[Company Name] *[Preview]* www.c-bg.com info@c-bg.com	**Management System Procedure** **MSP** **8.7-01** **Subject:** **Control of nonconforming outputs**

Content

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4. Procedure

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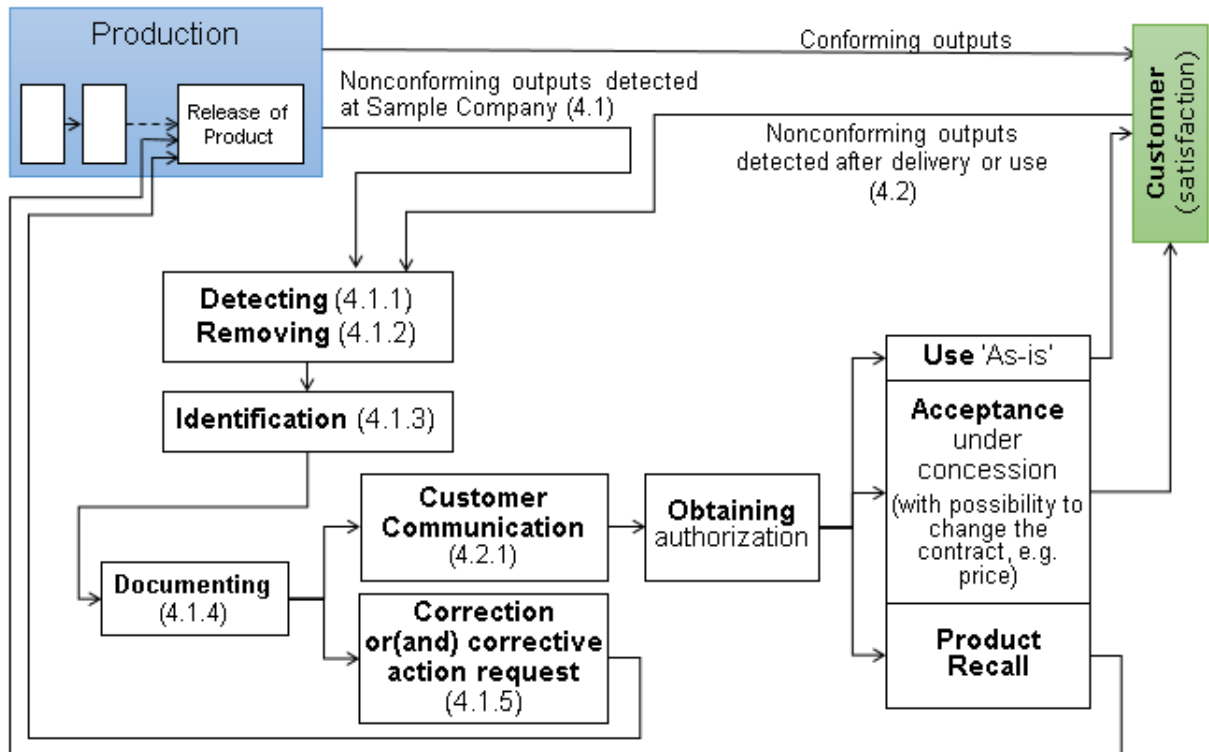

Fig. 1 'Control of nonconforming outputs' Process Diagram

4.1 Nonconforming outputs detected at the Organization

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, IMS 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.)

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 anyone of the three-people listed above. The IMS Manager will periodically go thru all the items on the hold shelf to dispose of the products. Non-conformance protocol is created that describes the non-conformance, describes the actions taken, describes the concessions obtained (if obtained), and identifies the authority deciding the action in respect of the non-conformance. No nonconforming material shall be removed from the hold shelf except by the IMS Manager, the President, and the Sales Manager.

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