	National Water Resources Board QUALITY MANAGEMENT SYSTEM CONTROL OF NON-CONFORMITY PROCEDURE	Code:	QMS-QP-05
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1. Purpose


The procedure on the Control of Nonconforming Services has been established to ensure that all processes, services and outputs which do not conform to the agency requirements shall be identified and controlled to eliminate, if not, prevent its unintended action or use. The Control of Nonconformity procedure provides for the identification, review/evaluation, disposition and recording of nonconforming services for notification to the division/process owner concerned. The responsibility for review and disposition on nonconforming service/output is indicated in the Control of Nonconformity Matrix. Nonconforming service is reviewed in accordance with the documented procedures and the appropriate corrective measure shall be adapted. If a particular service does not conform to the standard operating procedure or to the agreed output as set forth during the process, the concerned division/s or process owner should be able to implement the necessary corrective measures.

2. Scope

This procedure shall cover nonconformities which may arise within the QMS scope of the NWRB and shall apply to all process documentation.

3. Definition of Terms

Definition	Term
Conformity	Requirement has been met. No action required
Nonconformity	Non-fulfillment of a requirement or deviation from the procedures/standards.
Initiator	Anyone who detects nonconformity and initiates the request for correction.
Output	Documents such as water permit, CPC and approved policies
Initial Disposition	Action taken to contain the non-conforming product/service and minimize its immediate effect. This may include putting the non-conforming product on hold and setting it aside or temporarily discontinue service delivery
Final Disposition	Action taken to correct the non-conforming product/service, to make it conform to requirements or otherwise prevent its unintended use or delivery. This may include reworking, regrading, repairing or scrapping of nonconforming products, or redoing the service.

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4. Responsibilities

Designate	Responsibility
Division Chief	Responsible for ensuring that the procedure/process is properly implemented.
Initiator	Anyone who detects the nonconformity and initiates the request for correction.
Executive Committee	Consist of Executive Director, Deputy Executive Director and Division Chiefs. Responsible for decision making on NWRB QMS and for leading in the establishment, implementation and monitoring of the QMS.
Process Owner/Auditee	Ensures that appropriate actions are carefully reviewed and undertaken on a timely manner
QMS Auditors	The person with demonstrated personal attributes and competence to conduct an audit

5. Procedure Outline

Key Activities	Responsible	Reference Document/ Record
Identification of Nonconformities	Initiator	RFA, WPs, CPCs, Policies
Documentation of Nonconformities	Committee (TBF)	Report
Classification of Nonconformities	Concerned division	Endorsement from the Committee


6. Procedure

6.1 Identification of Nonconformities

- 6.1.1 Whenever any nonconformity occurs in NWRB, such shall be identified and properly documented.
- 6.1.2 The possible nonconformities may occur in the following areas, but not limited to:
- Management Process (failure to implement specific strategic plans and policies, inadequate provisions of the needed resources).
 - Core Processes (failure to monitor the status of services/output, failure to implement specific strategic plans and policies)
 - Support Process (failure to provide resources on time and the availability of the needed supplies to enable effective operations, failure to meet the required competencies, failure to provide conducive working facilities and work environment)

6.2 Documentation of Nonconformities

The identified nonconformities shall be documented and reported through the concerned division.

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6.3 Classification of Nonconforming and applying Initial disposition

- 6.3.1 Nonconforming processes or outputs once identified shall be recorded and brought to the concerned division/process owner to address the situation.
- 6.3.2 Once identified, the non-conforming product or service is temporarily stopped or suspended

6.4 Determine and apply final disposition

- 6.4.1 Reviews the non-conforming product/service and approved the final disposition
- 6.4.2 Correction or action to immediately address the nonconformity shall be done by designated / authorized personnel
- 6.4.3 The action taken and the impact shall be documented using the Request Form for Action (RFA).
- 6.4.4 Analysis of the nonconformity shall be conducted to determine the root cause.


7. Related Documents

- 7.1. ISO 9001:2015 Standard
- 7.2. Relevant policies, procedures and other requirements
- 7.3. Related IQA documented information


8. Provision for Amendment

This procedure shall be reviewed every three (3) years or as deemed necessary.

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