

Sustainable Fibre Alliance

Control of Non-conformances Procedure






Document Reference:

SCS-039-01.0-EN

Approvals

The signatures below certify that this Scheme Certification Manual has been reviewed, approved and demonstrates that the signatories are aware of all the requirements contained herein and are committed to upholding them.

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Amendment Record

This procedure reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date

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P011 Control of Non-conformances Procedure

1. Introduction & Purpose

The purpose of this procedure is to establish and define the process for identifying, documenting, analysing and implementing corrective actions in order to eliminate actual non-conformances.

2. References

Reference	Title & Description
	Internal Management System Manual
F011-1	Non-conformance Report
F011-2	Non-conformance Report Log

3. Terms & Definitions

Term	Definition
Non-conformity	Non-fulfilment of a requirement
Preventive Action	Action taken to eliminate a potential non-conformity
Corrective Action	Action taken to eliminate the cause of a non-conformity

4. Application & Scope

Reports of non-conformances may result from audits or may occur as part of routine operations where an individual or department might identify a non-conformance. This procedure works in conjunction with:

- Internal Audit Procedure P010
- Corrective Action Procedure P012

5. Requirements

It is the responsibility of the Standards and Compliance Manager, or other nominated representative, to prepare and issue a Non-conformance Report on detection of a non-conformance.

6. Process

6.1 Identification of Non-conformances

It is the responsibility of all employees to bring suspected non-conformances to the attention of the Standards and Compliance or the relevant Departmental Manager/Supervisor, or other nominated representative. Non-conformances are identified through the following activities:

- Internal audit findings
- Third party audit findings
- Complaints (internal or external)
- Observation
- Incidents

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- Housekeeping inspections
 - Checklist findings
 - Near-misses

6.2 Control of a Non-conformances

By whichever means a non-conformance is identified, the underlying cause(s) of the non-conformance are investigated and appropriate corrective action(s) are taken according to the nature of the non-conformance.

- Where the non-conforming involves training materials or other items linked to the business objectives of the Sustainable Fibre Alliance these may be disposed of to prevent delivery to the customer or re-worked where it is deemed appropriate by the Standards and Compliance Manager
- Where possible, preventive action, such as implementing modifying or enforcing procedures or other controls, is taken to avoid repetition of the non-conformance
- Any corrective or preventive action taken to address the causes of the non-conformance must be appropriate to the magnitude of problems and commensurate with the impact encountered is documented
- The organisation has implemented and maintained a system for reporting and record keeping for non-conformances, corrective action
- Any changes to the internal management procedures as a result of corrective or preventive action are recorded
- The non-conformance report F011-1 details the nature and scale of the non-conformance as well as proposals for corrective and preventive actions, as appropriate
- Repeated non-conformances of the same nature or significant deviations from procedures (e.g. disregard of the procedures or absence of required verification documentation) are reported to the Standards and Qualification Manager or other nominated representative for action and resolution
- A report is submitted by the Standards and Qualification Manager or other nominated representative as part of the Management Review process
- Where preventive actions involve long term programming, these are considered in the setting of objectives or targets

6.3 Documentation & Records

- All documentation and records generated by the non-conformance process are managed in accordance with Internal Management System Clauses 4.2.3 & 4.2.4.

6.4 Control of Non-conformances Process Map

