Quality System Procedure
QSP 8.7-02
Subject: Control of Non-conformances in Provision of Services

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4. Procedure

4.1 General

The diagram of ‘Control of Non-conformances in Provision of Services’ process is shown on Fig.1.

Fig. 1 ‘Control of Non-conformances in Provision of Services’ Process Diagram

**Inputs**
1. Non-conformance

**Outputs**
2. Non-conformance protocol
3. Information about a non-conformance when providing services
4. Informational report about a non-conformance when providing services
5. QSP 8.7-02 Control of Non-conformances in Provision of Services
6. • Process budget;
   • Personnel involved in service provision

In the ‘Control of Non-conformances in Provision of Services’ process the key categories are non-conformance, correction, corrective action, and acceptance under concession.
Non-conformance – a failure to meet the requirements.

Correction - temporary measures aimed at the prompt elimination of the non-conformance and minimizing the possible consequences.

Corrective action – an action to eliminate the cause of a detected non-conformance or other undesirable situation.

Acceptance under concession - acceptance services, when the user agrees to the mismatch on certain conditions.

4.2 Identification of a non-conformance

Examples of Non-conformances in the provision of services:

- any deviation from the methodology, applicable standards and (or) other documents that regulate the provision of services;
- involvement of personnel, who’s competence level is below the one prescribed by the regulations, in the provision of services;
- failure to meet the deadlines of service provision;

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