

	Quality Management System Procedure [Laboratory Name]	Issue Date: YYYY/MM/DD	Rev.: 0
	QSP 4-9-1 – Control of Nonconforming Work		Page #: 1 of 3

Prepared by: _____ Date: _____

Reviewed by: _____ Date: _____

Approved by: _____ Date: _____

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Purpose

To control any aspect of testing work or the results of this work that do not conform with its own procedures or the agreed requirements of the customer.

Scope

Nonconforming work or any part thereof.

Definitions and Acronyms

Nonconformity – nonfulfillment of a specified requirement.

Concession – written authorization to use or release a product which does not conform to the specified requirements.

Disposition of Nonconformity – action to be taken to deal with an existing nonconforming entity in order to resolve the nonconformity.

Repair – action taken on a nonconforming product so that it will fulfill the intended usage requirements although it may not conform to the originally specified requirements.

Rework – action taken on a nonconforming product so that it will fulfill the specified requirements.

Responsibilities

This procedure applies to all employees. Any employee can halt work when nonconformities are identified.

Technicians that are fully trained in trouble-shooting equipment problems are authorized to resume work that has been corrected before incorrect results have been reported to customers.

Effective Date: YYYY/MM/DD