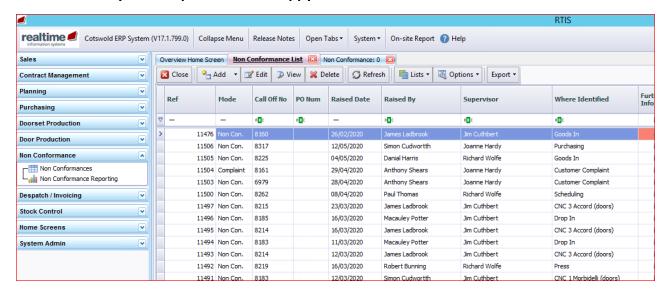
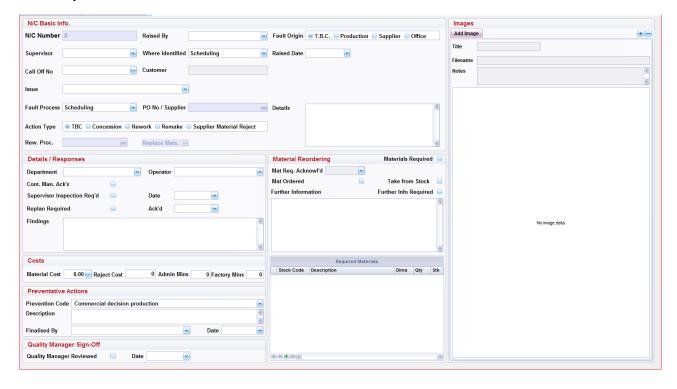
Non-conformace's are part of our Quality Management System ISO9001 and we as a company need to be aware of problems, we must document, determine, identify, and verify root causes and corrective actions—Identify all applicable causes that could explain why the problem occurred. All causes shall be verified or proved, not determined by fuzzy brainstorming. We can use 5 Whys and cause and effect diagrams to map causes against the effect or problem identified. Implement the corrective action and finally action the preventative action to prevent recurrence of a problem, By analysing and evaluating Nonconformances we can monitor and hopefully see impovements, which helps everyone in time and money and keeps customers happy.



Add dropdown

select Add non conformance



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The NCR will be entered onto the system by a nominated person this is generally Jimmy C, but any supervisor can put a non con on as follows



N/C Number is automatically generated

Raised By operative that has picked up the problem

Fault Origin select production, supplier or office

Supervisor supervisor of the area that has committed the non-conformance to investigate, finding and complete the preventative actions. We need to decide who will be responsible for this

Sales

Purchasing

Supplier

Goods in and Warehouse

Door production

Finishing

Frames cutting and assembly

Door and frame CNC

Glazing

Drop in

Despatch

Production Manager

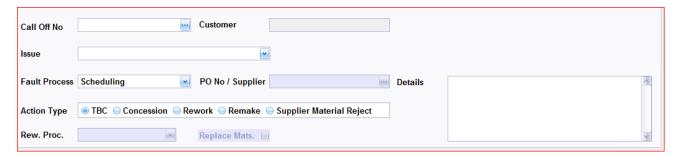
Managing Director

Joinery Manager

Quality Manager

Where identified this is the area the Non-conformance is deemed to have happened.

Raised date Enter the date the non-conformance occurred.



Call off no press ... and select the relevant call off customer name will automatic

populate.

Issue Dropdown box with basic causes for the non-conformance

e.g. paperwork error, machining issue etc

Fault Process Area non-con needs to be investigated e.g. Goods in, Beam saw etc.

P O no/Supplier Purchase to entre

Action Type

TBC only to be used if you or supervisor do not know anything about the NCR

Concession must only be used if agreed with a manager and the findings must be

completed.

Rework must be used if you require any new material to be ordered or stock to be

allocated by the purchase department.

Remake must be used if you require any new material to be ordered or stock to be

allocated by the purchase department.

Supplier Material Reject to be completed by goods in and communicated with purchasing

Rew.Proc this is to be used in future ignore for now.

