Non-conformity Control

	Title	Signature	Date
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1.0 PURPOSE

This procedure establishes a system for the identification, documentation, containment, evaluation, and disposition of nonconforming certification services. It ensures that any service failing to meet specified requirements is prevented from unintended delivery and that appropriate corrective actions are taken to maintain the integrity of the certification process.

2.0 SCOPE

This procedure applies to the control of nonconformities related to certification services and associated outputs (e.g., certificates, assessment reports) identified at any stage: during application review, the assessment process, the certification decision, or after the delivery of the service.

3.0 RESPONSIBILITY

3.1 Certification Manager: Responsible for the initial identification, containment, and evaluation of nonconforming services within the certification process. Initiates the formal nonconformity report.

3.2 Quality Manager: Responsible for overseeing the execution of this procedure, verifying corrective actions, and ensuring the proper disposition of nonconforming outputs. Maintains records of all nonconformities.

3.3 All Personnel: Are responsible for immediately reporting any identified nonconformities in their work area or outputs to the Certification Manager or Quality Manager.

4.0 PROCEDURE

4.1 Identification and Immediate Containment

4.1.1 A nonconformity is any deviation from the requirements of the management system, certification scheme, or agreed-upon service criteria.
4.1.2 Upon identification, the personnel involved shall immediately initiate containment action to prevent the nonconforming service from proceeding or being delivered. This may involve:
* Halting an ongoing assessment.
* Quarantining an incorrect or draft certificate.
* Notifying relevant parties that a decision or document is under review.

4.2 Documentation and Evaluation

4.2.1 The Certification Manager (or discoverer) shall document the nonconformity using a **Nonconformity Report**.
4.2.2 The Quality Manager, in consultation with the relevant process owner, evaluates the nonconformity to determine its cause, significance, and required disposition action.

4.3 Disposition of Nonconforming Services/Outputs

The responsible manager shall decide on one of the following disposition actions:

- **Correction:** Taking action to rectify the specific nonconformity (e.g., correcting a clerical error on a certificate).
- **Reassessment/Re-evaluation:** Re-performing the affected part of the service to verify conformity.
- **Withdrawal and Re-issuance:** Recalling an incorrectly issued certificate and providing a corrected version. The recalled certificate must be clearly marked "**WITHDRAWN**" and archived. The new certificate shall bear a unique identifier linking it to the original (e.g., original number with an "R1" suffix).
- **Rejection:** Denying certification if fundamental requirements are not and cannot be met.
- **Acceptance Under Concession:** A rare exception where a minor nonconformity is formally accepted with the documented agreement of the client and approval of the Certification Manager, provided it does not affect the integrity of the certification.

4.4 Corrective Action and Verification

4.4.1 For systemic or significant nonconformities, a **Corrective Action Request (PR-04-F01)** shall be initiated per the **Corrective Action Procedure (CB-PR-04)** to address the root cause.
4.4.2 The Quality Manager verifies the effectiveness of the containment and disposition actions before closing the Nonconformity Report.
4.4.3 For repeated nonconformities, the Quality Manager may initiate an internal audit of the relevant process.

4.5 Record Keeping

4.5.1 All Nonconformity Reports, records of disposition actions, and evidence of corrective actions shall be retained as quality records in accordance with **CB-PR-02 (Control of Records)**.
4.5.2 Trends in nonconforming services are analyzed and reported as an input to the Management Review.

5.0 REFERENCES

- ISO/IEC 17024:2012, Clause 10.2.7 & 10.2.8 (Dealing with nonconformities)
- CB-PR-02: Control of Records
- CB-PR-04: Corrective Action Procedure

6.0 FORMS/EXHIBITS

- PR-04-F01 Corrective Action Report
- PR-04-F02 Preventive Action Report
- PR-21-F01 Non-conformity Report