



Procedure 15

CONTROL OF NON-CONFORMING OUTPUT

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1.0 OBJECTIVES

- 1.1 To ensure that non conformities are identified and controlled to prevent unintended use.

2.0 SCOPE

This procedure defines the requirements, responsibilities and authorities for controlling non conformities which include nonconforming products (unclean and unsafe water), nonconforming product or work output of process owners and nonconforming product/service purchased from suppliers and other external providers.

3.0 REFERENCES

- 3.1 ISO 9001:2015 Section 10.2
3.2 Procedure for Corrective Action

4.0 RESPONSIBILITIES AND AUTHORITIES

All

5.0 PROCESS

5.1 Nonconforming Product

- a) The Department Managers or other personnel involved in production of potable water are prevented unintended processing for releasing to the concessionaires. This include:
- 1) Positive on Coliform
 - 2) Problem on chlorination
 - 3) Water meter/line trouble