





The Catholic University of Eastern Africa

TITLE	AUTHOR
PROCEDURE FOR CONTROL OF NON CONFORMING PRODUCT CUEA/VC/MR/04	MANAGEMENT REPRESENTATIVE
	NO. OF APPENDICES:
	7.1 – 7.3
AUTHORIZATION This Standard Operating Procedure is issued under the authority of:	
TITLE	VICE CHANCELLOR
SIGNATURE	
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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 Vice Chancellor and the DQA office.	

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0. CONTENTS AND RECORD OF CHANGES

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0.2 Record of Changes

No.	Date <i>(dd-mm-yy)</i>	Details of Changes		Authorization
		<i>Page</i>	<i>Clause/subclause</i>	<i>Title</i>
1.	09-01-2019	1-8	Review of Procedure to meet ISO 9001:2015 Requirements	MR

0.3 Distribution / Circulation

This Quality Management Procedure is available at relevant functions for authorized users.


1.0 PURPOSE

The 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. research, teaching and community services which do not conform to product or service requirements.

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3.0 REFERENCES

This procedure makes references to the following documents.

- 3.1 CUEA-QMM
- 3.2 ISO 9000, Quality Management Systems – Fundamentals and Vocabulary
- 3.3 ISO 9001, Quality Management Systems - Requirements

4.0 DEFINITION OF TERMS

4.1 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.

4.1.1 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.

4.1.2 Product Requirements

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


4.2 Abbreviations and Acronyms

- 4.2.1 CUEA-QMM: CUEA Quality Management Manual
- 4.2.2 MR: Management Representative

5.0 PRINCIPAL RESPONSIBILITIES

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

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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 liaise with the Supply Chain Officer to ensure that inputs / purchases intended for use within a specific production processes conform to specified requirement. Any identified none conforming incoming / purchased product shall be controlled as per the Procurement Procedure. The Supply Chain Officer 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.

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6.5 Control 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 non conforming 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 Action Taken

Each function will review actions taken on any non conforming product and decide if adequate action 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 preventive actions.

6.8 Supplementary Procedure

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.

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7.0 APPENDICES

7.1 CONTEXT


7.1.1 External / Internal Factors

(a)	External Factors	Identified Risk / Opportunity
(i)	Competition in the University Education Sector	Loss of faculty / teaching staff hence poor quality services
(ii)	Changes in regulatory or statutory requirements	Non compliance to regulatory or statutory requirements leading to poor services
(iii)	Inflation	Raising cost of resources hence inability to maintain consistent quality services
(b)	Internal Factors	Identified Risk / Opportunity
(i)	Quality Faculty Staff	Ability to detect nonconforming products promptly and address issues quickly
(ii)		
(iii)		

7.1.2 Relevant Interested Parties

	Party	Needs and Expectations
(i)	Students	<ul style="list-style-type: none"> – High quality services – Prompt addressing of services deemed not to conform to standards – Proper communication related to their processes
(ii)	Government	Proper adherence to guidelines and regulatory requirements to ensure conformity of all services and products offered by CUEA
(iii)	Employers (Labour Market)	Quality graduates from CUEA who can adequately meet the requirements of the Market


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7.2 RISK ANALYSIS AND CONTROL

No	Risk	Cause	Risk Assessment			Risk Level	Control / Treatment
			Likelihood	Impact	Likelihood / Impact		
1.	Loss of quality faculty staff	Competition in the University Education Sector	2	3	6	Medium	Have good terms and conditions for staff
2.	Noncompliance to regulatory and statutory requirements	Changes in regulations and statutory requirements	1	3	3	Low	Ensure consistent monitoring of the regulatory and statutory requirements especial those affecting this sector
3.	Loss of ability to procure necessary services / products to ensure quality services to the students	Inflation	3	3	9	High	Form good relationships with suppliers, Prudent negotiations of contracts and MOA with suppliers

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7.3 REQUIRED ORGANIZATIONAL KNOWLEDGE

- (a) Knowledge of the requires of the customer (students)
- (b) Knowledge of the statutory and regulatory requirements
- (c) Information on changes that could affect service delivery to the students

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