

Non-Conformance help sheet

Non-conformance'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 Non-conformances we can monitor and hopefully see improvements, which helps everyone in time and money and keeps customers happy.

The screenshot shows the 'Non Conformance List' in the realtime ERP system. The table contains the following data:

| Ref | Mode | Call Off No | PO Num | Raised Date | Raised By | Supervisor | Where Identified | Furt Info |
|-------|-----------|-------------|--------|-------------|-----------------|---------------|--------------------------|-----------|
| 11476 | Non Con. | 8160 | | 26/02/2020 | James Ladbrook | Jim Cuthbert | Goods In | |
| 11506 | Non Con. | 8317 | | 12/05/2020 | Simon Cudworth | Joanne Hardy | Purchasing | |
| 11505 | Non Con. | 8225 | | 04/05/2020 | Daniel Harris | Richard Wolfe | Goods In | |
| 11504 | Complaint | 8161 | | 29/04/2020 | Anthony Shears | Joanne Hardy | Customer Complaint | |
| 11503 | Non Con. | 6979 | | 28/04/2020 | Anthony Shears | Joanne Hardy | Customer Complaint | |
| 11500 | Non Con. | 8262 | | 08/04/2020 | Paul Thomas | Richard Wolfe | Scheduling | |
| 11497 | Non Con. | 8215 | | 23/03/2020 | James Ladbrook | Jim Cuthbert | CNC 3 Accord (doors) | |
| 11496 | Non Con. | 8185 | | 16/03/2020 | Macauley Potter | Jim Cuthbert | Drop In | |
| 11495 | Non Con. | 8214 | | 16/03/2020 | James Ladbrook | Jim Cuthbert | CNC 3 Accord (doors) | |
| 11494 | Non Con. | 8183 | | 11/03/2020 | Macauley Potter | Jim Cuthbert | Drop In | |
| 11493 | Non Con. | 8214 | | 12/03/2020 | James Ladbrook | Jim Cuthbert | CNC 3 Accord (doors) | |
| 11492 | Non Con. | 8219 | | 16/03/2020 | Robert Bunning | Richard Wolfe | Press | |
| 11491 | Non Con. | 8183 | | 12/03/2020 | Simon Cudworth | Jim Cuthbert | CNC 1 Morbidelli (doors) | |

Add dropdown select Add non conformance

The screenshot shows the 'N/C Basic Info.' form with various input fields and sections:

- N/C Basic Info.:** Includes fields for N/C Number, Raised By, Fault Origin (T.B.C., Production, Supplier, Office), Supervisor, Where Identified (Scheduling), Raised Date, Call Off No, Customer, Issue, Fault Process (Scheduling), PO No / Supplier, Details, Action Type (TBC, Concession, Rework, Remake, Supplier Material Reject), and Rew. Proc. (Replace Mats.).
- Details / Responses:** Includes Department, Operator, Cont. Man. Ack's, Supervisor Inspection Req'd, Date, Replan Required, Ack'd, and Findings.
- Material Reordering:** Includes Mat Req. Acknow'd, Mat Ordered, Further Information, Materials Required, and Further Info Required.
- Costs:** Includes Material Cost (0.00), Reject Cost (0), Admin Mins (0), and Factory Mins (0).
- Preventative Actions:** Includes Prevention Code (Commercial decision production), Description, Finalised By, and Date.
- Quality Manager Sign-Off:** Includes Quality Manager Reviewed and Date.
- Images:** Includes an Add Image button, Title, Filename, Notes, and a large text area for image data.

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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 Basic Info. | | | |
|-----------------|---|---|----------------------|
| N/C Number | <input type="text" value="0"/> | Raised By | <input type="text"/> |
| Supervisor | <input type="text"/> | Where Identified | <input type="text"/> |
| Fault Origin | <input checked="" type="radio"/> T.B.C. <input type="radio"/> Cots Man. <input type="radio"/> Supplier <input type="radio"/> Office | | |
| Raised Date | <input type="text"/> | <input type="radio"/> Door <input type="radio"/> Frame <input type="radio"/> Timber Lls | |

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.

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| | |
|---------------------------------|--|
| 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 Mats | Automatic tick if rework or remake previously selected, this lets purchasing know we need material to be sourced. |
| Details | Define and describe the problem |
| Add Image | 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. |

Non-Conformance help sheet

Details / Responses

Department Operator

Cont. Man. Ack's

Supervisor Inspection Req'd Date

Replan Required Ack'd

Findings

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.

Non-Conformance help sheet

Material Reordering

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.

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 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.

Non-Conformance help sheet

| Quality Manager Sign-Off | |
|--------------------------|---------------------------|
| Quality Manager Reviewed | Date <input type="text"/> |

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

Non-Conformance help sheet

| 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) |
| Purchasing | Paperwork Error - User Entry | Procedure review. |
| | Paperwork Error - System | Material requisition must be agreed with Managment Team Monitor and analyse (evidence required) |
| Supply Chain | Poor Quality Material | Production Error - Further training required (evidence required) |
| | Damaged Material | Maintence monitor and analyse |
| | Incorrect Material | Commercial decision production |
| | Missing Material | Commercial decision administration. Following investigation deemed not a non-conformance |

Non-Conformance help sheet

| 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 |
| Picking | | Processing error - Further raining required, (evidence required) |
| | | Procedure review. |
| | 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 |

Non-Conformance help sheet

| 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) Maintenance 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 | |
| | | |

Non-Conformance help sheet

| 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) |
| Loose Frame Cutting | Machining Issue - Operator | Procedure review. |
| | Machining Issue - Machine | Material requisition must be agreed with Managment Team |
| | problem with material should have been picked up process before? | Monitor and analyse (evidence required) |
| Arch Cutting | Machining Issue - Operator | Production Error - Further training required (evidence required) |
| | Machining Issue - Machine | Maintenance monitor and analyse |
| | problem with material should have been picked up process before? | Commercial decision production |
| CNC 4 Bussellato (frames) | Machining Issue - Operator | Commercial decision administration. |
| | Machining Issue - Machine | Following investigation deemed not a non-conformance |
| | 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? | |
| Frame Assembly | Operator error | |
| | problem with material should have been picked up process before? | |

Non-Conformance help sheet

| 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) |
| CNC 2 Reichenbacher (doors) | Machining Issue - Operator | Procedure review. |
| | Machining Issue - Machine | 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) |
| CNC 3 Accord (doors) | Machining Issue - Operator | Maintenance monitor and analyse |
| | Machining Issue - Machine | Commercial decision production |
| | problem with material should have been picked up process before? | Commercial decision administration. Following investigation deemed not a non-conformance |
| Door Glazing | Operator error | |
| | Machining Issue - Machine | |
| | problem with material should have been picked up process before? | |

Non-Conformance help sheet

| 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) |
| Despatch | Paperwork Error - User Entry | Procedure review. |
| | | Material requisition must be agreed with Managment Team |
| | other | 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 |