	Name	Designation	Date	Signature
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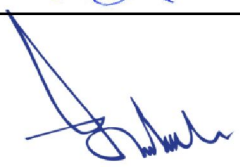
Approved By	Mr. Mohamed Basheer	Managing Director	01.Aug.2021	

Revision History: -

Rev.	Date	Nature of Changes	Approved By
00	01-Aug-2021	Initial Issue	Managing Director

1.0 Purpose

To establish a system for ensuring that product / services which does not conform to the requirements is identified and controlled to prevent the unintended use or delivery and suitable corrective and preventive actions are taken.

2.0 Scope

All non-conforming products/Service at incoming, in process and in final stage.

3.0 Responsibility

Certification Manager, Administrator, MR and all staff.

4.0 Description of Activity

4.1 Identification of Non-Conforming Product:

- **Detection of non-conforming product during receiving of incoming materials.**

  Incoming materials are inspected against requirements, if found non-conforming i.e. not fulfilling the requirements, then those are put in a separate area called as “ON HOLD”, highlighting the non-conformity.

- **Detection of non-conforming product during In-process and Final stage.**

  The process owner and/or designated staff can detect any non-conformity during the product realization stage. Upon detection of non-conformity, it shall be immediately reported to the concerned process owner.

- **Detection of non-conforming Product/Services after delivery.**

  The sales staff can detect non-conforming product after the delivery by any suitable means, such as communication with client, feedback from client or complaints from them. Upon detection of such non-conformity, it shall be immediately reported to the Managing Director/MR and concerned process owner.

4.2 Registration of Non-Conforming Product:

The MR / process owner shall register the non-conforming product in Non- conformance report giving proper identification number. For repeated type of non- conformities corrective/preventive action report is generated for root cause analysis as detailed in Corrective and Preventive Action Procedure (QP-CB-04 CAPA). The process owner shall investigate the root causes for the non-conformity and shall take appropriate corrective action to rectify it. He shall discuss the corrective action plan with MR and take appropriate decision to dispose of the non-conforming product by adopting any of the following:

- Product / Service Recall
- Replacement
- Acceptance with concession
- Rejection

4.3 Corrective Action Verification:

The MR or appointed staff shall verify the nature of rectification/ rework and/or replacement and close out the NCR if found satisfactory. He shall then submit the documents to MR for its review in management review meeting.

4.4 Disposition of Non-Conforming Product:

The Certificates shall be recalled and a new certificate shall be issued to the client. The recalled shall be stamped withdrawn. Superseded certificate shall bear new identification number with a suffix original Certificate No. with R(X). The Certificate shall bear a foot note indicating the withdrawal of the issued document and replacing it with a superseded one.

4.5 Disposition of Non-Conforming Product:

MR shall arrange a follow-up audit upon detecting repeated incidences of non-conforming product. The outcome of the audit shall be discussed in the management review meeting seeking opportunities of continuous improvements.

5.0 Reference Documents:

QP-CB-21-F01 Corrective action report

QP-CB-21-F02 Preventive action report

6.0 References:

ISO 17024:2012, Clause No. 10.2.7, 10.2.8