

QP 05-03

**CONTROL OF NON-CONFORMING EQUIPMENT, SERVICES
AND SUB CONTRACTORS
& GOODS RETURNED PROCEDURE**

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1. INTRODUCTION

1.1 This procedure does not apply to:

- a) Customer Complaints & Company Related problems which are dealt with in QP05-01.
- b) Engineering adjustments carried out in accordance with the manufacturers' instructions.
- c) Poor performance of installations which is covered in PR04

1.2 Any engineering or purchasing function may from time to time have to deal with reject goods or services.

1.3 A procedure for preventing further use of poor performance suppliers or further supply of reject items is a vital part of the quality system.

1.4 This procedure is applicable to any goods which have been found to be defective or any services found wanting, by any of the following routes:-

- Justified customer complaint
- Internally identified
- Goods rejected either upon delivery or from engineers
- Goods in storage which have been rejected

1.5 The main objectives are :

- i) to prevent the installation of rejected goods at the customers' premises.
- ii) to record faulty components returned to suppliers
- iii) to record instances of poor performance from suppliers and if persistent remove from the approved list.
- iv) to rectify any ongoing problems.
- v) to identify trends and try to prevent recurrence.

1.6 A record of all faulty components returned to suppliers is recorded on COINS.

1.7 A record of poor performance is made on the Non Conformance/Corrective Action forms.

1.8 Copies of any letters generated will be kept either with the Non Conformance/Corrective Action form or in the Customer or Supplier file if this is more appropriate.

1.9 Records are reviewed in order to identify trends and take appropriate action.

2.1 PROCEDURE

2.1.1 Responsibility for Goods Returned lies with the Administrator. Responsibility for n/c reports lies with Operations/Business Manager unless otherwise stated.

2.1.2 Three types of records are kept.

- i) Goods Return Notes generated from COINS which detail equipment returned to suppliers.
- ii) Suppliers paperwork/GRN etc
- iii) Non Conformance/Corrective Action forms which are generated in the office at the time the problem is identified and used for
 - problems with the level of service received from a supplier
 - problems with sub-contractors
 - if the equipment is not actually being returned to the supplier, but is being scrapped at the request of the supplier, since this record is used for evaluation of performance later on.
 - detailing further actions for example:
 - a) once trends have been identified (ie a recurring problem with a specific piece of equipment)
 - b) Visits to other installations with the same equipment installed

2.1.3 A) Faulty Equipment

2.1.3.1 If the engineer discovers that equipment is faulty whilst out on site, he should:

- i) Clearly identify the faulty items with:- fault if known, installation ref, engineers name/initials and date
- ii) Keep them separate from good stock in the van and return them to the BTS Store quarantine area/box.

2.1.3.2 Upon receipt of faulty equipment the Administrator will, in conjunction with appropriate personnel:

CARL

- 1) Decide whether the item is to be returned to the supplier or scrapped.
- 2) Check current stocks to identify the extent of the problem. If necessary, clearly identify and segregate the faulty equipment from usable stock.

- 4) Decide whether any further actions are needed. Do other installations need to be visited etc? and if necessary implement a course of action- if so, Raise a Non Conformance/ Corrective Action form and record details.

AMANDA

- 3) Contact the supplier to arrange replacement / collection / disposal etc of the faulty goods. (This may not necessarily be carried out immediately). If applicable, obtain a returns reference number from the supplier.
- 5) If applicable, raise a Goods Return Note which should show:
 - i) Date
 - ii) Supplier
 - iii) Goods being returned
 - iv) Reason for return, with full details of the fault if identified
 - v) Whether replacement, credit or repair is required

2.1.3.3 A copy of the Goods Return Note will accompany the goods. The original will be stored in the 'live returns file' **COINS**

2.1.3.3 Once the problem has been resolved, for example equipment has been replaced by the supplier, installations thought to be at risk have been visited etc.; the paperwork is updated accordingly to indicate completion and stored in the 'Completed returns file'.

2.1.4 B) N/C Reports

2.1.4.1 For all other instances of non-conformance, as listed in 2.1.2 ii) a Non Conformance / Corrective Action Report forms is raised and completed as appropriate to the problem identified.

2.1.4.2 Anyone may raise the form, but it should then be passed to the Administrator **Carl/Amanda** for control.

2.1.4.3 Non Conformance /Corrective Action forms will be stored in the N/C file.

2.2 CONTROL AND REVIEW

2.2.1 All documents/data for *ongoing problems* will be reviewed at a minimum of monthly intervals by a senior member of staff, who will record his actions, findings etc.

2.2.2 Once completed any documents used will be filed in the appropriate file/section.

2.2.3 At the Management Meetings any forms/notes generated since the last meeting will be reviewed and actioned appropriately. It is the responsibility of the Administrator to analyse the forms prior to the meeting and report on his findings.

If there appears to be trends then appropriate corrective action will be initiated.

3. Associated Forms

Form

Non Conformance / Corrective Action Form