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# **CONTROL OF NONCONFORMANCES (DPM-P004)**

DCSS – Process Management

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## **1.0 SCOPE:**

- 1.1 This procedure applies to any process or products, which are identified as nonconforming within the scope of the school system's ISO 9001 certification.

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## **2.0 RESPONSIBILITY:**

- 2.1 Departmental managers and ISO Co-Management Representatives.

## **3.0 APPROVAL AUTHORITY:**

- 3.1 Co-Management Representatives

## **4.0 DEFINITIONS:**

- 4.1 DCSS: Dougherty County School System

## **5.0 PROCEDURE:**

- 5.1 Processes and/or products within the Business Services Division that are considered to be nonconforming are identified and controlled to prevent use in the following ways:
  - 5.1.1 Incoming product from suppliers: Product that is ordered on a purchase order from a supplier is received at the school system warehouse and checked for obvious damage. In the event product is either damaged or not in compliance with the purchase order, it is moved to the "damaged/returnable merchandise" area for disposition. The disposition is documented on the Vendor Nonconformance Log. Reference SUP-P204 and SUP-F003.
  - 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 Vendor Nonconformance Log is completed and submitted to the purchasing department on a regular basis to assist in evaluation of vendors.
  - 5.1.3 Processes within the school system producing negative results: Any process in the school system that does not produce an acceptable result may be reported by any employee through the initiation of the Corrective Action Form per DPM-P005.
  - 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, Audit Report Form and the Correction Form per DPM-P007 and DPM-P005.
- 5.2 Once identified, the nonconformance shall be addressed and Management 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.
- 5.3 Records of the nonconformities are maintained per the procedures referenced in section 5.1 as well as 6.0.

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- 5.4 In the event that purchased product is reworked (which is extremely rare), it is re-verified for conformity prior to use or delivery to the user within DCSS.
- 5.5 If a nonconforming situation has been identified after delivery to the user within DCSS, the Supply Services department will contact that department and resolve the situation. Depending on the circumstance, a corrective action could be issued.

### **6.0 ASSOCIATED DOCUMENTS:**

- 6.1 Corrective Action Procedure, DPM-P005
- 6.2 Internal Quality Audit Procedure, DPM-P007
- 6.3 Warehouse Nonconformances, SUP-P204
- 6.4 Vendor Nonconformance Log, SUP-F003

### **7.0 RECORD RETENTION TABLE:**

<b>Identification</b>	<b>Storage</b>	<b>Retention</b>	<b>Disposition</b>	<b>Protection</b>
Per the procedures referenced in 5.1 and 6.0	Per the procedures referenced in 5.1 and 6.0	Per the procedures referenced in 5.1 and 6.0	Per the procedures referenced in 5.1 and 6.0	Per the procedures referenced in 5.1 and 6.0

### **8.0 REVISION HISTORY:**

<b>Date:</b>	<b>Rev:</b>	<b>Description of Revision:</b>
15-Dec-02	A	Initial Release
10-Nov-03	B	Change is section 5.5.

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