Non-Conformance Management SOP Example

1. Purpose

This SOP describes the process of identifying, documenting, investigating, and resolving non-conformances to ensure continuous improvement in the quality management system.

2. Scope

This procedure applies to all employees and departments involved in the identification and management of non-conforming products, processes, or systems within the organization.

3. Responsibilities

- **All Employees:** Identify and report non-conformances.
- **Quality Department:** Investigate and document non-conformances, manage corrective/preventive actions.
- **Department Managers:** Implement corrective actions and verify effectiveness.

4. Definitions

- **Non-Conformance (NC):** Deviation from requirements or standards.
- **Corrective Action (CA):** Action to eliminate the cause of a detected non-conformance.
- **Preventive Action (PA):** Action to eliminate the cause of a potential non-conformance.

5. Procedure

1. **Identification**
   Any employee discovering a non-conformance must report it using the Non-Conformance Report (NCR) form.
2. **Documentation**
   The Quality Department records the non-conformance details in the NCR log.
3. **Containment**
   Immediate action is taken to isolate or control the non-conformance.
4. **Investigation**
   The Quality Department investigates root causes and assesses the impact.
5. **Corrective/Preventive Actions**
   Appropriate actions are determined and implemented to eliminate causes.
6. **Verification**
   Department Managers verify the effectiveness of corrective and preventive actions.
7. **Closure**
   The NCR is closed once effectiveness is confirmed and documented.

6. Records

Record Name	Retention Period	Responsibility
Non-Conformance Report	3 years	Quality Department
Corrective Action Log	3 years	Quality Department

7. References

- ISO 9001:2015 - Quality Management Systems
- Company Quality Manual

8. Revision History

Version	Date	Description	Approved By
1.0	2024-06-01	Initial Release	Quality Manager