I PURPOSE

The purpose of this procedure is for the identification, documentation, evaluation, and disposition of nonconforming products.

II APPLICATION

This procedure applies to all purchased (received), in-process, and finished products.

Definition of Nonconforming Product:

- Any rejected incoming purchased product arriving from a vendor.
- Any part (or group of parts), subassembly or final assembly which is rejected during in-process or final inspection. Any identified issue that can be brought into compliance with minor processing and completed within 60 minutes is NOT considered nonconforming product.

III PROCEDURE

1 Identification and documentation

All personnel performing processing duties are responsible for identifying nonconforming products in the course of their normal work activities.

Whenever a nonconformity is identified, you can initiate the NCR form and bring the form to the General Manager for the item/assembly in question and he will document the occurrence on a Nonconformance Report (NCR) form. Only the General Manager is authorized to make the decision on how to disposition the nonconforming item or assembly (including authorization for return, rework, re-grade, accept as-is or scrap).

The top block of the NCR form is intended for the identification of the nonconforming product, and the area where the nonconformity occurred (e.g., Receiving, Sewing, Metal Fabrication, 800 Assembly, 900 Assembly, or Stabilizer Assembly). If the item is rejected at Receiving, indicate the Vendor and a description and quantity for the nonconformance.

The next block “Description of Nonconformity” is for describing the nonconformity.

After the nature of the identified nonconformity is documented in the first two blocks of the NCR form, and the NCR is attached to appropriate paperwork, if any. The nonconforming product will be marked as nonconforming if not immediately scrapped. The General Manager will review the items or assembly.

Approved by:

John Graham
2 Nonconformity review and disposition

Nonconforming products may be:

- Returned to the supplier for replacement;
- Reworked to meet the specified requirements;
- Re-graded, with or without repair, for alternative applications; or
- Accepted as-is [concession by BPC top management];
- Scrapped (as unusable).

The disposition decision is documented and authorized in the DISPOSITION block of the NCR form along with the appropriate remarks.

If nonconforming product is discovered after delivery (normally by the distributor) including damage during shipment, the General Manager will arrange a return authorization which will normally include repair (after resolution of freight claim), re-inspection, and return to the distributor.

3 Verification of reworked, repaired and re-graded product

Before reworked products are shipped, they are thoroughly inspected to verify they conform to the same requirements as originally specified.

Products that are re-graded for alternative applications are also inspected to verify they meet the modified (downgraded) specification. Re-graded products must be clearly marked to identify their new status, as appropriate. The re-graded product will be inspected as part of normal product inspection when it is used in the future.

Product returned to a vendor for replacement will automatically be re-inspected upon receipt of the replacement item(s).

4 Closing out the Product Nonconformity Report

If the disposition decision is “Accept as-is” or “Scrap,” the NCR is closed and filed.

“Rework” items require re-inspection results be approved in the CLOSEOUT box of the NCR form.

Before closing out the NCR, the General Manager will determine whether there is a need for initiating a corrective or preventive action to investigate the root cause.

5 Analysis of nonconformity reports and trends

The ISO Management Representative may periodically review and analyzes product nonconformity reports to detect trends (including improvements) and to identify the possible need for corrective and preventive actions.
IV REFERENCED DOCUMENTS AND RECORDS

- Product Nonconformity Report (record of the event and its disposition)
- Corrective and Preventive Action Procedure