

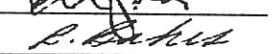
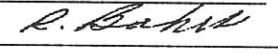




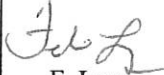


PRECISION MEASUREMENTS, INC.	CONTROL OF NONCONFORMING PRODUCT	No.QA-0413	Rev. 006
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REVISION NO.	DESCRIPTION	DATE	PREPARED BY	APPROVED BY
001	Alignment to ANSI/ASQC Q9002-1994	12/30/96	N/R	
002	Update to refine definitions.	09/25/97	N/R	
003	Revised for clarification of the ISO Standard referenced	11/20/03		
004	Update 3.3, and 6.2.2 from supervisor to technician responsibility.	09/22/16	B. Albayalde	R. Ayala
005	Revised to clarify disposition and how communication is entered into the PMI database, via the Equipment Status layout.	05/3/21	F. Loza	R. Ayala
006	Added Section 5.2.3 and 6.5.3 to clarify disposition of equipment deemed as Repaired by Replacement	08/22/24	 A. Lake	 F. Loza

CONTROL OF NONCONFORMING PRODUCT**1.0 PURPOSE**

- 1.1 Establish and define a system for the identification, control and disposition of nonconforming PMI product.

2.0 SCOPE

- 2.1 This procedure encompasses the process for the identification, documentation, evaluation, segregation, and disposition of PMI product failing to meet specified service process and quality requirements.

3.0 AUTHORITY AND RESPONSIBILITY

- 3.1 The Shipping/Receiving Department is responsible for the identification, marking and segregation of incoming equipment not conforming to PMI service process criteria.
- 3.2 The QC Inspector is responsible for the identification, documentation, evaluation, marking, segregation (where practical), and disposition of PMI serviced equipment failing to meet service (product) criteria.
- 3.3 The Field Service technician supervisor is responsible for the identification and correction of any product nonconformance in terms of technician-generated (and recorded) data documentation.
- 3.4 Identification and disposition of nonconforming repair material and parts is the responsibility of either the Shipping/Receiving Supervisor or cognizant Metrology Technician, according to where the nonconformance is detected.

4.0 REFERENCES

- 4.1 ISO 9001 (latest edition)
- 4.2 Quality Assurance Manual QA-2000
- 4.3 Final Inspection Report: PM-QCR002
- 4.4 Internal Corrective and Preventive Action - PMI: QA-0114
- 4.5 Status Report - PMI: PM-SR008
- 4.6 Inspection and Testing: QA-0410

5.0 DEFINITIONS

- 5.1 PMI Product: Any service performed by PMI to an item of equipment, including documentation resulting from that service. Service actions become product immediately upon entering the service process; beginning with equipment pickup, and ending with release for forwarding the finished product to the customer.

CONTROL OF NONCONFORMING PRODUCT

- 5.2 Nonconforming Product: Any item of equipment not conforming to PMI and/or customer service requirements; including:
- 5.2.1 Any equipment item received for servicing; but which cannot be immediately processed according to PMI Standard Operating procedure.
 - 5.2.2 Any equipment service performed by PMI that is found, through inspection, not conforming to PMI and/or customer service requirements.
 - 5.2.3 Subcontractor serviced equipment resulting in a “Repair by Replacement”.
- 5.3 Nonconforming Repair Materials and Parts: Any materials and/or parts acquired for repair or otherwise incorporation into a PMI product, which are found either defective or otherwise not in compliance with procurement specifications.

Note: All internal and external communication for disposition of all Nonconforming Product or Repair Materials and Parts, is documented in the Equipment Status layout of the specific unique report number in the database, form PM-SR008.

