

Non – Conformance reporting

- Identifies a problem/error/mistake that has occurred and needs rectifying to make sure of no recurrence.
- It represents a continual improvement of the working procedures of the company. And can be used to raise concerns with company procedures.
- Client comments from contracts can be raise for future improvements.
- ISO 9001 requires that we document all non – conformances and record all actions taken.
- They can be Health & Safety issues, environmental issues, quality issues, financial problems & accident, incident, near miss reporting.
- Root cause what caused the non –conformance to be raised.
- Corrective actions put right the immediate issue.
- Preventive actions stop the issue recurring.
- Where can they be found?
- Any person can raise an NCR [Action log] by either raising the concern with a Manager or accessing the CP logistics system, enter jobs and action log is at the bottom of the page.
- The non – conformance are issued to an individual by the person who raises it. This will flash up when you enter the logistics.
- Non- conformance are raised and discussed in the monthly management meeting.
- All non – conformance must be completed by the allotted individual in a time frame allowed by the HSQE & Operations Manager who over see the system