



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Procedure for Non Conforming Control
Procedure No. 303

	Print Name	Title	Date
Prepared by	Louise Naughton	Quality Assurance Consultant	09/04/09
Reviewed by	Niamh Mooney	Assistant Fire and Safety Officer	09/04/09
Corporate Authorisation	Joe Haore	Estates Officer	09/04/09

INTRODUCTION

To define the document is to highlight the process for dealing with Non conforming product in the Organisation

Scope

This process outlines the steps for dealing with non-conforming product/ service. Typical examples of non conforming product/ service includes:

- ❖ Sub - Contractor issues
- ❖ Supplier issues
- ❖ Internal Non Conformities
- ❖ Customer Complaints - refer to external procedure.

Responsibility

It is the responsibility of the Department Heads of the Estates Department to ensure that this procedure is implemented.

All Company personal are ultimately responsible for the identification of non-conforming product/ service.

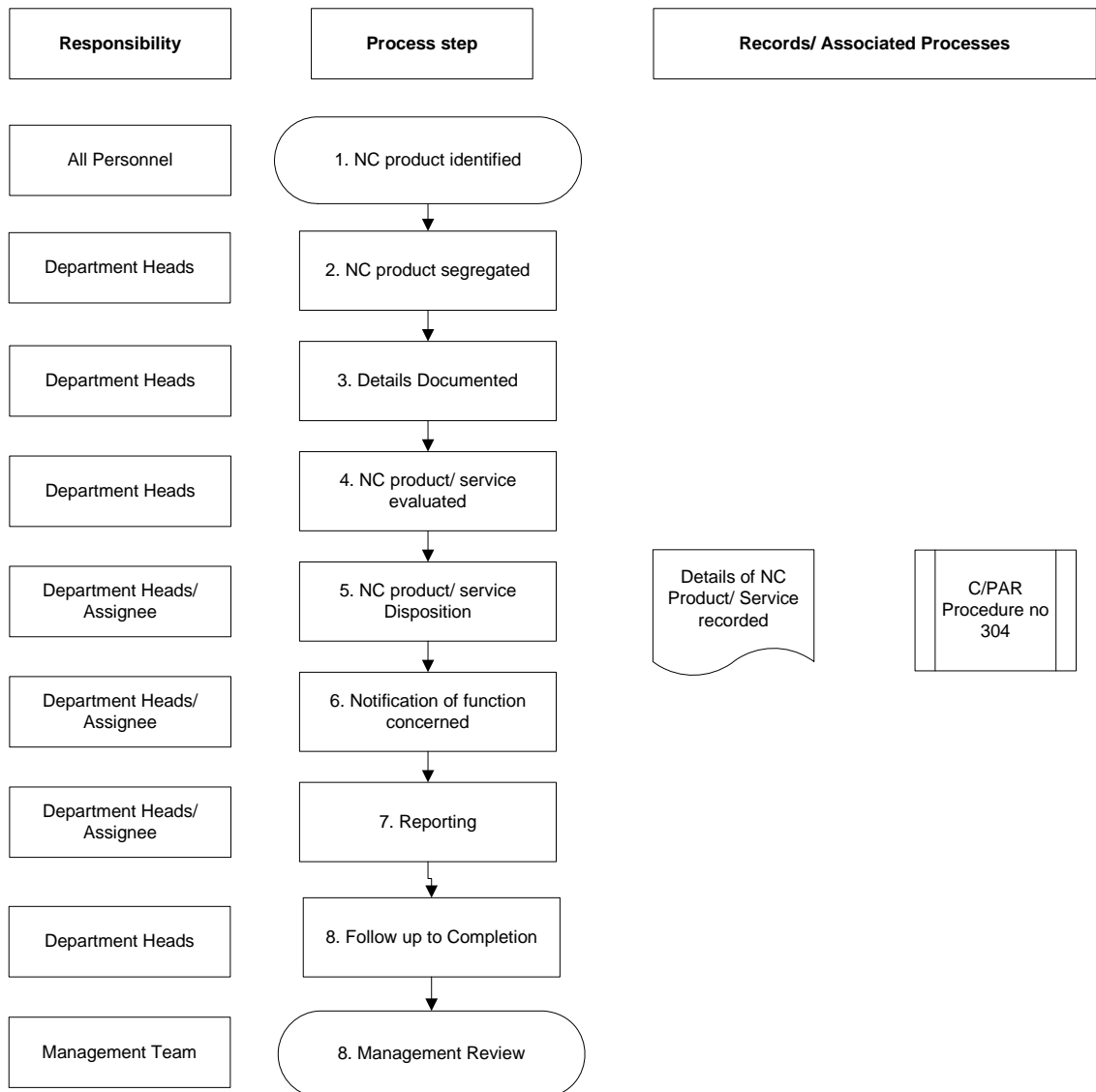
Definitions:

NC – Deviation form a procedure/ System or contract.

PROCEDURE

The following flow chart depicts the process employed for handling Non-conforming product/ service.

- ❖ Procedure NC
- ❖ Equipment NC
- ❖ Service NC
- ❖ Contractor Agreement NC



Process Notes

1. When a non-conforming product is identified, it is subsequently segregated to prevent unintended use. Details are noted. Details of the non conformity are documented on the Corrective and Preventative action form, where deemed necessary this is based on the severity of the Non conformance.
2. Responsibility for review and disposition of non-conformity product lies with the Department Heads.