



## Procedure 15

### CONTROL OF NON-CONFORMING OUTPUT

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Reviewed by: Engr. Carlos N. Santos, Jr. - GM

Approved by: Dir. Miguela G. Pleyto - BOD Chairperson

## 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





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- b) In this case, water sample that fails on the water testing procedure shall be treated once again and required for re-testing and until the water is safe for concessionaires' consumption.
- c) Water meter/ line trouble will be reported to the Commercial Department for immediate action.

#### 5.2 Nonconforming Product or Work Output of Process Owners

- a) All personnel designated to carry out particular work shall ensure that product/work outputs that do not conform to relevant requirements are not released for subsequent or final processing. In cases where nonconformity is noted only after release of one's product/work output, it shall be immediately reported for rework or reprocess.

#### 5.3 Nonconforming Product/Service Delivered by Suppliers and other external providers

- a) Purchased products/services shall be verified prior receipt or after initial use (whichever is practical and applicable) ensuring it complies with specified requirement. Any deficiency or nonconformity noted shall be reported to concerned supplier or external provider for appropriate action.

#### 5.4 Handling of Nonconformities

- a) All noted nonconformities that lead to a complaint from Concessionaires or third party and which has great impact to SMWD QMS, a non-conformity will be issued. Please also see Procedure for Corrective Action.

### 6.0 DOCUMENTED INFORMATION

- 6.1 Non-conformity Report
- 6.2 Water Result Analysis