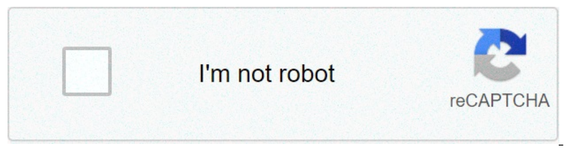

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How to make non conformance report

Non conformity is always a major concern for any quality engineer/manager. There are incidents when companies handling the big clients faced big problems in closing the projects due to large number of NCR’s.Non conformance meaning are very broad in terms of the client requirements, but generally non conformity occurs whenever we deviate from the product standard requirements or product specifications.NCR in construction field is taken very seriously by government clients. Even if there is a single critical non conformity you may not be able to close the project.I have experienced many time when main contractors are not able to get project closeout approval after months or some times years of handing over the project.Mostly matter is solved after negotiating with clients because projects are complete and there is no chance of taking any corrective action. Hence putting contractor in trouble and making deductions against the open non conformance.NCR in Construction IndustryActual definition or application of Non conformance in construction field is very much misunderstood. Most of the consulting engineers start raising NCR for small issues which are not actually related to non compliance.If contractor is not having good relations with consultant engineer he starts giving non conformance report for small issues like absence of discipline engineer during inspections.How to avoid Non ConformityAlthough this is a difficult question but we can avoid NCR’s by simply following the NCR quality procedure.All the companies are having ISO 9001 management systems, therefore if we have good quality assurance and quality control department we can control the non conformity to happen.Big organizations empower their QAQC departments in order to ensure the QMS implementation that saves them lot of money.Non conformity means waste of time and money because you will need to repair, replace or offer a compensation ultimately causing increase in production costs.Top management plays very important role to control the product and management system non conformance. They set examples in front of other employees so that a quality conscious culture starts developing in the organizations.Finally in order to control the non conformity strict analysis and monitoring of data is necessary.Companies must establish system to find out root cause of NCR and then find out cost impact to the company.This will put pressure on all stake holders and it is true that when you start monitoring you start improving.Best Practices to stop non conformanceBelow I have given some quick tips that can be helpful for you and your top management to avoid the non compliance situations in your work environment.Empower quality assurance department if you are at top management level. Quality department head must report the CEO or his nominee.Never put quality department under operation department because it generates conflict of interest and negatively impacts the overall quality.Establish iso 9001 quality management system in true senseSet up best practices as per national quality awards or excellence frameworksPut customer satisfaction at top priority and propagate this requirements at all levelsConduct internal quality audits at least twice an yearSelect reputed quality auditing companiesEstablish quality objectives and targets as per SMART criteria and cascade all functions to overall organization vision and mission.Make good business relations with consultants and external auditorsHow to Close Non Conformance ReportDespite very strict management systems and well qualified engineers you will get some non conformance reports. Below I am giving some tips which you can follow to close the NCR’s successfully with minimum damage to your company reputation. These tips will also help you minimize cost of poor quality.Set the closeout targets for each NCR as soon as you receive it.Assign responsibility to take corrective and preventive actions on ncr form.Update non conformance register with target dates, responsible person and updates like proposal status etc.Assign one senior level employee to supervise and close the NCR’s as per target dates.Ensure all materials associated with non conformity closure are available, if not these should be procured on top priority basis.Involve originating authority in discussions about corrective and preventive actions so that approval is easy.Escalate delaying occurrences related to NCR closure targets to top level.Give priority to critical NCR’s as compared to less important issues.Management Procedure to Control Non ConformityBelow I am sharing with you a procedure for control of non conformity in a construction company. The purpose of quality management procedure is to provide a system forEvaluating defective products/deliverable.Evaluating the causes of defects and to eliminate the nonconformity.Creating a permanent solution that prevents recurrence of problems, applies to the review and subsequent disposition of non-conforming product.Identification of Non-ConformityIdentify non conforming products at different stages of engineering and construction processes i.e:At material receiving stageIn-Process or construction stageTesting & final handover stageMaterial Receiving StageOn receipt of the goods from suppliers a representative from the requesting department, quality engineer and store representative inspect the goods.If material or equipment is as per the specifications and technical submittals he accepts and allows to unload the material in the stores.Where applicable he initiates material inspection requests for consultant/contractor approval. Once it is acceptable from consultant it is considered approved. Otherwise supplier is responsible for clearing all comments or any other client requirements.Any non conforming product is returned back to suppliers immediately.Store keeper/quality inspector