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Document Title: Control of Non-Conforming Product

Approval Authority: Bureau Chief

A. PURPOSE AND SCOPE

This Education, Training and Technical Assistance (ETTA) Bureau Operating Procedure outlines the process used to ensure that products that do not meet customer requirements are prevented from unintended use or distribution.

This procedure applies to all ETTA employees who produce products and/or services for customers that must be controlled to prevent non-conformities.

B. ACTION STEPS

1. Non-conforming products received from outside vendors will be appropriately marked for return and shipped in accordance with vendor's procedures.
2. Non-conforming products produced "in-house" will be reworked to meet specifications, resources permitting.
3. During rework, the responsible employee will retain control of the product to preclude inadvertent distribution to the customer. This process also applies to training presentations/materials intended for public consumption. ETTA training presentations are developed in house by ETTA personnel, are reviewed and modified by the ETTA standards section and the bureau chief prior to public distribution. Caution must be taken not to remove, change or delete any part of the presentation that may alter the version originally approved by the ETTA standards section. Slides may be hidden to make presentations site specific.
4. If rework is not feasible, the responsible employee may seek supervisory approval to distribute the non-conforming product. The employee maintains control of the product awaiting approval.
5. If rework is not feasible and the supervisor does not approve distribution of the non-conforming product, the responsible employee will recycle, surplus or appropriately dispose of the product in such a way as to preclude inadvertent distribution.

C. REFERENCES

None

D. ATTACHMENTS

None

E. REVISIONS

Revision one: revised Section B.

Revision two: revised Section B.3.

Reviewed: 01/2010.

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