CONTROL OF NONCONFORMING PROCESSES, SERVICES OR PRODUCTS PROCEDURE (PRM-P004)

Clarksville-Montgomery County School System

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

1.0 SCOPE:

1.1 This procedure applies to any process, service or product within the scope of the Process Management System which is identified as nonconforming.

2.0 RESPONSIBILITY:

2.1 Departmental Managers and Management Representative

3.0 APPROVAL AUTHORITY:

3.1 Management Representative

4.0 DEFINITIONS:

4.1 PRM: Process Management System

4.2 Internal Quality Audits: Audits conducted to determine if the process management system of Clarksville-Montgomery County School System conforms to the requirements of ISO 9001:2000 as well as documented procedures and is effectively implemented and maintained.

4.3 External Audits: Audits conducted by an accredited registrar to verify the school system's process management system meets requirements of ISO 9001:2000 as well as meets customer requirements and continuously improves.

5.0 PROCEDURE:

5.1 Processes, services and/or products within the district that are considered to be nonconforming may be identified in any of the following ways:

5.1.1 Incoming product from suppliers: Products received from suppliers, which are found to be nonconforming are identified, reported and returned to the supplier. Recurring problems with discrepant material from a vendor should be reported using the Nonconforming Products and/or Services Form (PUR-F009).

5.1.2 Services provided by external sources: If a service provided from an external source does not comply with the requirements of the purchase order and/or contract, then the Nonconforming Products and/or Services Form (PUR-F009) is completed.

5.1.3 Processes within the district producing negative results: Any process in the district, which does not produce an acceptable result may be reported by an employee through the initiation of the Corrective Action Request Form (PRM-F005).

5.1.4 Internal Quality Audits: During the process of conducting internal quality audits, processes may be identified as being nonconforming. These are documented on the Internal Audit Checklist (PRM-F003), Internal Audit Report Form (PRM-F004), and Internal Audit Correction Form (PRM-F008).

5.1.5 External Audits: Non-conformances noted during external audits are corrected through the Corrective Action Request Procedure (PRM-P005).

5.2 Once identified the nonconformance shall be addressed and Clarksville-Montgomery County School System shall:

5.2.1 take action to eliminate the nonconformity,

5.2.2 authorize its use, release, or acceptance (with proper authority), and/or

5.2.3 take action to preclude its original intended use or application.

6.0 ASSOCIATED DOCUMENTS:

6.1 Corrective Action Request Form (PRM-F005)

6.2 Nonconforming Products and/or Services (PUR-F009)

6.3 Internal Audit Checklist (PRM-F003)

6.4 Internal Audit Report Form (PRM-F004)

6.5 Internal Audit Correction Form (PRM-F008)

6.6 Corrective Action (PRM-P005)

6.7 Internal Quality Audits (PRM-P001)

7.0 RECORD RETENTION TABLE:

Identification	Storage	Retention	Disposition	Protection
Corrective Action Request Form, Nonconforming Products and/or Services Form and Internal Audit Correction Form	PRM Office filing cabinets	Three years	Discard as Desired	None Required

8.0 REVISION HISTORY:

Date:	Rev.	Description of Revision:
12/13/02		Initial Release
5/06/03	A	Add 6.6 and clarify 7.0
6/04/03	B	Add Correction Action Request Form and Internal Audit Forms to 7.0
2/20/04	C	Add definitions, replace CAR form with and add Nonconforming Products and/or Services Form to 5.1.1, 5.1.2, 6.0 and 7.0

*****End of procedure*****