



Process Title **Control of Non-Conforming Outputs**

Document Number

DOJ-QM-PMS04-003

Page 1 of 1

Objective To ensure that causes of detected nonconformities are remedied/solved/eliminated in order to prevent recurrence.

Revision

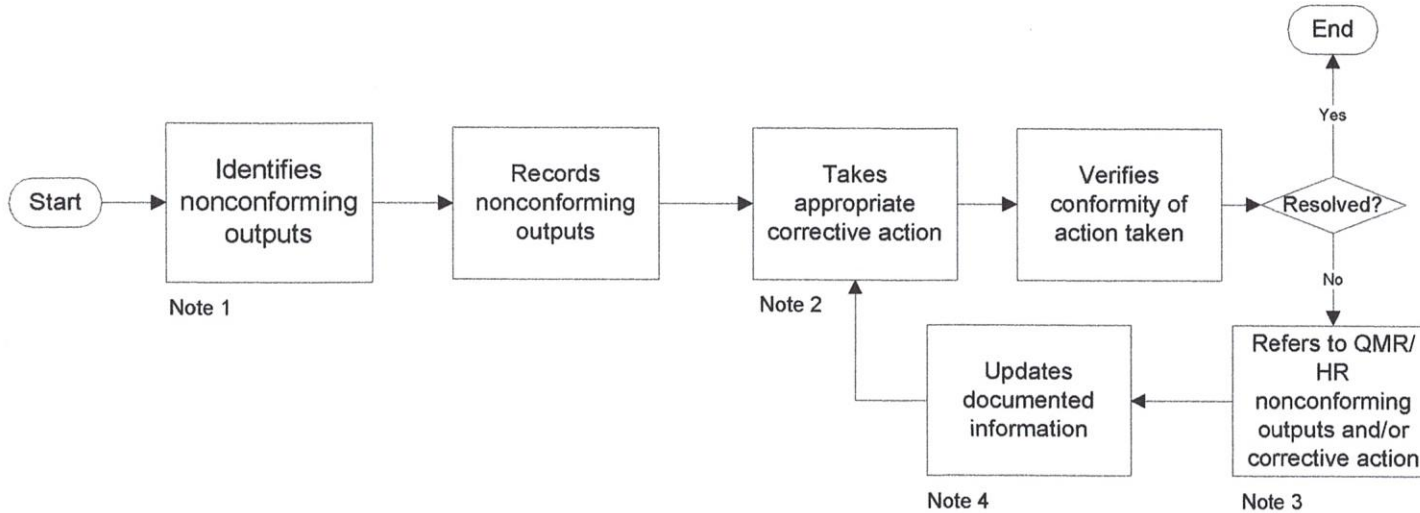
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Effective Date

01 August 2018

Process Units/ Service Heads

Forms



WORK INSTRUCTIONS

Note 1
Nonconforming outputs results when there is a deviation from work standards, practices, procedures, regulations, and other management system requirements, that could either directly lead to client complaints, damage to goods and services, injury or illness, property damage, damage to the workplace environment or combination of these. This shall include, but not limited to:

- Nonconforming purchased goods and services
- Nonconforming staff
- Nonconforming process and services determined during satisfaction survey below acceptable performance level
- Nonconforming outputs identified during audit activities

Note 3
Referral of nonconformity shall be made through the QMR if the identified nonconformity is system-related, and HR, if employee-related.

Note 4
If changes/updates in process and procedures, refer to control of documented information procedure.

Note 2
Corrective actions may be based on the nature of nonconformity and its impact on conformity of requirements. This may include the following, among others:

- Corrections

References

Control of Documented Information Procedure

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