puts a stamp of “QC PASSED” on goods receipt voucher. The GRV of the rejected material is stamped “REJECTED” mentioning the reason of rejection.Store keeper/ quality inspector also evaluates the performance of the supplier with respect to quality, quantity, delivery time, and presentation and mentions the same on GRV.Stores department segregates the damaged and rejected goods and keep them at a separate area in the store marked as obsolete/rejected goods.Stores department returns back to suppliers all the damaged / sub-standard goods which are not as per the LPO specifications and obtain Goods Return Notes/Credit Note.In case of the material/equipment that requires factory test for local as well as overseas procurement, intimate consultant and client for doing inspections prior to delivery.Conduct all factory testing in accordance with the contract and order terms and conditions.Where necessary a factory acceptance test report is generated that is duly approved by both parties. The material is then delivered to site incorporating all comments if any.Non Conformance During In-Process or Construction StageDuring the construction processes the inspect for works and materials as per the ITP intervals.After completing a reasonable part of work as per agreement with consultant. Site engineer issues a work inspection request for consultant and in the presence of quality engineer, consultant conducts inspection.In case of any rejections or comments that require rework or repairs project/site engineers are responsible to immediately implement a corrective action and to ensure non-occurrence of same comment in future.Quality engineer is responsible for making site inspections on routine basis.In case of non conforming material or work generate an internal corrective action request and issue to respective engineer by quality engineer.Project engineers are responsible for taking immediate corrective action, find out root cause of non conformity and suggest a preventive action to avoid the same non conformance in future.Handle all external NCR’s from main contractor or consultant with high concentration and focus in order to avoid the same in future.It is responsibility of all site staff including project/construction manager to avoid or minimize the occurrence of non-conforming conditions.Quality engineer is responsible for maintaining the non conformity records and follow up the corrective actions.He prepares monthly report of NCR’s/CAR’s highlighting the most occurring root cause, and sends the same to quality manager for further analysis and decision making.A NCR or CAR register is maintained for each project.Testing & Handover StageIf any non conformance occurs during testing and commissioning of the systems. This becomes very serious and supplier is responsible to advise and close such ncr. But is is primarily the responsibility of contractor or subcontractor as applicable.After the delivery of project contractor is responsible for smooth operation of installations for a specific period as per the contract.During the defect liability period receive customer complaints through telephone or in any other written form. Each division is responsible for taking corrective actions and maintaining the customer complaint register.After analyzing the root cause of the problem suggest preventive actions, now implement and maintain proper records.Handling of Non-Conformity Regarding Quality Management System During the QMS internal audits, record the non conformance on corrective action report and issue to the relevant department by internal auditors.Department or division heads are responsible for taking corrective actions and suggesting and implementing preventive actions.Internal auditor will conduct a follow up audit to assess, whether corrective and preventive action is working satisfactorily and that the system is effectively working.Related RecordsNon Conformance reportNCR RegisterNCR Monthly ReportInternal Audit Report Facebook Twitter LinkedIn More Loading PreviewSorry, preview is currently unavailable. You can download the paper by clicking the button above. Manufacturing and construction companies often use Non-Conformance Reports (NCRs) as part of quality efforts. NCRs are used to identify products, parts, or work jobs with defects that do not conform to required specifications. NCRs are critical to maintaining high quality of workmanship, safety standards, and vendor reliability. Use this app to report NCR detailed observations. The app collects time and date stamps, photos with mark-ups, records audio, captures digital signatures, and more. Tie this app into your systems of record to immediately initiate corrective actions or process changes. Identify and Resolve In-House and Vendor Issues This Non-Conformance Report template is a working mobile app you can customize for your quality management system. Project managers and project teams can easily adapt the template to map directly to their quality process. Capture vendor names, barcodes, disposition, and man-hours for rework (for billing purposes) for your vendors, worksite, or production floor. The app speeds reporting issues, beginning root cause analysis, and optimizing corrective actions. Non conformance (NC) is an ISO 9000 audit designation indicating the quality management system or a portion of it does not meet the requirements established by ISO 9000. Non-conformance is a sign that something went wrong in a service, process, product or in the system itself by not meeting a certain set of specifications. The existence of a non conformance implies that some aspects of a company’s standard operating procedures are not being followed or they need to be modified or even updated. These deviations can be identified through internal and external audits, customer complaints, material inspection or routine testing. A non-conformance report is then prepared. The purpose of the report is to document the details of a deviation from expectations. The report