	<b>SOUTHERN LEYTE STATE UNIVERSITY</b> <b>Sogod, Southern Leyte</b>	DOCUMENT CODE	<b>P-MA02</b>
	<b>QUALITY PROCEDURES MANUAL</b>	REVISION	<b>00</b>
		EFFECTIVITY DATE	<b>20 October 2015</b>
	<b>HANDLING OF NON-CONFORMANCE AND CORRECTIVE/PREVENTIVE ACTION PROCEDURE</b>		

1. Purpose

To define the procedure for handling non-conformance and corrective action which includes identifying and recording non-conformities, determine and implement corrective actions, and ensure corrective actions are carried out in compliance with the established quality management system of Southern Leyte State University.

2. Scope: This procedure covers all personnel of Southern Leyte State University who are responsible in instituting, monitoring, or requesting corrective actions in compliance with established procedure and as per ISO 9001:2008.

3. Reference: QMS – ISO 9001:2008

4. Definition of Terms

Non-conformity – Non-fulfillment to specified requirement.

Observation – A matter which the auditor is concerned but which cannot be clearly stated as noncompliance. Observations are opportunities of improvement. Immediate correction/corrective actions shall be taken.


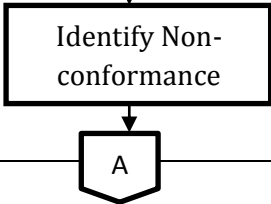
Correction – An action to eliminate a detected nonconformity.

Corrective Action – Action to eliminate the cause of a detected nonconformity or other undesirable situation to prevent recurrence.

Non Conformity report (NCR) – Form use for reporting findings of the audit, corrective action including validation of effectiveness of action taken.

Follow up audit – verification of correction taken which is normally done after the agreed timetable. Validation of corrective action is normally done after a month or so after the implementation of the action.


5. Process Flow

Step No.	Process Flow	Details	Forms	Criteria	Responsible Person
					
1		<ul style="list-style-type: none"> <li>Identify Non-conformance and fill-up NCR</li> </ul>	NCR	Signature of the auditee	Personnel Concerned



SOUTHERN LEYTE STATE UNIVERSITY Sogod, Southern Leyte		DOCUMENT CODE	P-MA02
QUALITY PROCEDURES MANUAL		REVISION	00
		EFFECTIVITY DATE	20 October 2015
HANDLING OF NON-CONFORMANCE AND CORRECTIVE/PREVENTIVE ACTION PROCEDURE			

2		<ul style="list-style-type: none"> <li>Logs NCR in the Corrective Action Status Log and Issue to personnel concern</li> </ul>	Monitoring Tool		IQA / ILA
3		<ul style="list-style-type: none"> <li>Implements the planned corrective actions</li> </ul>			Personnel Concern
4		<ul style="list-style-type: none"> <li>Reviews NC through, Sorting out and analyzing data collected for any possible pattern in random nonconformance</li> </ul>	NCR	Signature of the Auditee	Personnel Concern
5		<ul style="list-style-type: none"> <li>Performs and conducts root cause analysis to identify the cause of the NC</li> </ul>			Personnel Concern QMR/ Issuer
6		<ul style="list-style-type: none"> <li>Determines corrective action needed to prevent recurrence.</li> <li>Sets target date of verification</li> </ul>	NCR	Signature of the Auditee	Personnel Concern
7		<ul style="list-style-type: none"> <li>Reviews and analyzes findings and formulate corrections and corrective actions. Complete NCR form.</li> </ul>	NCR	Signature of the QMR	IQA/QMR
8		<ul style="list-style-type: none"> <li>Updates monitoring tool</li> </ul>	Monitoring Tool	Signature of the QMR	IQA / ILA

	<b>SOUTHERN LEYTE STATE UNIVERSITY</b> <b>Sogod, Southern Leyte</b>		DOCUMENT CODE	<b>P-MA02</b>
	<b>QUALITY PROCEDURES MANUAL</b>		REVISION	<b>00</b>
			EFFECTIVITY DATE	<b>20 October 2015</b>
	<b>HANDLING OF NON-CONFORMANCE AND CORRECTIVE/PREVENTIVE  ACTION PROCEDURE</b>			