1. **ABBREVIATIONS**

**NCPHR:** Non-confirming Product handling procedure.

**QC:** Quality Control

**SOP:** Standard Operating Procedure

1. **PURPOSE**

This procedure ensures that all non-conformances are identified and recorded, and that the appropriate corrective action is taken to rectify all identified non-conformances, preventing their reoccurrence in the future.

1. **SCOPE**

This procedure applies to all non conforming material identified during receiving, processing and final product acceptance activities in ……..food manufacturing facility

1. **DEFINITION**

* **Non conforming:** A failure of a raw material, processing product or finished product to meet applicable specification or procedure is identified s a reject and is segregated from conforming product
* **Rework**: is a reprocessing or modification of product in order to bring the product into conformance to a specification.
* **Correction**: Action taken to render the work product acceptable for use by eliminating the detected nonconformity.
* **Corrective Action:** The steps taken to eliminate the root cause(s) identified by a root cause analysis.
* **Deficiency:** an alternate term used to describe a non-conformance.
* **Nonconformance:** A non-fulfillment of a specified or implied requirement of the quality management system or of a quality work product.
* **Observation:** a perceived or detected abnormality or anomaly that is not out of conformance to a specified or implied requirement; yet could possibly become a non-conformance if not acted upon or can be improved upon.
* **Preventive Action:** Steps to mitigate or remove the underlying cause of a nonconformance.
* **Root Cause(s):** The underlying reason (i.e. cause) that results in a nonconformance
* **Root Cause Analysis:** A systematic method of problem solving that identifies the root cause(s) of non-conformances.

1. **RESPONSIBILITY**

* All members of staff are responsible for notifying to responsible person of any identified non-conformances.
* Assigned personnel are responsible for the completion of Non‐Conformance Reports and for determining and implementing corrective action.
* Once the corrective action has been completed the responsible personnel is to undertake a verification check to ensure that corrective action has been effective.

1. **PROCEDURE**

* All identified non‐conformances are to be reported to the responsible personnel.
* All identified non‐conformances are to be recorded on a Non‐Conformance Report Form (see attached).
* The source or cause of the non‐conformance is being identified, allowing for the development of appropriate and effective corrective action.
* Corrective action should be taken and documented, together with an agreed timeframe for implementation.
* A review of the effectiveness of the corrective action will be undertaken by the responsible personnel
* If the non‐conformance persists after the implementation of corrective action alternative solutions are to be examined until the closure of the non‐conformance can be successfully achieved.
* On the successful closure of the non‐conformance, the Non‐Conformance Report will be signed off by the assigned personnel.
* Reoccurring non‐conformances will be reported to senior management for further investigation.

1. **DOCUMENTS AND RECORDS**

* Product Nonconformity Report (record of the event and its disposition)
* Corrective and Preventive Action Procedure

1. **TRAINING**

All product processing, quality control, storage and distribution personnel’s should be trained this procedure. And the training records will be kept in Plant Managers office

1. **RECORD**

Reports on non confirming products should be kept in Plant Managers office for a minimum of five years after corrective action taken.

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| **Revision** | **Reason for Revision** | **Compiled by** | **Reviewed by** | **Effective Date** |
| 0 | Initial Release |  |  |  |