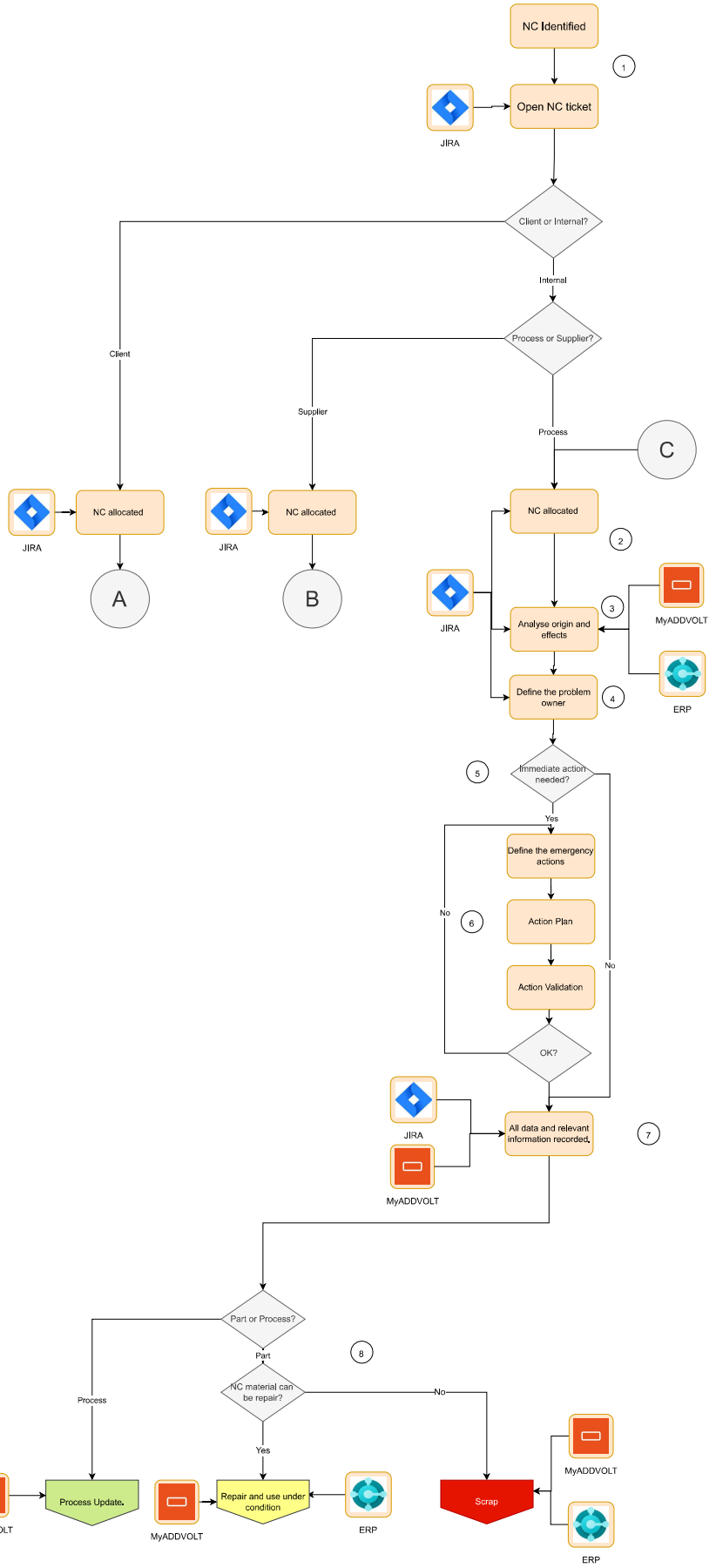

1. NC Identified & Ticket Open (Client/Affected Area)

Any type of possible Non-Conformity identified, must be reported using the defined plataform. According the origin and kind of NC a specific ticket will be genereated for the defined treatment.

2. NC Allocated (Affected Area)

Any type of Non-Conformity detected or result of our internal operations should be immediate identified and reported (JIRA).

3. Analyse origin and effects (Affected Area)

A first analyses of the problem is made, taking care the origin, the potencial responsible and the concret effects on our products/process. According to the specified problem, the product should be moved to NC warehouse on ERP and in some cases Myaddvolt.

4. Problem Owner (Affected Area)

According the previous analyses a person or team should be nominated as the problem owner.

5. Immediate action needed? (Affected Area/Quality)

In line with the potencial effects of the Non-conformity, it should be evaluated the need to take emergency actions to avoid problems with the clients (Ex: Recall, 100% Inspection, re-work,etc)

6. Define the immediate actions (Affected Area)

The emergency actions should be define and recorded into an action plan.

After the actions implemented the problem owner must validate them.

The action taken must be evaluated according the internal acceptance or client.

7. Data and information recorded (Affected Area)

All the resulted information regarding the treated problem, should be record for future analyses and action.

8. NC material repair (Quality)

After all iinformation recorded the NC material or process should be evaluate

In case of a NC related to a process, the updates must be implemented.

In case of a NC related to a material:

If the repair is available and we guarantee the quality of the product, we can use that product with the status under condition (Internaly or client)

If the material dosent have possible repair, it should be classified as scrap and elimated.