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.

2.0 RESPONSIBILITY:

2.1 Department Managers
2.2 Management Representative

3.0 APPROVAL AUTHORITY:

3.1 Management Representative

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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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:

<table>
<thead>
<tr>
<th>Identification</th>
<th>Storage</th>
<th>Retention</th>
<th>Disposition</th>
<th>Protection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corrective Action</td>
<td>Hard copy in Binder in Project Management</td>
<td>3 years</td>
<td>Discard as desired</td>
<td>Locked Office</td>
</tr>
<tr>
<td>Request Forms</td>
<td>Office</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
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8.0 REVISION HISTORY:

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev.</th>
<th>Description of Revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/02/08</td>
<td></td>
<td>Initial Release</td>
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</tbody>
</table>

*** End of procedure ***