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# **CONTROL OF NONCONFORMING PROCESSES OR PRODUCTS (PMS-P007)**

WENATCHEE SCHOOL DISTRICT

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## **1.0 SCOPE:**

- 1.1 This procedure applies to any process or products which are identified as nonconforming within the scope of the district's ISO 9001 certification.

**The online version of this procedure is official; therefore, all printed versions are unofficial copies.**

## **2.0 RESPONSIBILITY:**

- 2.1 Departmental managers and management representative.

## **3.0 APPROVAL AUTHORITY:**

- 3.1 Management Representative

## **4.0 DEFINITIONS:**

- 4.1 None required.

## **5.0 PROCEDURE:**

- 5.1 Processes and/or products within the district that are considered to be nonconforming may be identified in any of the following ways:
  - 5.1.1 Incoming product from suppliers: Product that is ordered on a purchase order from a supplier is received at the district warehouse and checked for obvious damage. In the event product is either damaged or not in compliance with the purchase order, it is moved to the "damaged/returnable merchandise" area for disposition. The disposition is documented on the Warehouse Vendor Deficiency Log.
  - 5.1.2 Services provided by external sources: If a service provided from an external source does not comply with the requirements of the purchase order and/or contract, then the Vendor Problem/Evaluation Form is completed and submitted to the Business Office on a regular basis to assist in evaluation of vendors.
  - 5.1.3 Processes within the district producing negative results: Any process in the district that does not produce an acceptable result may be reported by any employee through the initiation of the Corrective Action Form per PMS-P005.
  - 5.1.4 Internal Quality Audits: During the process of conducting internal quality audits, processes may be identified as being nonconforming. These are documented on the Internal Audit Checklist, Audit Report Form and a Corrective Action Form per PMS-P004.
  - 5.1.5 External Audits: Any nonconformances noted during external audits are handled per the internal audit Corrective Action Form and process.
- 5.2 Once identified, the nonconformance shall be addressed and Wenatchee School District shall:
  - 5.2.1 Take action to eliminate the nonconformity;
  - 5.2.2 Authorize its use, release, or acceptance (with proper authority); and/or

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5.2.3 Take action to preclude its original intended use or application.

## 6.0 ASSOCIATED DOCUMENTS:

- 6.1 Corrective Action Procedure, PMS-P005
- 6.2 Internal Quality Audit Procedure, PMS-P004
- 6.3 Vendor Problem/Evaluation Form, PUR-F003

## 7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>
Vendor Deficiency Log	In-process in Accounting and Warehouse – Completed, in Accounting, hard copy	3 years minimum	Discard as desired
Vendor Problem/Evaluation Form	Completed forms retained in hard copy with Vendor Deficiency Log	3 years minimum	Discard as desired

## 8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev:</u>	<u>Description of Revision:</u>
2-Oct-01	A	Original Release
7-Feb-02	B	Added Section 5.1.5 to address how nonconformances from external audits are addressed
21-Feb-02	C	Clarified form names and departments in 5.1.1 and 5.1.2, Records Retention Table, and Associated Documents
20-Dec-02	D	Replaced "Process Correction" with "Corrective Action"
14-Nov-03	E	Replaced "accounting department" with "Business Office" in 5.1.2

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