



R&R Newsletter

Reducing Risk/Removing Waste

ISO Support Group

APRIL 2010

**An ISO 9001:2008
Registered Company**

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LEAN JOURNEY...

Strategy 1:

- Isolate the Value Stream

Strategy 2:

- Specifying Value

Strategy 3:

- Mapping the Value Stream

Strategy 4:

- Making the Stream Flow

Strategy 5:

- Letting Customers Pull Value

Strategy 6:

- Seeking Perfection

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This Newsletter Issue covers the topic of:

ISO 9001:2008 Clause 8.3 Control of Nonconforming Product

What's new in Clause 8.3?... After reading the new versus the old three times the most significant change is the addition of the words "Where applicable" in front of the alternative ways for handling nonconformances. This adds flexibility but at the same time takes some of the bite out of it...

The first paragraph of this Clause begins with a requirement to identify products or services which did not come out as planned (which I call "surprises") and then to control them so they do not become intermingled with the process. The second paragraph wants you to handle surprises in one of the following ways: Clause 8.3 a) allows fixing the nonconformance to correct the problem; 8.3 b) allows you to seek concession from the Customer (or an internal authority), on nonconformances that arise; 8.3 c) says you can take action to ensure the nonconforming product/service never sees the light of day; and 8.3 d) asks you to take appropriate action if you discover a nonconformance even after you've delivered your product/service (...rather than just waiting for the Customer to call you). You get to decide what action should be taken, taking into account the "potential" effects of the nonconformance.

The third paragraph deals with when you choose the option to "fix" a nonconformance, the product or service must be re-checked to make sure it now satisfies the requirements. The final paragraph asks you to maintain records that describe the nonconformances found, as well as recording any actions you took to resolve them, including those decisions you may have made, as described in 8.3 b) above.

This Clause covers purchased Services which can include: delivery/ transportation inbound to your operations, warehousing, sales/marketing services, HR services, IT services, contract mtce, inspection/testing services, calibration, training services, ISO Registrar services, etc... For Services you provide or sell, consider transportation/ delivery to your Customers, warranty/service contracts, warehousing, technical support, record keeping (i.e. C of A's or C of C's), product installation, product training, technical data, instructions/ manuals, etc... Nonconformances occur when the requirements for the Service that you purchased or that you are providing, are not met. In other words, when the Service is not timely, accurate, complete, correct, comprehensive, etc...

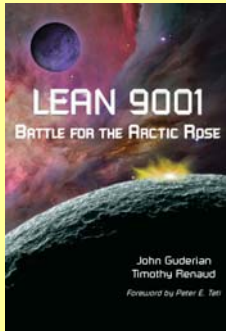
As for how you control nonconforming services, look at the options given to you in 8.3 a) to d) of this Clause. For a situation where you notice you'll miss a promised Delivery date, you can switch to another delivery method that will correct the problem (8.3 a & c). If that's not possible, then you can call your Customer and see if they will accept the situation as is (8.3 b). If you don't find out your delivery was late until after the fact, your options are limited since you can't undo a "late delivery". You are basically left with issuing a credit or paying a penalty, and trying to learn from this situation so it doesn't happen again. However if it was faulty Warranty/Repair work, you can re-do it to get it right the second time..

To view more of our Newsletters... you can visit our Newsletter page:
www.isosupport.com/newsletters/newsletters.htm

PS: Don't forget to look at the [Q&A](#) section below for some final thoughts...

OUR BOOK!

Click [HERE](#) to see inside this book.



TRAINING:

- ISO 9001:2008 Essentials
- ISO 9001:2008 Executive Overview
- ISO 9001:2008 Orientation
- Internal Process Auditing for ISO 9001:2008
- Internal Auditor Refresher + Prep Session

- Process/Value Stream Mapping
- 5S for Service/Mfg
- Lean Essentials/Kaizen
- Business Modeling and Performance Measure'ts
- Root Cause Analysis and Corrective Action
- Mistake Proofing
- Continual Process Improvement
- Strategic/Business Planning

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Email Tim.. [HERE](#)

For more information on training provided by ISG on ISO 9001 or Process Improvement/Lean (Manufacturing/Office), please visit our website at www.isosupport.com. Once there, you will also find information about the following:

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If you want to find out if Lean applies to your business, visit our website and read about our Lean Assessment Service by going to:

http://www.isosupport.com/services/lean/srvcs_pi_lean.htm

"The 3 Biggest Mistakes People Make with ISO 9001"; ISO 9001:2000 Tips, Tools and Techniques

Click here: <http://www.isosupport.com/books/books.htm>

If you enjoyed reading our previous ISO Newsletters you'll find that this book contains many of the practical approaches and advice that I've discussed in these Newsletters over the past 5 years.

Q: How do you audit Clause 8.3 of ISO 9001:2008?

A: For Clause 8.3, an Audit checklist should cover these areas:

- Is there a procedure in place to control nonconformances?
- What makes a Product nonconforming? A Service?
- Is a record kept when a product/service nonconformance occurs?
- Who initiates the record? Who decides how to resolve nonconformances?
- Do you currently have any unresolved nonconforming products/services?
- If a nonconforming product is reworked, is it re-checked? How is this done for nonconforming services?
- Who has the authority to decide if a nonconformance can be left as is? Has this ever occurred?
- Were there any situations in the last 12 months where nonconforming product or service was discovered after delivery?
- Over the past 12 months have there been any returns from Customers (or credits issued)? Any of them due to a nonconformance? How were they handled?

(Make sure to obtain examples for each item listed above)

Until next time...

Tim Renaud

Helping Business Professionals Reduce Risk and Remove Waste!

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Tim Renaud, P.Eng., B.A.Sc., is a senior trainer and consultant with the ISO Support Group. His business experience covers over twenty-two years with both small and large organizations within various industries. He began consulting in 1992 and achieved ISO 9001 Registration for ISO Support Group in Oct/1998. Specific areas of expertise include training and consulting on installing ISO Management Systems, as well as implementing Process Improvement Strategies, always with a focus on reducing risk and removing waste (becoming Lean). Association memberships include the American Society for Quality (ASQ) and the Professional Engineers Ontario (PEO).