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NON CONFORMANCE

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Summary

This procedure defines the requirements for identifying, processing and dispositioning nonconforming product/service.

N.B This procedure deals with general non conformance that may be identified during the service delivery process. "Snagging is dealt with in QAP013 Contract Completion".

The following definitions are important for a clear understanding of this procedure:

"Nonconforming product" is any product or service 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 Grant Walker Engineering.

"Rework". Products/Installations may be "reworked" when additional processing is conducted without affecting the design of the part.

While a nonconforming product is typically found during an inspection or test, it can be discovered at any time, by any person or company, including the customer, regulatory authorities, etc.

Procedure

Discovery and Reporting of Nonconformance [Internal]

1. When non conformance is discovered, the engineer must report this immediately to the Project Manager.
2. The Project Manager shall confirm if a nonconformity exists, and if so determine whether a simple rectification can be undertaken on the part of the installation engineer. Supplier non conformance is dealt with later in this procedure.
3. The Non conformance shall be investigated in order to establish the root cause.
4. The disposition of the non conformance shall be considered by the Project Manager.
5. Possible dispositions are:
 - Accept as is
 - Rework
 - Scrap and start over
6. If "accept as is" will require the acceptance of the product/installation which deviates from a customer's requirement, the customer's approval must be obtained and documented. In addition, when applicable, regulatory authority approval(s) may also be required to be obtained and recorded.
7. The disposition, dispositioning authority and any subsequent work and re-inspection are to be recorded as part of the Non conformance investigation.
8. The processing of non conformance must take into consideration any actions necessary to contain the effect of the nonconformity on other processes or products.



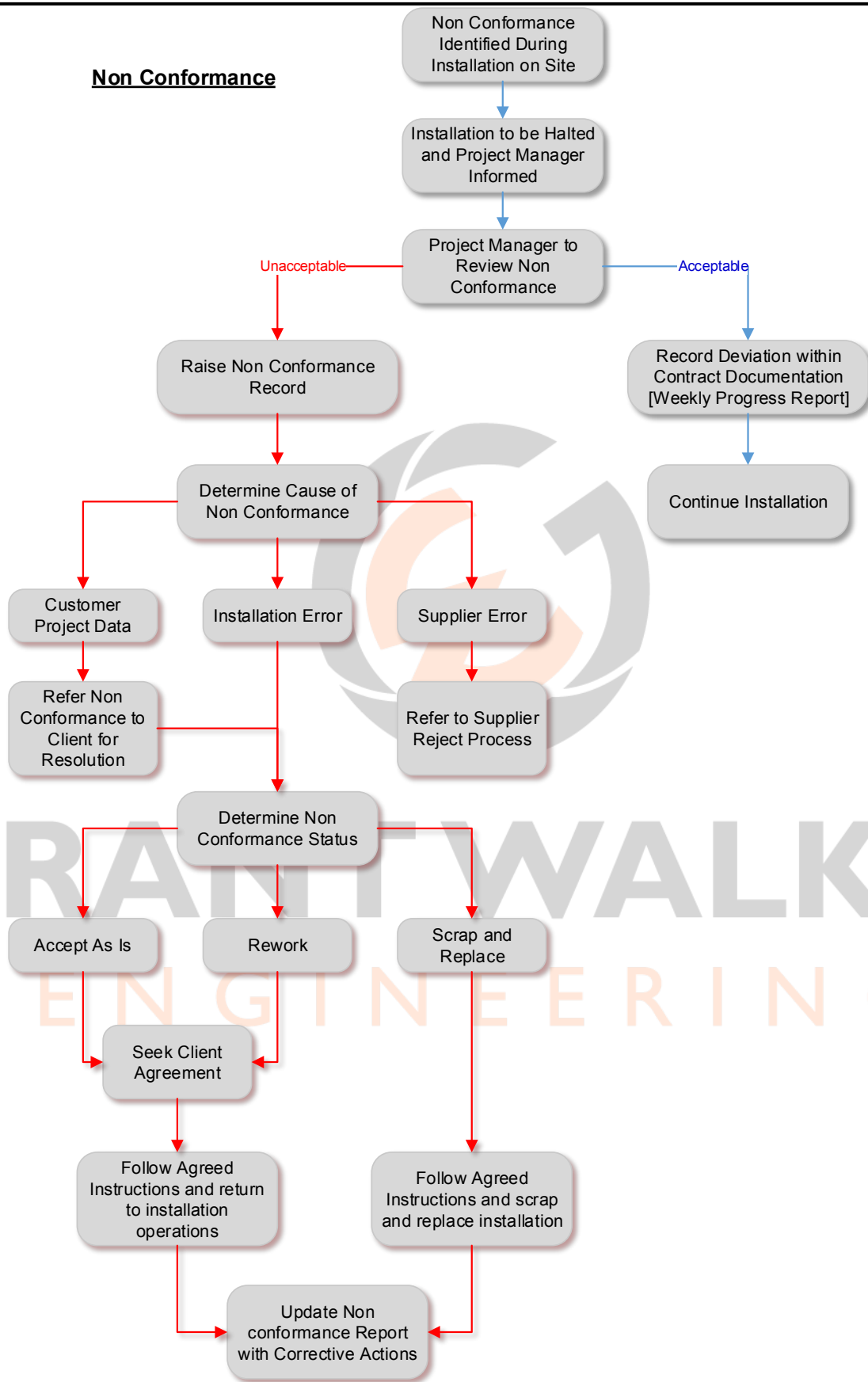
Customer Warranty Claims

- Where customer complaints are received post delivery such as:
 - Documentation Errors
 - Late Deliver of Service
 - Minor Quality Problems.....
- 9. A request shall be made to the customer for the complaint to be submitted in writing and when received, shall be dealt with as all other documented complaints.
- 10. Where this is not possible, the person receiving the verbal complaint, shall direct the caller to the Project Manager responsible, who will record the nature of the complaint and satisfy the customer that effective actions will be undertaken to prevent a recurrence of the problem.
- 11. Details of verbal complaints shall be recorded where appropriate for assessment and use in continuous improvement techniques.
- 12. The Contracts Manager in conjunction with the relevant Project Managers will present product quality trend data regularly to top management as part of periodic Management Review Meetings.

