The Catholic University of Eastern Africa

TITLE	AUTHOR
PROCEDURE FOR CONTROL OF NON CONFORMING PRODUCT (CUEA/VC/DQA/04)	**MR**
	NO. OF APPENDICES:
	(NONE) (0)

AUTHORIZATION
This Quality Management Procedure is issued under the authority of:

TITLE	**VICE-CHANCELLOR**
SIGNATURE	
DATE	**23 February 2011**
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NOTE:
1. Write amendments on the page provided (Clause 0.2).
2. Controlled copies of this document will be in the VC and the DQA office.

0. CONTENTS AND RECORD OF CHANGES

0.1 Table of Contents

Revision	00		Date	24 – Dec 2010

0.2 RECORD OF CHANGES

No.	Date	Details of Changes		Authorization
	(dd-mm-yy)	*Page*	*Clause/subclause*	*Title*

0.3 Distribution / Circulation

This quality management procedure is available at relevant functions for authorized users

1.0 PURPOSE

This procedure sets out CUEA methodology for identifying and controlling any non conforming service in order to prevent it being used or delivered unintentionally to the intended customer/s.

2.0 SCOPE

This procedure applies to all products/services provided to CUEA customers (both external and internal). The procedure describes methods of identification and control of products e.g. teaching, research and community services which do not conform to product or service requirements.

3.0 TERM AND DEFINITIONS

3.1 Definitions of Terms Used:

For the purpose of this procedure the following terms shall apply in addition to those in already defined in the CUEA-QMM.

3.1.1 Non conforming product:

CUEA tangible product (certificates, publications, etc) or intangible products (services e.g. teaching, training, etc) which do not conform to the relevant product requirements.

3.1.2 Product requirements.

Customer defined, statutory and regulatory plus any other requirements determined by CUEA specific to the product or service.

3.2 Abbreviations and Acronyms

3.2.1 CUEA-QMM.: CUEA Quality Management Manual
3.2.2 MR: CUEA Management Representative

4.0 REFERENCES

This procedure makes reference to the following documents.

4.1 CUEA-QMM, Section (Sub-clause 8.3)
4.2 ISO 9000:2005, Quality Management Systems –Fundamentals and vocabulary
4.3 ISO 9001:2008, Quality Management Systems –Requirements

5.0 PRINCIPAL RESPONSIBILITIES

5.1 The MR has the overall responsibilities for ensuring that this procedure remains adequate for its intended purpose.

5.2 The Process owner is responsible for application of this procedure including, identification of non conforming services and implementation of any actions necessary to ensure control of such identified products or services.

6.0 METHOD

6.1 Identification of non conforming products at raw material stage

Each process owner shall liase with the head of procurement to ensure that inputs/purchases intended for use within the specific production processes conform to specified requirement. Any identified none conforming incoming/purchased product shall be controlled as per the Procurement procedure. The Head of procurement shall have the responsibilities and authorities for dealing with such product. In cases where the input to the process is a service e.g. consultancy etc, the process owner shall be responsible for the identification and control of such non conforming service.

6.2 Assignment of responsibility

The process owner will assign responsibility to a relevant officer to determine appropriate points within the production/service processes where inspection, monitoring or audits will be carried out to identify non conforming products

6.3 Identification of non conforming products during production.

The officer will identify all such control points and carry out the identification of any non conforming products.

6.4 Control of non conforming products

Any identified non conforming products shall be appropriately labeled and segregated or recorded in such a manner to ensure that the non conforming product/service does not continue within the production process. Each function shall assign appropriate responsibility and authority for determination of the controls to be exercised with such products.

6.5 Controls exercised on non conforming products.

The controls for dealing with non conforming products shall be discussed within the function and shall be appropriate to the effects or potential effects of the non conformity on the final product or to the customer. Where nonconforming service is detected after final service delivery or is progressing, the process owner shall take appropriate remedial action with regard to the consequences of the nonconformity. Where applicable, proposed remedial (service recovery) of service shall be reported to the customer, end-user, regulatory or other body, for a concession.

6.6 Review of actions taken

Each function will review actions taken on any non conforming product and decide if adequate actions had been taken to return the product to the processing line or eliminate it from the production process.

6.7 Records of management of non conforming products.

Each function shall maintain records of the nature of non conforming products in their areas, periodically analyze them to determine and implement appropriate prevent actions.

6.8 Supplementary procedures.

If found necessary, a functional area shall develop a more specific procedure for dealing with non conforming products or services in the area to address relevant aspects of the product or service.

7.0. APPENDICES

7.1 Appendix A: List of Controlled Copy Holders for this procedure

FLOWCHART (OPTIONAL)
Not applicable for this but necessary for functional procedure

8.0 ASSOCIATED DOCUMENTS
8.1 CUEA/VC/DQA/05, Quality Management Procedure for Corrective and Preventive Action.