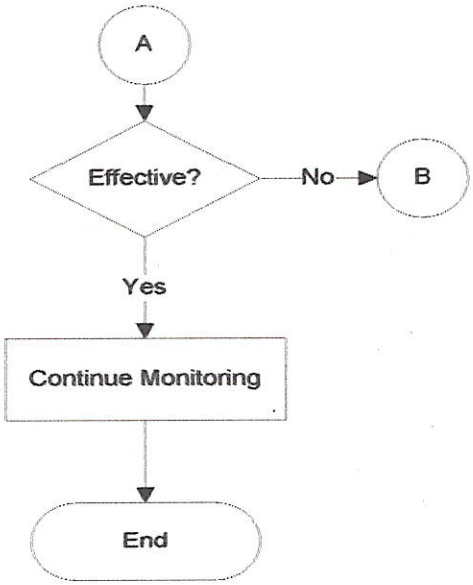
FLOW	PERSON RESPONSIBLE	DETAILS
	Concerned Units/ Auditors *Concerned Units/ Auditors*	• Effectiveness of correction and corrective action will be assessed during the scheduled Internal Audit and monitoring. • For ineffective correction and corrective action, Process Owners should conduct further root cause analysis to identify appropriate solution. • When corrective action results to a change in procedure, the Process Owner initiates a revision of the relevant document in accordance with document control procedure. Refer to PM-QMR-02-01 Documented Information (Documents).

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