6.0 PROCEDURES

- 6.1 Shipping/Receiving identifies, segregates, and marks nonconforming incoming equipment. Nonconforming incoming equipment information identified by Data Management is referred to Shipping/Receiving for resolution.
- 6.1.1 Shipping/Receiving and/or Data Management investigate the nonconformance and makes corrections to allow the service process to proceed (the customer is contacted, if necessary, to resolve the nonconformance).
 - 6.1.2 If same day correction is practical, the correction is made and the product is removed from segregation and forwarded for service.
 - 6.1.3 If same day correction is not possible, the nonconforming product is identified with an “ON HOLD” tag and remains segregated pending resolution per 6.1.1
 - 6.1.4 Any PMI product identified as nonconforming during the Final Inspection process is marked and segregated (where practical), pending correction (In-House Service, only). *NOTE: Correction (rework) may be immediate, as in the case of Service Document errors, precluding the need for segregation.*
 - 6.1.5 Re-inspection of In-House Serviced, re-worked product is documented on the Final Inspection Report.

CONTROL OF NONCONFORMING PRODUCT

- 6.1.6 Evidence of re-inspection (calibration and performance checking) of any repaired product is in the form of the supporting Service Documentation (Certificate of Calibration and/or Service Report) bearing the technicians's name.
- 6.2 Information and data documented by the cognizant technician for completed Field Service is inspected by the Field Service Supervisor prior to submission to Data Management for computer entry.
- 6.2.1 Any nonconformance is referred back to the technician for clarification and rework.
- 6.2.2 The Field Service Technician Supervisor makes all relevant corrections necessary to ensure product conformance, by annotating the Field Service Request and/or Data Documents.
- 6.2.3 Based on the annotated documents, Data Management incorporates all corrections during the Field Service data entry process.
- 6.2.4 Nonconforming printed Field Service Certificates of Calibration, Service Reports, and Data Reports are annotated and referred to Data Management for correction. All nonconformities are recorded on the Final Inspection Report.
- 6.2.5 Data Management corrects nonconforming Field Service Documents and forwards the documents to QA for re-inspection per procedure.
- 6.3 Nonconforming repair materials and/or parts so identified in the receiving process are documented on the Purchase Order copy and referred to Purchasing for appropriate action.
- 6.3.1 The nonconforming repair material or parts are marked and segregated by the Shipping/Receiving Department; pending disposition.
- 6.3.2 The Purchasing Department contacts the supplier and determines disposition to correct the nonconformance.
- 6.4 Repair materials or parts identified as nonconforming by Metrology personnel are documented in **Equipment Status** (in PMI database) and referred to **Customer Service** and **Purchasing** for disposition.
- 6.4.1 The nonconforming material or parts are marked and placed in the segregated **Nonconforming Material** area in Shipping/Receiving.

CONTROL OF NONCONFORMING PRODUCT

- 6.5 Subcontractor-serviced items identified and evaluated as nonconforming are documented in the **Equipment Status** (PMI database) and referred to **Purchasing** for disposition.
- 6.5.1 Subcontractor serviced items that are identified as nonconforming are marked and segregated pending disposition.
- 6.5.2 The Purchasing Department proceeds as in 6.3.2 (above).
- 6.5.3 Subcontractor serviced items resulting in a "Repair by Replacement" are documented in the **Equipment Status** (PMI database) and referred to **Customer Service** for disposition.
- a) A new PMC number shall be issued for the replacement unit.
 - b) Customer Service shall contact the customer to obtain a new asset number, if applicable, or written approval to re-use the asset number of the original unit.
 - c) The new record for the replacement unit shall note the PMC number and/or Equipment ID of the unit being replaced (original unit) and/or report number.
 - d) The record for the original unit shall be processed as a service report containing the following information.
 - (1) Incoming Condition shall be listed as "Inoperative" or "Out of Tolerance" depending on the case.
 - (2) Outgoing Condition shall be listed as "Exchanged".
 - (3) The Discrepancy/Work Performed shall be listed as "Unit found Inoperative or Out of Tolerance" depending on the case.
 - (4) Corrective Action shall be listed as "Repair by Replacement" and shall list the PMC number and/or equipment ID of the replacement unit and/or report number.

7.0 CORRECTIVE ACTION

- 7.1 Internal Corrective Action Requests (ICAR) are generated and issued relative to PMI product nonconformance issues considered **Major** according to the criteria defined in PMI procedure QA-1414.
- 7.2 Supplier Corrective Action Requests (SCAR) are generated and issued for purchased material, parts and subcontracted services according to the criteria defined in PMI procedure QA-2414.