Replace MatsAutomatic tick if rework or remake previously selected, this lets purchasing

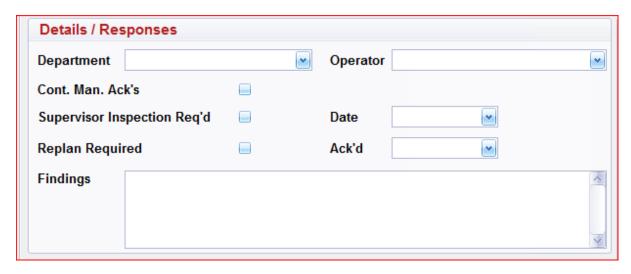
know we need material to be sourced.

Details Define and describe the problem

Any photographs showing the problem or damage by selecting the + which

allows the evidence to be selected from your store. Titles and notes can be

added once a photograph has been added.



To be completed by the supervisor

Department Select your department.

Operator Select the operative from dropdown box.

Cont Man Acks A tick will appear in this box when the contract manager/scheduler for this

Contract acknowledges the non-con on their home screen and

communicates with the customer that we may have a problem and the delivery could be delayed. (this will stay on the home screen until the non

con is finalised and signed off by the Quality Manager.

Supervisor Inspection Req'd

This will be ticked by purchasing if the material is on a longer delivery and the planner will replan and contact manager/scheduler to let the customer know.

Findings

Determine, identify, and verify root causes —Identify all applicable causes that could explain why the problem occurred. Also identify why the problem was not noticed at the time it occurred. All causes shall be verified or proved, not determined by fuzzy brainstorming. One can use 5 Whys and cause and effect diagrams to map causes against the effect or problem identified.



0.00 Reject Cost

Material Reordering

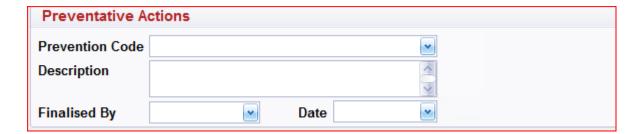
Material Cost

Material Cost Purchasing department to complete.

Reject Cost Purchasing department to complete.

Admin Mins The amount of time to investigate this problem.

Factory Mins The amount of time to remake or repair the problem.



0 Admin Mins

Prevention Code Select from dropdown box, please bear in mind that we need to provide

evidence of the corrective action, for example if training this needs to be

0 Factory Mins

documented and available for inspection if requested.

Description Define and implement the best corrective actions. Take preventive

measures—Modify the management systems, operation systems, practices,

and procedures to prevent recurrence of this and all similar problems.

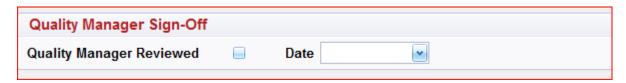
Action taken to avoid re-occurrence (Root cause to be analysed and

evaluated)

Finalised By The person that is happy with the findings/root cause and

preventative actions to stop the problem happening again.

Supervisor's will be required to supply analysis on a monthly basis.



Quality Manager Review

Review will be ticked and dated once this document is completed, if findings and preventative actions are not deemed as a true. Any queries will be discussed with the team and management.

If you have any queries or need any help in any issue on this process, please do not hesitate to contact Quality Manager Joanne Hardy

Office and administration			
Non Con Area	Issue	Prevention Actions	
Scheduling	Paperwork Error - User Entry	Processing error that could be avoided by validation	
	Paperwork Error - System	Processing error that could be avoided by RTIS entry on system	
		Processing error - Further raining required, (evidence required)	
		Procedure review.	
Purchasing	Paperwork Error - User Entry	Material requisition must be agreed with Managment Team	
	Paperwork Error - System	Monitor and analyse (evidence required)	
		Production Error - Further training required (evidence required)	
Supply Chain	Poor Quality Material	Maintence monitor and analyse	
	Damaged Material	Commercial decision production	
	Incorrect Material	Commercial decision administration.	
	Missing Material	Following investigation deemed not a non-conformance	

Warehouse, Goods in			
Non Con Area	Issue	Prevention Actions	
Goods In	Operator error	Processing error that could be avoided by validation	
	problem with material should have been picked up process before?	Processing error that could be avoided by RTIS entry on system	
		Processing error - Further raining required, (evidence required)	
		Procedure review.	
Picking	Operator error	Material requisition must be agreed with Managment Team	
	problem with material should have been picked up process before?	Monitor and analyse (evidence required)	
		Production Error - Further training required (evidence required)	
		Maintence monitor and analyse	
		Commercial decision production	
		Commercial decision administration.	
		Following investigation deemed not a non-conformance	

