Procedure: [Control of NCP Proc. Title]

1. **SUMMARY**
   1. This procedure defines the requirements for identifying, processing and dispositioning nonconforming product (“NCP”).
   2. While nonconforming product is typically found during an inspection or test, it can be discovered at any time, by any person or organization, including the customer, regulatory authorities, etc.
   3. The [who?] is responsible for implementation and management of this procedure.
2. **REVISION AND APPROVAL**

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| --- | --- | --- | --- |
| **Rev.** | **Date** | **Nature of Changes** | **Approved By** |
| [Rev Number] | [Date of Issue] | Original issue. | [Procedure Approver Name] |
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1. **DEFINITIONS SPECIFIC TO THIS PROCEDURE**
   1. **Nonconforming product:** This is any product, at any point along its life cycle, which is found to not conform to requirements. These requirements may be customer requirements, design requirements, statutory/regulatory requirements, or any other requirement deemed by [Short Client Name]. “Nonconforming Product” is referred to herein as “NCP”.
   2. **Rework:** Parts may be “reworked” when additional machining or processing is conducted without affecting the design of the part. Typically this means simply doing more of the already-approved processes or activities listed on the traveler (additional machining, etc.)
   3. **Repair:** Any work done on NCP which affects the original design is considered “repair” and is subject to the special controls defined below. Such work includes but is not limited to the adding welds to correct a problem, adding or removing material beyond design specifications, adding plating or metal finishing not originally included in the design specs, or adding any other materials (epoxy, patches, etc.) not provided for in the original design.

*[This procedure is divided into two sections, one for companies which utilize an Material Review Board (MRB), and one for companies that do not. Delete whichever section does not apply, and modify the remaining section accordingly.]*

1. **CONTROLLING NCP *[🡨 use if MRB is utilized.]***
   1. **Discovery and Reporting of NCP**
      1. When NCP is discovered, the operator must report this immediately to the [who?]
      2. The [who?] will review the problem to confirm the nonconformity. If the nonconformity is confirmed, the product will be identified clearly to distinguish it from acceptable product, or product awaiting inspection or test. *[enter method here: tagging, segregating, MRB cage, etc.?].*
      3. The [who?] will determine if the nature of the nonconformity necessitates full MRB review. A full MRB review is required if the [who?] thinks that any of the following dispositions may be required:

* Accept as is, with customer waiver
* Accept as is, with regulatory approval
* Repair – see special rules below below.
  + 1. Typically, a full MRB is not required if the [who?] determines the part only needs rework, or if it can be scrapped without impacting the quantity required for an order, if applicable.
    2. If full MRB is not deemed necessary, the [who?] may direct a disposition of rework or scrap.
    3. The operator may scrap nonconforming parts that are not serialized during production, provided that the operator makes a note of this action on the traveler.
  1. **Disposition Authority**
     1. Disposition authority is granted to the following personnel:
* Title
* Title
* Title
  + 1. The selection of these staff members has been made by top management, and is based on their role in the company, previous experience, and knowledge of [Short Client Name]’s processes and products.
  1. **MRB Review**
     1. When a part is submitted for Material Review Board (MRB) review, this must be indicated on the Nonconforming Part Disposition form, and the parts staged in an MRB quarantine area.
     2. The nature of the nonconformity, along with all necessary product information, including serial numbers, shall be recorded on the Nonconforming Part Disposition form. The description of must be a detailed explanation as to why a part or parts are being rejected; the form must include nominal/tolerance and actual measurements.
     3. The MRB consists of [list members by title here].
     4. The MRB shall research the issue and determine a possible disposition:
* Accept as is
* Repair (see special rules for repair below)
* Rework
* Scrap (see rules for processing scrap below)
* Return to Vendor
  + 1. If “accept as is” will require the acceptance of the part which deviates from a customer’s design, the customer approval must be obtained and documented on the Nonconforming Disposition Form. In addition, in some case regulatory authority approval may also be required to be obtained and recorded.
    2. The processing of NCP must take into consideration any actions necessary to contain the effect of the nonconformity on other processes or products.

1. **CONTROLLING NCP *[🡨 use if MRB is NOT utilized.]***
   1. **Discovery and Reporting of NCP**
      1. When NCP is discovered, the operator must report this immediately to the [who?] *[NOTE: in some companies, operators are allowed to scrap parts without any other approval, provided they note it on the traveler. If so, add that language here.]*
      2. The [who?] shall confirm if a nonconformity exists, and if so document it on the *[what form?]*
      3. The NCP shall then be identified clearly to distinguish it from acceptable product, or product awaiting inspection or test. *[enter method here: tagging, segregating, MRB cage, etc.?].*
      4. The NCP shall then be dispositioned. Disposition authority is granted to the following personnel:

* Title
* Title
* Title
  + 1. The selection of these staff members has been made by top management, and is based on their role in the company, previous experience, and knowledge of [Short Client Name]’s processes and products.
    2. Possible dispositions are:
* Accept as is
* Repair (see special rules for repair below)
* Rework
* Scrap
* Return to Vendor
  + 1. All repair or reworked product must be re-inspected, with the results recorded on [what form?]
    2. If “accept as is” will require the acceptance of the part which deviates from a customer’s design, the customer’s approval must be obtained and documented on the [what form?] form. In addition, when applicable, regulatory authority approval(s) may also be required to be obtained and recorded.
    3. The disposition, dispositioning authority and any subsequent work and re-inspection are to be recorded on the [what form?]
    4. The processing of NCP must take into consideration any actions necessary to contain the effect of the nonconformity on other processes or products.

1. **SPECIAL RULES FOR REPAIRS *(🡨 delete this section if not applicable)***
   1. “Repair” is defined in section 1 above.
   2. Any repair affecting a customer designed part must be approved by the customer in advance.
   3. ***Repairs without customer approval are disallowed in all circumstances!***
   4. All approvals must be documented and the records maintained with the part records.
2. **NONCONFORMANCE DATA ANALYSIS & TRENDING**
   1. The [who?] will present product quality trend data regularly to top management as part of periodic Management Review Meetings.