

HEXATECH	QUALITY SYSTEM ADMINISTRATION	Issue No.: 1	Document Effective Date: 01 Mar 2017	Page 1 of 5
	Non Conformance & Corrective Action Procedure	Revision No.: 0		Document Ref: QSA-PRO-06

Purpose:	To define a method to ensure that non-conformance (NC) requiring corrective action related to the Company's operations are handled promptly and effectively.
Scope:	<p>This procedure applies to any NC identified during the process of production and service provisions, quality audits, non-achievement of quality objectives, customer complaints, etc.</p> <p>The possible NC happen in our production and service provisions are but not limited to the following:</p> <p>Infrastructure, product and service performance standard failure or/and reported NC or complaints by customer as per Customer Complaints Procedure and failure to fulfill any requirement set by the management or as specified by the QMS.</p>
ISO Reference:	MS ISO 9001:2015 Clause No. 10.2

Step	Activity	Responsibility	Reference
1	<p><u>Record Non-Conformance (NC)</u></p> <p>1.1 When any non-conformance (NC) is detected during the process of production and service provision, quality audits, non-achievement of quality objectives, etc., any authorized Company personnel being the Originator of a Non-Conformance Report (NCR) shall take the following action:</p> <p>a. <u>Corrective Action</u></p> <p>(i) To take immediate disposition or remedial actions to resolve the problem,</p> <p>(ii) To raise a Non-Conformance Report (NCR) Form by obtaining the NCR running allocation number from IM via the NCR Monitoring Log for corrective action.</p>	NCR Originator	NCR Form, NCR Monitoring Log

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Step	Activity	Responsibility	Reference
	<p>(iii) If the said problem has an occurrence of more than 3 times within the year of its occurrence and the succeeding year, or it warrants the need to prevent recurrence, it is necessary to highlight the process for improvement action.</p> <p>(iv) Obtain the NCR running allocation number from ISO Manager (IM) via the NCR Monitoring Log for corrective action.</p> <p>1.2 The authorized Company personnel being the originator in raising the NCR shall record in Part 1, the NC which cover but not limited to the nature of problem detected, process or incident involved and details such as when, where, who, what, etc. will also be recorded if deemed necessary and those actions which had been taken to resolve the problem (if any).</p> <p>1.3 Also in Part 1 of the NCR, the originator shall record those disposition (remedial) or immediate or correction action to be taken to resolve the problem.</p> <p>1.4 Upon completion of Part 1 NCR, the originator shall hand over the NCR to the next recipient i.e. the respective Department Managers for further action.</p>	NCR Originator	<p>Analysis of Data & Process Improvement Action Procedure</p> <p>NCR Monitoring Log</p> <p>Part 1 NCR</p> <p>Part 1 NCR</p> <p>Part 1 NCR</p>
2	<p><u>Assign, Investigate and Take Action on NC and Potential NC</u></p> <p>2.1 The appropriate Department Manager shall conduct investigation in order to validate the situation and determine the impact.</p> <p>2.2 If applicable, appropriate immediate actions are determined to solve the problem as well as minimize the damage or other potential effects. This shall include any detected NC after delivery to customer.</p>	<p>Department Manager</p> <p>Department Manager</p>	

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5	<p><u>Final Approval</u></p> <p>Concurring on the content of the NC on the NCR and having noted the corrective action had been taken to resolve the problem, IM will seek MD's final approval and closure in Part 4 NCR.</p>	IM / MD	Part 4 NCR
6	<p><u>Statistical Compilation & Filing</u></p> <p>QSAE shall record the NCR for analysis of data purpose and pass the NCR to AE for filing in the Company Filing Index (CFI) accordingly.</p>	QSAE / AE	NCR Form, CFI
7	<p><u>Process Improvement Action on Recurring Problems</u></p> <p>7.1 IM shall record the number of NCR raised on a yearly basis. Should the IM identified that the NCR of similar problem had occurred more than 3 times, further process improvement investigative actions should be conducted to determine the root causes in order to take appropriate corrective action to resolve the problem.</p> <p>7.3 Such continual improvement actions in resolving and preventing the recurrence of the problem should be fully emphasized and to initiate more awareness campaign and training efforts.</p> <p>7.4 In this case, the Process Improvement Action Plan & Notification Memo and Continual Improvement Action Report are to be raised in accordance to Analysis of Data & Process Improvement Action Procedure for the execution of the continual improvement actions and reporting.</p> <p>7.5 Upon completion of the continual improvement actions, the NCR shall be recorded by IM and all necessary actions taken and verified accordingly.</p>	IM	<p>Analysis of Data & Process Improvement Action Procedure</p> <p>Analysis of Data & Process Improvement Action Procedure</p>

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