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**Annex 1.** Form 8.7-02-01 Non-conformance protocol

...

**4. Procedure**

**4.1 General**

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

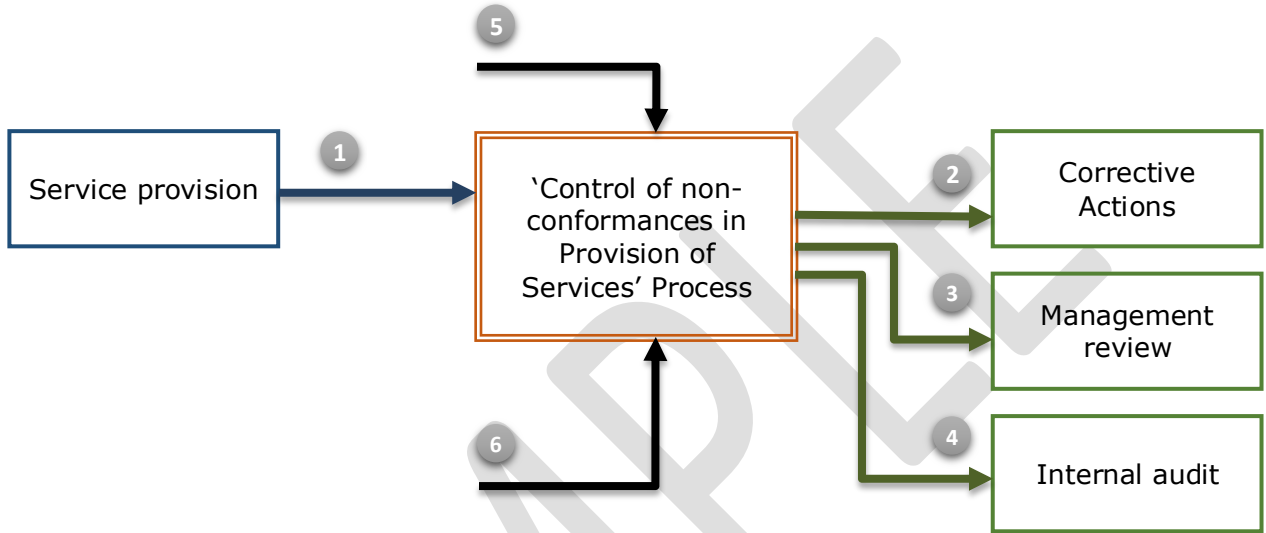


Fig. 1 'Control of Non-conformances in Provision of Services' Process Diagram

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.

## Quality System Procedure

QSP    8.7-02

Subject: Control of Non-conformances in Provision of Services

*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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