Door production and Finishing plant		
Non Con Area	Issue	Prevention Actions
Beam Saw	Machining Issue - Operator	Processing error that could be avoided by validation
	Machining Issue - Machine	Processing error that could be avoided by RTIS entry on system
	problem with material should have been picked up process before?	Processing error - Further raining required, (evidence required)
		Procedure review.
Edge Bander lipping	Machining Issue - Operator	Material requisition must be agreed with Managment Team
	Machining Issue - Machine	Monitor and analyse (evidence required)
	problem with material should have been picked up process before?	Production Error - Further training required (evidence required)
		Maintence monitor and analyse
Press	Machining Issue - Operator	Commercial decision production
	Machining Issue - Machine	Commercial decision administration.
	problem with material should have been picked up process before?	Following investigation deemed not a non-conformance
Lacquer	Machining Issue - Operator	
	Machining Issue - Machine	
	problem with material should have been picked up process before?	
Clean Off	Machining Issue - Operator	
	Machining Issue - Machine	
	problem with material should have been picked up process before?	
Door Completion	Operator error	
	problem with material should have been picked up process before?	
Finishing Plant	Operator error	
	Machining Issue - Machine	

Frame Production		
Non Con Area	Issue	Prevention Actions
Frame Cutting	Machining Issue - Operator	Processing error that could be avoided by validation
	Machining Issue - Machine	Processing error that could be avoided by RTIS entry on system
	problem with material should have been picked up process before?	Processing error - Further raining required, (evidence required)
		Procedure review.
Loose Frame Cutting	Machining Issue - Operator	Material requisition must be agreed with Managment Team
	Machining Issue - Machine	Monitor and analyse (evidence required)
	problem with material should have been picked up process before?	Production Error - Further training required (evidence required)
		Maintence monitor and analyse
Arch Cutting	Machining Issue - Operator	Commercial decision production
	Machining Issue - Machine	Commercial decision administration.
	problem with material should have been picked up process before?	Following investigation deemed not a non-conformance
CNC 4 Bussellato (frames)	Machining Issue - Operator	
	Machining Issue - Machine	
	problem with material should have been picked up process before?	
CNC 5 Tech 80 (frames)	Machining Issue - Operator	
	Machining Issue - Machine	
	problem with material should have been picked up process before?	
CNC 6 Accord (frames)	Machining Issue - Operator	
	Machining Issue - Machine	
	problem with material should have been picked up process before?	
L		
Frame Assembly	Operator error	
	problem with material should have been picked up process before?	

Door CNC and Glazing			
Non Con Area	Issue	Prevention Actions	
CNC 1 Morbidelli (doors)	Machining Issue - Operator	Processing error that could be avoided by validation	
	Machining Issue - Machine	Processing error that could be avoided by RTIS entry on system	
	problem with material should have been picked up process before?	Processing error - Further raining required, (evidence required)	
		Procedure review.	
CNC 2 Reichenbacher (doors	Machining Issue - Operator	Material requisition must be agreed with Managment Team	
	Machining Issue - Machine	Monitor and analyse (evidence required)	
	problem with material should have been picked up process before?	Production Error - Further training required (evidence required)	
		Maintence monitor and analyse	
CNC 3 Accord (doors)	Machining Issue - Operator	Commercial decision production	
	Machining Issue - Machine	Commercial decision administration.	
	problem with material should have been picked up process before?	Following investigation deemed not a non-conformance	
Door Glazing	Operator error		
	Machining Issue - Machine		
	problem with material should have been picked up process before?		

Drop in and Despatch			
Non Con Area	Issue	Prevention Actions	
Drop In	Operator error	Processing error that could be avoided by validation	
	Machining Issue - Machine	Processing error that could be avoided by RTIS entry on system	
	problem with material should have been picked up process before?	Processing error - Further raining required, (evidence required)	
		Procedure review.	
Despatch	Paperwork Error - User Entry	Material requisition must be agreed with Managment Team	
		Monitor and analyse (evidence required)	
	other	Production Error - Further training required (evidence required)	
		Maintence monitor and analyse	
		Commercial decision production	
		Commercial decision administration.	
		Following investigation deemed not a non-conformance	