
Control of Non-Conforming Processes, Services or Products

Procedure (QAS-P008)

Saint Louis Public Schools

1.0 SCOPE:

- 1.1 This procedure applies to any process, services or product, which are identified as Non-conforming, within the scope of the district's ISO certification at the St. Louis Public Schools District.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Department Managers
- 2.2 Management Representative

3.0 APPROVAL AUTHORITY:

- 3.1 Management Representative

Signature

Date

4.0 DEFINITIONS:

- 4.1 QAS – Quality Assurance System Program
- 4.2 External Audits – Audits conducted by an accredited registrar to verify the school systems QAS Program conforms to the requirements of ISO 9001:2000 as well as meets customer requirements and continuously improves.
- 4.3 Internal Quality Audits – Audits conducted to determine if the QAS program of St. Louis Public Schools District conforms to the requirements of ISO 9001:2000 as well as documented procedures and is effectively and efficiently implemented and maintained.

5.0 PROCEDURE:

- 5.1 Processes, services and/or products within the district that are considered to be nonconforming may be identified in any of the following ways:
- a) Incoming product from suppliers: Product received from suppliers which are found to be nonconforming are identified, reported and returned to the supplier. Recurring problems with discrepant materials from a vendor should be reported to the Purchasing Department.
 - b) Services provided by external sources: If a service provided from an external source does not comply with the requirements of the purchase order and/or contract, then the Corrective Action Request Form is completed and submitted.
 - c) Processes within the district producing negative results: Any process in the district, which does not produce an acceptable result, may be reported by any employee through the initiation of the Corrective Action Request Form per QAS-F001.
 - d) Internal Quality Audits: During the process of conducting internal quality audits, processes may be identified as being nonconforming. These are documented on the Internal Audit Checklist, Internal Audit Report Form, and a Corrective Action Request Form

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- e) External Audits: Any nonconformance's noted during external audits are corrected through the Corrective Action Request Procedure (QAS-P002).
- 5.2 Once identified, prior to, after delivery or use has started, the nonconformance shall be addressed and St. Louis Public Schools District shall:
- a) Take appropriate action to eliminate the nonconformity;
 - b) Authorize its use, release, or acceptance (with proper authority); and/or
 - c) Take action to preclude its original intended use or application.

6.0 ASSOCIATED DOCUMENTS:

- 6.1 Corrective Action Request Form (QAS – F001)
- 6.2 Internal Audit Checklist (QAS - F010)
- 6.3 Internal Audit Report (QAS – F011)
- 6.4 Corrective Action Request Procedure (QAS – P002)
- 6.5 Internal Quality Audit Procedure (QAS – P007)

7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Corrective Action Request Forms	Hard copy in Binder in Project Management Office	3 years	Discard as desired	Locked Office

8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
04/02/08		Initial Release

***** End of procedure *****