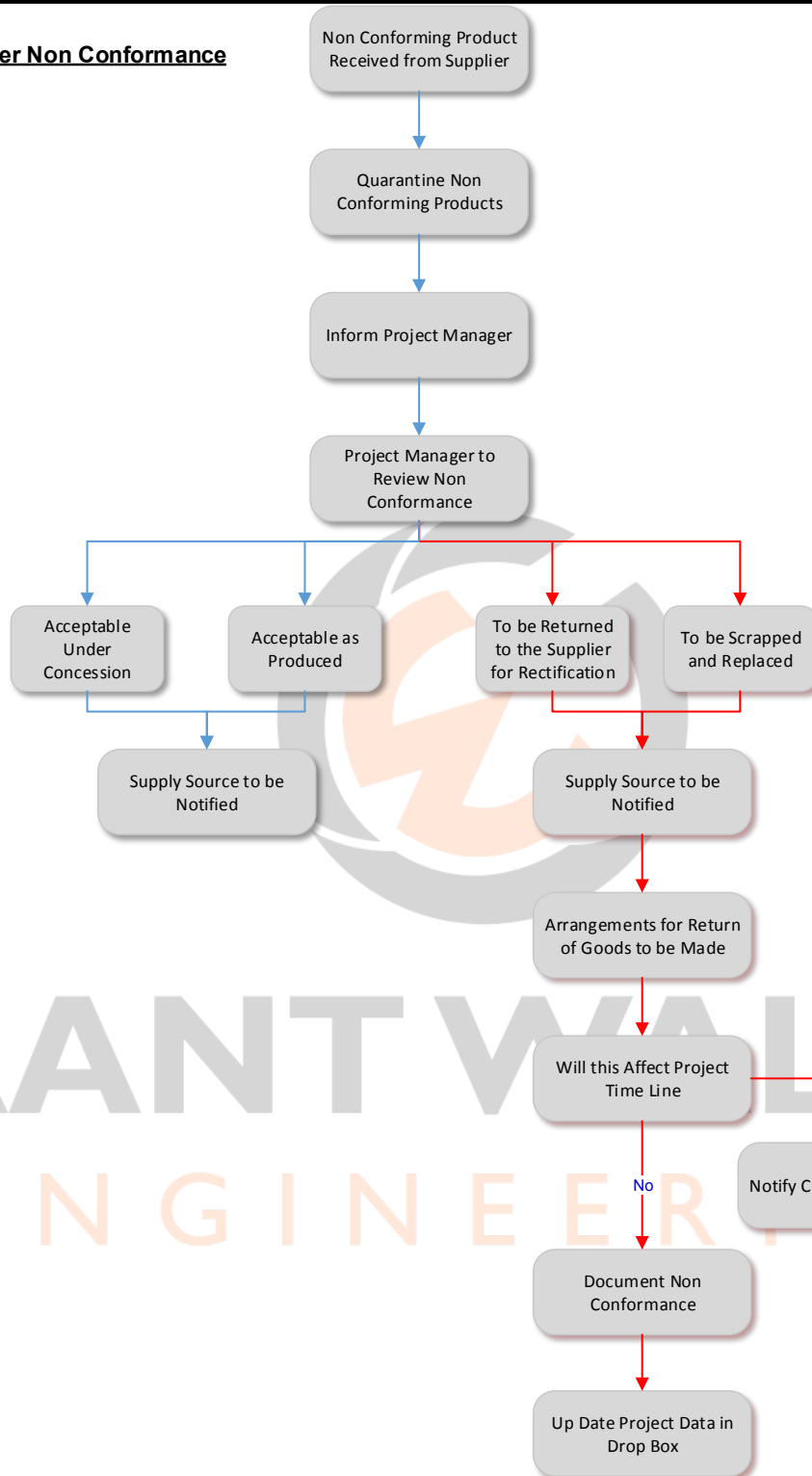
Supplier Non Conformance

- 13. Following the review of suspected non conformance as part of the “Goods Inwards process”, the Project Manager shall determine the status of the non conformance as follows:
 - Acceptable as produced
In this instance the incoming goods will be reunited with their documentation to continue installation or stock replenishment
 - Will be acceptable under concession
If components are considered acceptable conditionally, details of the acceptance conditions shall be made known to the supplier and recorded within Drop Box
 - To be returned to the supplier for rectification
Details to be recorded within Drop Box and returns note raised
 - To be scrapped and replaced.
 - Details to be recorded within Drop Box and supplier notified.
- 14. Where the supplier is notified of the non conformance, they shall be requested to supply details of the root cause for the non conformance and procedures to be implemented or modified to prevent a recurrence.

Non Conformance



Supplier Non Conformance



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