



2.22) NON CONFORMANCE AND CORRECTIVE ACTION

Introduction:

This procedure sets out the requirement for defining responsibility and authority for handling and investigating non-conformance, taking action to mitigate any impacts caused and for initiating and completing corrective and preventive action for the company Quality Traffic Surveys Ltd.

This procedure covers both non-conformances with Environmental Management Procedures as well as non-conformance with the ISO 9001 specification.

This policy is to determine

- What immediate actions will be taken to correct the problem, and who is responsible for the decision. These immediate actions can be seen as “damage control” and need to:
 - Stop further non-conformance
 - Assess the effects of the problem – how much, how bad (e.g. scrap / rework),
 - Contain the effects – e.g. quarantine defective items
 - Notify affected customers, if necessary
- How reworked items should be checked (if different from normal inspection)
- How and where a non-conformance should be recorded
- What steps should be taken to identify any defective product or service released to a client
- What, if any, concessions/discounts will be given to the client
- How a decision will be made on whether further corrective action is necessary

Corrective Action

Action taken to rectify the non-conformance or to mitigate an environmental impact (real or potential) or to comply with an Environmental Management Procedure or ISO 9001

Preventive Action

Action taken to avoid repetition of the same non-conformance. This could involve modification or enforcement of procedures, or implementation of further controls.

Responsibilities

It is the responsibility of the Company Director(s), or nominated representative, in this case Mr Richard Cumberworth to ensure.

Onsite Equipment

All onsite equipment i.e. camera recording and associated equipment, and ATC and its associated equipment – there is log for each where all irregularities and failings of the equipment is recorded post each and every survey.

Camera Equipment bible– located in QTS file/equipment and I.T

ATC Equipment bible- located in QTS file/equipment and I.T.

It is policy that these files are updated as of when equipment returns from site.

6 monthly audits for all equipment are conducted and logged – saved in (QTS file)

Internal office I.T. and equipment.

The company I.T. department record and log all hardware and software non-conformance occurrences, these are recorded in file – (Software and P.C housekeeping) located within QTS file, and is updated as of when non-conformance occurs.

6 monthly audits for all equipment are conducted and logged – saved in (QTS file)

All faulty equipment is repaired or replaced, in accordance with this policy.

Onsite Survey Non conformance

All onsite non-conformances are recorded on a Quality Assurance sheet. Each and every camera site has a sheet where all relevant information such as Job name, number, date times, a sketch of the site and any issues that occur during the survey period. For ATC sites all non-conformance and irregularities are recorded on the ATC worksheet. (See Survey Procedures and Method Statements) located in Administration within QTS drive.

A copy of the QA sheet and ATC worksheet can be made available to the client upon request.

Analytical Non conformance

It is QTS policy to ensure all data is delivered within 95% accuracy level. To prevent a non-conformance of this it is stated within the company procedures and method statements to ensure a minimum of 10% is checked, the project manager and/or Director conduct a number of checks to ensure the quality of data delivered. All data and checks are recorded and can be found within the relevant job files.(See Survey Procedures and Method Statements) located in Administration within QTS drive.

Staff Training

Training is provided to all staff, and conducted on a 6 monthly basis. All staff is issued with an employee handbook, where training programs and annual reviews are documented. Training for all aspects of the services QTS Ltd provides, along with any changes and amendments to company procedures are given to staff and recorded on a 6 monthly basis.

There are company procedures and method statements for all aspects of the services QTS Ltd provide – located in QTS File/Administration – Survey Procedures and Method statements.

All documents are reviewed and amended on 6 monthly bases. Any amendments are issued to staff during annual training sessions.

The company Non Conformance Procedure is to be reviewed at management reviews on an annual basis.