


PROPERTY AND ARCHITECTURAL SERVICES		 <p>The Highland Council Comhairle na Gaidhealtachd <i>SERVING The Highland Community</i></p>
PROCEDURE FOR NONCONFORMITIES, CORRECTIVE AND PREVENTIVE ACTION		PCD 005
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1.0 GENERAL

1.1 Purpose

This procedure describes the process to ensure that:

- Nonconformities are recorded, investigated, and the cause identified;
- Corrective action taken to rectify and prevent recurrence;
- Preventive action taken to eliminate the cause of potential nonconformities.

1.2 Scope

This procedure applies to all work carried out by the Service under the quality management system.

1.3 References

- Characteristics of Best Value
- Value Management, delivering service improvement – The Employers Organisation for local government (quick guide)
- H.C. – MDP 3 - Performance Management

1.4 Responsibilities

1.4.1 Director of Service

Responsible for ensuring nonconformities are recorded, investigated, rectified and potentially prevented in the future.

1.4.2 Head of Contracts

Responsible for facilitating the processes involved to achieve 1.4.1 above.

1.4.3 Heads of Section

Responsible for following the principles and practices outlined in this procedure.

1.4.4 Service Support (Quality Manager)

Responsible for assisting in the administration and implementation of this procedure.

1.4.5 Staff (All staff)

Responsible for adhering to the current version of this procedure.

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2.0 ACTIONS

2.1 Nonconformity

Nonconformities are identified through the operation of the Quality Management system including:

- value analysis reviews
- checking and testing
- accident/incident
- customer complaints

2.2 Review of nonconformities

Nonconformities are reviewed to establish their causes, to evaluate the need for action to ensure that they do not recur and to evaluate trends in their occurrence.

2.3 Corrective Action

Corrective action is required to eliminate the cause of a non conformity and to prevent its recurrence.

Corrective action either involves a requirement to pay greater attention to the quality procedures, or an improvement of the quality procedures.

Corrective action taken reflects the type and significance of the problems encountered and shall take into account the quality risks involved.

The results of investigations and the actions taken, shall be recorded on PCD 005A. Corrective action taken, is reviewed to establish its effectiveness.

2.4 Preventive Action

Preventive action is required to eliminate the cause of potential nonconformities in order to prevent their occurrence. The identification of a potential nonconformity may result from:

- value analysis reviews
- checking and testing
- accident/incident
- customer complaints

It should be noted that the occurrence of a non conformity may indicate the potential for similar nonconformities in the future and therefore give rise to a preventive action as well as a corrective action.

Preventive action involves either a requirement to pay greater attention to the quality procedures, or an improvement of the quality procedures or the development of new procedures.

Preventive action taken shall reflect the type and significance of the problems encountered and shall take into account the quality risks involved.

The results of investigations and the preventive actions taken are recorded. Preventative action taken, is reviewed to establish its effectiveness.

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2.5 Recording and Reporting of Nonconformities

2.5.1 For form PCD 005A, and the processing of same, please see operational instruction OI-PU-005 and the index sheets for each Section as per the hyperlink below:

<T:\Service QM\QM-PROFORMAS\PCD 005A Non Conformities plus status indexes>

2.6 Value Analysis/Value Management Review

2.6.1 Nonconformities, corrective and preventive action shall be reviewed as part of the Value Analysis/Value Management Review of the quality system according to PCD 004.

3.0 DEFINITIONS

3.1 Nonconformity

A non conformity is the non fulfilment of a specified requirement and may relate to a product requirement or to a process requirement. In respect of a product requirement it may result from non compliance of a specified material. In respect of a process requirement it may result from failure to conform with the policies, procedures or operational instructions of the quality management system.

3.2 Corrective Action

Corrective action is undertaken to eliminate the cause of a non conformity and to prevent recurrence.

3.3 Preventive Action

Preventive action is undertaken to eliminate the cause of a potential nonconformity in order to prevent occurrence.

4.0 RECORDS

4.1 Records shall be kept in accordance with the Control of Records, PCD 006 and in particular PCD 005A.

5.0 APPENDICES

5.1 Proforma's

PCD 005A Nonconformity Report

Appendix A

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Quality Management	PROPERTY AND ARCHITECTURAL SERVICES	Highland Council
NONCONFORMITY REPORT		

Subject/Project Title:	
Statutory Standard: (if applicable)	
Project No/Report No: (if applicable)	Nonconformity No: Event took place - date/month:

NONCONFORMITY DETAILS

ACTIONS TO BE TAKEN TO DEAL WITH THE NONCONFORMITY(incorporating recommendations) Detail here:
Appendices to the report (list)

Have the details of the nonconformity and the investigation findings been analysed? Are there any trends or common causes which suggest the need for further investigation? What did the event/happening cost?

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Signed of behalf of the investigation team Name/title	Date:
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Members of the investigation team Name	Title

Distribution List: Names	Title	Comments

Author: Date report distributed	Reviewer: (if applicable) Head of Section presented to
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ACTION TAKEN TO ELIMINATE CAUSE OF NONCONFORMITY (detail here)

(Note fill in **Action Plan part 2B** if the nonconformity is major or is complicated or needs the input of various people)

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ACTION PLAN in respect of:.....

Nonconformity Number.....

Project/Report Number.....

Action Reference Number	Instruction/Action required	Action allocated to (name)	To be lead and implemented by (name)	Evidence that action has been undertaken provided by at the latest (date)	To be signed off by (name)
		Status			
		Status			
		Status			

Resulting from the ACTION PLAN or the Action details - to eliminate the cause of the Nonconformity:
What measures should be implemented in the long and/or the short term
Are there any risk assessments and safe working procedures required to be reviewed and/or updated

FOLLOW UP – undertaken by a named person at the instruction of the Head of Section (to ensure corrective action has been carried out and is effective)	
<p>Date by which follow-up should be achieved:</p> <p>Give details:</p>	
Head of Section Signed:	Date: