PLASTICS Molding Company			Control of Nonconforming Product
QMS PQ4	Rev D	Date 09-23-17	**Procedure Authority: Quality Assurance Manager**

Purpose: The purpose of this procedure is to describe our methods and activities for controlling nonconforming product, to prevent its unintended use or delivery.

Scope: This procedure applies to the control and identification of nonconforming product.

Responsibility: The Quality Manager is responsible for administering this procedure.

Definitions: **Rework** - action on nonconforming product to make it conform to the requirements.
Repair - action on nonconforming product to make it acceptable for the intended use.

Reference Documents: FQ13 Nonconforming Material Tag
FQ14 Supplier Nonconforming Material Tag

Procedure:

1. Upon realization of nonconforming or suspect product, the quality department will be notified to initiate appropriate measures of control. Relevant considerations are, correction, segregation, containment, return or suspension of product, informing the customer and obtaining authorization for acceptance under concession.

2. If nonconforming product has been shipped to a customer, the customer will be immediately notified and return arrangements will be made. Initial communication shall be followed with detailed documentation as appropriate.

3. All nonconforming or suspect product will be identified with a nonconforming material tag, FQ13 or FQ14 and moved to the quarantine area.

4. The nonconforming material will be segregated, as appropriate, and held in quarantine pending disposition by a multidiscipline team, facilitated by the Quality Manger.

5. Consistent with risk assessment concepts, the team will determine an appropriate disposition, i.e. scrap, rework, repair, or use as is.

6. **Rework** – If required by the customer, we'll obtain prior approval. Rework instructions will be developed to restore product to original specifications, and rework may begin. The reworked product will be verified to original specifications, consistent with original inspection methods. Records of quantity, disposition, disposition date, and applicable traceability information will be retained.

Procedure contd:

7. **Repair** – As resulting product differs from original requirements, we'll obtain prior approval from the customer and documented customer authorization for concession. Repair instructions will be developed to restore product to the agreed upon state of functionality. The repaired product will be verified to requirements with appropriate inspection methods. Records of quantity, disposition, disposition date, and applicable traceability information will be retained.

8. **Scrap** – regarding scrap decisions, we'll verify that the product is rendered unusable prior to disposal. Rendering unusable may include reasonable isolation, until such time permanent destruction can occur.

9. At the discretion of the Quality Manager, corrective action may be initiated, and will be conducted in accordance with procedure PQ5 "Corrective Action".

10. Records of nonconformance's and subsequent actions will be maintained in accordance with procedure PQ2, "Records Control".

Note: Within this Non-Conforming process, an opportunity for amending Control Plans and PFMEA's may exist. The Quality Manager must consider changes, implement improvements as necessary and document as appropriate.

AMENDMENT RECORD

Revision	Date	Details	Authority
A	04-14-03	Originated	E. Ide
B	04-15-04	Minor changes to step #6	E. Ide
C	12-11-13	Note added to consider changes to APQP Documents	E. Ide
D	09-23-17	Changes to better align with IATF 16949 standard	E. Ide