



Bureau of Corrections

CONTROL OF NONCONFORMING SERVICES

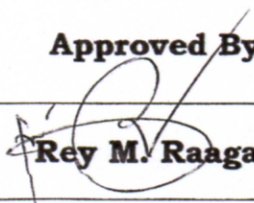
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REVISION HISTORY AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
0		Original issue.	 Rey M. Raagas

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1. PURPOSE

The purpose of this procedure aims to guarantee that the services which do not conform to requirements are controlled and if already delivered to ensure that proper remedies are well taken.

2. SCOPE

This procedure applies to the services provided by the Agency to its customers included in the Agency's quality management system.

3. DEFINITION OF TERMS, ACRONYMS

Nonconforming product/service	<ul style="list-style-type: none"> Services that do not fulfil requirements.
Initial Disposition	<ul style="list-style-type: none"> Action taken to contain the nonconforming service and minimize its immediate effect.
Final Disposition	<ul style="list-style-type: none"> Action taken to correct the nonconforming service, to make it conform to requirements or otherwise prevent its unintended use or delivery.
Corrective Action	<ul style="list-style-type: none"> Action to eliminate the cause of a detected nonconformity (nonconforming service) or other undesirable situation and prevent recurrence

4. RESPONSIBILITIES

Division Staff	<ul style="list-style-type: none"> Identify nonconforming services and take appropriate action
Division Chief	<ul style="list-style-type: none"> Review nonconforming services situation and determine how it may be effectively resolved
Director	<ul style="list-style-type: none"> Authorize actions involving high levels of risk to the Agency



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5. PROCEDURE DETAILS

Activity	Person responsible	Details/functions	References
<p>START</p> <p>↓</p> <p>Identify nonconforming product/service</p> <p>↓</p> <p>Determine and apply initial disposition</p> <p>↓</p> <p>Determine and apply final disposition</p> <p>↓</p> <p>Apply corrective action</p> <p>↓</p> <p>END</p>	<ul style="list-style-type: none"> • Division Staff 	<ul style="list-style-type: none"> • Recognized nonconforming product services • Receives customer feedback on nonconforming service 	<ul style="list-style-type: none"> • Operating procedures • Process guidelines • Product/service guidelines • Citizen complaint
	<ul style="list-style-type: none"> • Division Staff 	<ul style="list-style-type: none"> • Temporarily stops process/service delivery, following the control of nonconformity matrix. • Provides initial response to citizen feedback as needed 	<ul style="list-style-type: none"> • Operating procedures • Process guidelines • Product/service guidelines • Control of nonconformity • Matrix (ADM-PR-004-F01)
	<ul style="list-style-type: none"> • Division chief 	<ul style="list-style-type: none"> • Review the nonconforming product/service situation, and approves final disposition 	<ul style="list-style-type: none"> • Operating procedures • Process guidelines • Product/service guidelines • Control of nonconformity
	<ul style="list-style-type: none"> • Division staff 	<ul style="list-style-type: none"> • Provides final response to citizen feedback, as needed 	<ul style="list-style-type: none"> • Matrix (ADM-PR-004-F01)
	<ul style="list-style-type: none"> • Division staff 	<ul style="list-style-type: none"> • Prepares a request for action 	<ul style="list-style-type: none"> • Request for action (ADM-PR-005-F01) • Corrective Action Procedure (BUC-ADM-PR-005)

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6. GUIDELINES

6.1 Identifying Nonconforming Service

6.1.1 Nonconforming service may be recognized internally by Division Staff as they perform their functions with keen observation, monitoring, inspection, verification and review.

6.1.2 Nonconforming services may likewise be recognized externally by customers relayed to the Agency through feedback or complaints.

6.1.3 When nonconforming services are recognized, they shall be evaluated as defined in the operating procedure and process/service guidelines.

6.2 Determining and Applying Initial Disposition

6.2.1 Initial disposition is meant to mitigate the effect of nonconforming device

6.2.2 The Control of Nonconformity Matrix outlines the initial specific actions which need to be taken by the Division Staff and Chief. Actions may include the following:

6.2.2.1 Identify the nonconforming services

6.2.2.2 Temporarily discontinue nonconforming services

6.2.3 When the nonconforming service is recognized the customer shall be informed.

6.3 Determining and Applying Final Disposition

6.3.1 Final disposition is meant to correct the problem so that the service is made to conform to requirements.

6.3.2 The Control of Nonconformity Matrix outlines the initial specific actions which need to be taken and by whom. Actions may include the following:

6.3.2.1 Re-evaluation


6.3.2.2 Adjusting on ongoing services

6.3.2.3 Restarting a service that has been temporarily discontinued

6.3.3 Final disposition may require the approval of the Division Chief and/or Director of the Agency depending on the gravity of the situation.

6.4 Applying Corrective Action

6.4.1 Further action shall be undertaken to prevent the recurrence of the problem

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- 6.4.1.1 the nonconforming service is identified via customer complaint
- 6.4.1.2 monitoring shows that nonconforming services are recurring
- 6.4.1.3 the frequency and extent of nonconforming services are increasing
- 6.4.1.4 the nonconforming services represents legal implications to the organization, the customer, or both
- 6.4.2 Further action shall be subject to the Corrective Action procedure