

LANCASTER TRAINING



SERVICES LTD

NON-CONFORMITY/DEFECT REPORTING PROCEDURE

Non-Conformity/Defect Reporting and Corrective Action Procedure

Purpose & Scope

- This procedure ensures that all non-conformities/defects are identified and recorded, and that the appropriate corrective action is taken to rectify all identified non-conformities/defects, preventing their reoccurrence in the future.

Responsibility

- All members of staff are responsible for notifying the Training Manager/Assistant Training Manager (TM/ATM) of any identified non-conformities/defects
- On Receipt of a Non-Conformity/Defect Report Form (see below) the TM/ATM is responsible for determining and implementing any corrective action.
- Once the corrective action has been completed the TM/ATM will undertake a verification check after an appropriate interval to ensure that corrective action remains effective.

Procedure

- All identified non-conformities/defects are to be reported to the TM/ATM.
- All identified non-conformities/defects are to be recorded on a Non-Conformity/Defect Report Form (see below).
- The source or cause of the non-conformity/defect will be identified, allowing for the development of appropriate and effective corrective action.
- Corrective action is to be documented, together with an agreed timeframe for implementation.
- A review (verification) of the effectiveness of the corrective action will be undertaken by the TM/ATM
- If the non-conformity/defect persists after the implementation of corrective action alternative solutions are to be examined until the closure of the non-conformity/defect can be successfully achieved.
- On the successful closure of the non-conformity/defect, the Non-Conformity/Defect Report will be signed off by the TM/ATM.
- Reoccurring non-conformities/defects, significant deviations from legislation, procedures or policies will be reported to the Board of Trustees where further investigation will take place and where necessary appropriate disciplinary action decided.

A handwritten signature in black ink, appearing to read 'Richard W Little', written in a cursive style.

Richard W Little – Chairman

Non-Conformity/Defect Report

NCR No.

Reported By	Date	
Description of Non-conformity/defect (actual/operational risk/customer complaint/Audit/other concern)		
Root Cause (if Known)		
The remainder of this form will be completed by the Training Manger or Assistant Training Manger		
Corrective Action Required	By whom	By When
Corrective Action Taken (To prevent recurrence)		
By whom	Date	
Close Out – Verification to check corrective action is being maintained		
By whom	Date	
If Non-Conformity/Defect is continuing - Alternative Action Taken		
By whom	Date	
Further action required by Board of Trustees	YES	NO