helps define the problem in a clear, logical and concise way so that management can take steps to implement changes. ISO 9001:2015 no longer requires a documented procedure, but one must still keep records of the nonconformity and what was done to correct it. Non-conformance could lead to rework, product recall, and decreased productivity. Corrective actions are reactive – the steps you take once the problem has occurred. Preventive actions are not only to prevent a particular instance of non-conformance from re-occurring, but also to prevent one from ever occurring. Here are four ways to prevent or minimize non-conformance: 1. Management Review Management review is akin to getting your car serviced every year even when there are no overt signs of problems. Management reviews are generally conducted once a year and present an opportunity to review the company’s existing quality policy as well as set new objectives for the rest of the year. New objectives can be invaluable for minimizing non conformance. Product changes, new requirements, new processes, change management etc. are all reviewed. The management review process can identify and correct any current or incipient deficiencies before they might be revealed by an audit or incident. Routinely reviewing the organization’s process helps spur continuous improvement. A system should be in place for implementing any resulting plans for improvement or corrective action and verifying their effectiveness. 2. Review A review is usually a ‘senior management’ exercise. Keeping this in mind, it’s important to conduct a similar exercise with the actual employees who are involved in the day-to-day process. These employees have an in-depth understanding of various processes and how they are related. They have vast knowledge about the product and more importantly about past non-conformance issues. They very well could have been first to respond to a crisis and would have played a crucial role in analyzing the situation and solving an issue. On the flip side, this discussion could reveal a knowledge gap crucial to fixing non- conformance. An end-to-end understanding is crucial in setting up new objectives to minimize non-conformance. Also, understanding the process followed by lower-level employees could highlight pain points and provide key insight into potential areas of non- conformance, those which cannot be identified in a management review or audit. 3.Internal Audit An audit is simply another form of testing i.e. comparing things as they are to how they ought to be. Internal Audits need to be scheduled at regular intervals to check whether the quality system conforms to requirements and to ensure the system’s efficacy. Unlike an external audit, all the processes need not be audited at the same. Internal audits can be conducted as a series of smaller audits, with different processes audited at different times. The frequency of audit can also be set depending on the process in question. With changing internal and external dynamics, the criteria for the audit can be decided prior to the audit rather than the planning stage. Any previous findings, past audit conclusions, and pre-defined questions all become valuable data. Observations raised during internal audits could be classed as preventive actions as they can suggest improvements within the system to prevent non-conformances from occurring in the future. 4.Feedback While all customer complaints are recorded and must be actioned, customer feedback also plays a role in minimizing non-conformance. Feedback from customers helps to understand potential non-conformance issues and is an opportunity for improvement. Customer suggestions may prevent any issues from being raised in the future. Negative as well as positive feedback is valuable data. Spending time to analyze could help spot trends and patterns. Feedbacks help to dig into the root cause of the issue which may not always be obvious (else it would have been picked up in audit testing). Understanding the root cause can help differentiate a temporary lapse from a process flaw. No system is perfect, therefore problems with the system i.e. non- conformance will occur. The aim is to resolve the non-conformance as quickly as possible and prevent any recurrence. Recording non-conformities helps analyze negative trends, examine root cause, and eliminate the cause of the problems. Corrective actions should also include the longer-term actions to ensure the problem will not occur again. While corrective actions are reactive, preventive actions are pro-active. A preventive action can prevent the occurrence of an issue or stop it from becoming too severe. A preventive mindset helps to reanalyze the product and process, get a different perspective and help improve the system as a whole in a timely manner. Prevention can also be thought of as risks and opportunities. Identifying the potential source of problems, their effects and the likelihood of occurrence is the first step in risk management. This is followed by analyzing whether the associated costs with reducing the risk are worth it. Mitigating risks and avoiding unnecessary costs are some of the biggest and obvious reasons to minimize non-conformance. Effectively managing non conformances and preventive actions is an integral part of an organization’s continuous improvement plan. This should result in fewer defective products and processes and more satisfied customers. Quality management systems have compliance, content, and collaboration management initiatives and strategies at their core. A good nonconformance management software should assist everyone, from management to the day-to-day employee, in the common goal of better quality. ComplianceQuest’s salesforce based EQMS system is designed for easy collaboration. It helps companies across the supply chain with their quality and compliance needs through a highly scalable, multi-tenant, enterprise cloud system.

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