

## **Content**

### **1 Purpose**

### **2 Scope**

### **3 Responsibility and Authority**

### **4 Procedure**

**4.1. Nonconforming outputs detected at Sample Company**

**4.2. Nonconforming outputs detected after delivery or use.**

### **4 'Control of nonconforming outputs' process criteria and risks**

**5.1. The criteria**

**5.2. Addressing the risks and opportunities**

### **5 Documented information of process "Control of nonconforming outputs"**

### **6 Revision History**

**Annex 1** QSF 8.7-01-01 Nonconformity Protocol

**Annex 2** QSF 8.7-01-02 Hold tags

## 4. Procedure

The diagram of 'Control of nonconforming outputs' process is shown on Fig.1.

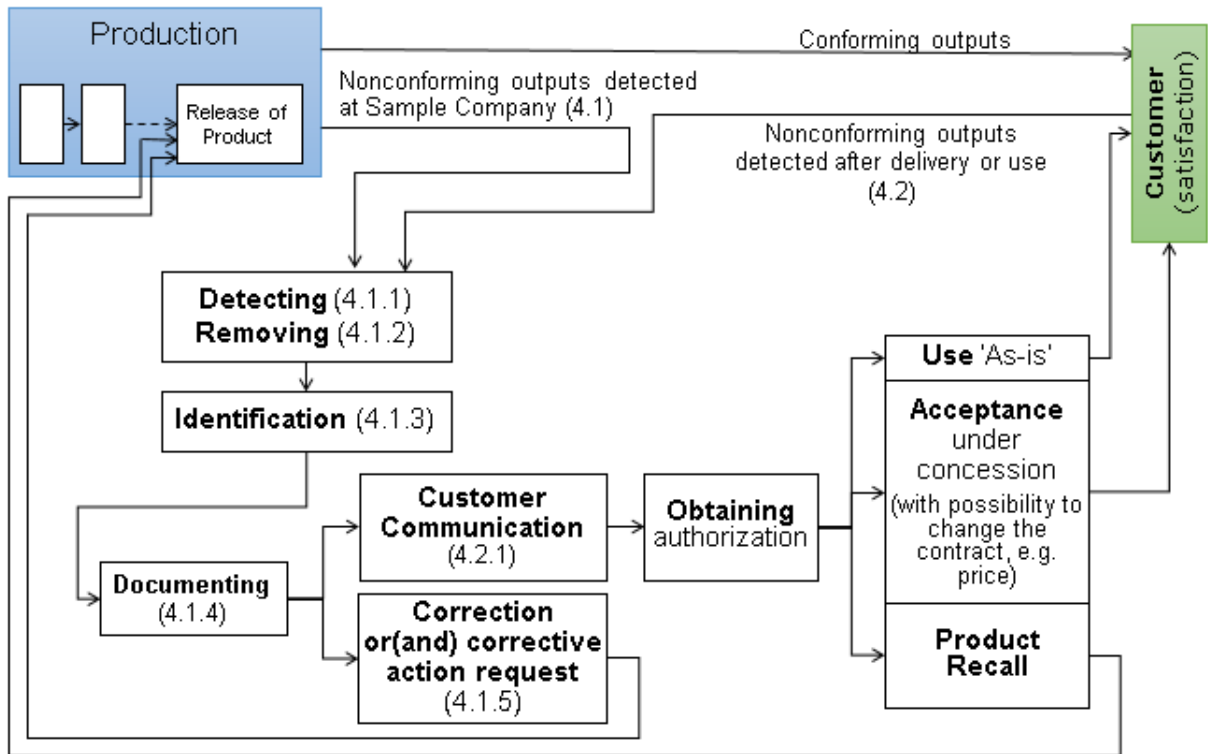


Рис. 1 'Control of nonconforming outputs' Process Diagram

### 4.1 Nonconforming outputs detected at Sample Company

- 4.1.1. Nonconforming outputs can be detected in many ways, by any person, at any time.
- 4.1.2. When nonconforming outputs is detected, it is immediately removed from the normal process flow and one of the following people is notified: The President, Quality Manager, or Sales Manager. The product or material is removed from the normal process flow by being placed on the designated "hold shelf". (Note- you may wish to lock up your nonconforming material to prevent unintended use.)

## Quality System Procedure

QSP

8.7-01

Subject:

Control of nonconforming outputs

- 4.1.3. Nonconforming material is identified with a HOLD tag, which is filled out and attached to the affected item(s). The HOLD tag contains part number, quantity, description, reason for being on hold, name of the person who detected the problem, and the date.
- 4.1.4. Disposition of nonconforming products can be determined by any of the above 3 listed people. The Quality Manager will periodically go thru all the items on the hold shelf to dispose of the products. Non-compliance protocol is created that describes the nonconformity, describes the actions taken, describes the concessions obtained (if obtained), and identifies the authority deciding the action in respect of the nonconformity. No nonconforming material shall be removed from the hold shelf except by the Quality Manager, the President, and the Sales Manager.
- ...




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