

<b>Alloy Toll Management Sdn Bhd</b>	<b>Doc. No. : PM 19</b>
	<b>Version No. : 1.3</b>
<b>Control of Nonconforming Services</b>	<b>Effective Date : 23/03/2018</b>
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## 1.0 PURPOSE

- 1.1. This procedure complies with section 8.7 of ISO 9001:2015 as applicable to the Quality Management System of Alloy Toll Management Sdn Bhd

## 2.0 SCOPE

- 2.1 This procedure applies to any process or services, which are identified as nonconforming within the scope of Alloy Toll Management Sdn Bhd

## 3.0 RESPONSIBILITY

- 3.1 Top Management, Toll Monitoring, Operation Executives and Internal Auditors

## 4.0 PROCEDURE

- 4.1 Processes or services within Alloy Toll Management Sdn Bhd that are considered to be nonconforming may be identified in any of the following ways:

- 4.1.1 Internal Quality Audits: During the process of conducting internal quality audits, processes maybe identified as being nonconforming. These are recorded in the Corrective Action Report

***Refer PM 04 Internal Quality Audit Procedure***

- 4.1.2 External Audits: During the process of conducting external audit, process may be identified as being nonconforming. These are recorded in the certification body's own reporting documents

- 4.1.3 Internal Inspections: During the process of conducting internal inspections by the Executives, any process in the ATM that does not produce an acceptable result may be reported as a result from inspections or document checking.

***Refer PM 13 Prosedur Kerja Penyelia & PM 15 Prosedur Kerja Toll Monitoring***

- 4.2 Once identified, the nonconformance shall be addressed and ATM shall:

- 4.2.1 Take action to reduce or eliminate the nonconformity.  
4.2.2 Implement corrective and preventive actions.  
4.2.3 Continuous monitoring to ensure compliance

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## 5.0 QUALITY RECORD

<b>No.</b>	<b>Title of Records</b>	<b>Retention Period (Year)</b>
1	Corrective Action Report	3

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### DOCUMENT AMENDMENT REGISTER

<b>NO</b>	<b>DATE</b>	<b>REASON</b>	<b>CHAPTER</b>	<b>VERSION</b>
1	10/08/2006	Initial Release	All	1.0
2	02/01/2008	Document Authorization: Management Representative - DGM	-	1.1
3	30/06/2009	Procedure updated to be in-line with ISO 9001:2008	All	1.2
4	23/03/2018	Procedure updated to be in-line with ISO 9001:2015.  Amendment; - Amendment on report title from Concern Form to Corrective Action Report. - Revision No. changes to Version No. as agreed in the 4 <sup>th</sup> ISO New Standard Transition meeting.	All       5.0	1.3