	QUALITY PROCEDURE	Doc. No: UPHBD/QP/04	Prepared By	AMR
	Title: CONTROL OF NON CONFORMING PRODUCT	Issue No.: 01	Reviewed By	MR
Rev. No.: 00		Approved By	HC	
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1.0 OBJECTIVE:

To establish a documented system for appropriate identification, segregation, documentation & disposition to prevent inadvertent use or mix up of non-conforming product.


2.0 SCOPE:

This procedure is applicable to controlling any non-conformity identified during purchase and receipt of material, execution of works and final handing over to customer. This procedure also applies to non-conformities identified during day-to-day activities in service areas like finance, accounts and administration, legal and similar other departments.

3.0 RESPONSIBILITY:

The overall responsibility for designing, maintaining and improving this procedure is with MR and for implementing this procedure in various project sites as well as other service areas is as follows:

Department	Responsibility
LAC	JHC
APD	CAP
ENG	CE
F&A	CFC
COS	AE
PRP	ADDL. H.C.
LEG	LA
PRO	JHC

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COC	ADDL. H.C.
HCO	ADDL. H.C.
ADM	ADDL. H.C.
GCC	DIRECTOR , GCC
MR	MR


4.0 PROCEDURE:

4.1 Identification and Control of Non-Conforming Product:


UPHDB has adopted the definition of non-conforming product as non fulfillment of specified requirements. Using this definition, UPHDB has adopted the following methods for identification of non conforming product in project sites and service areas.

(a) **Project Sites:**

Details	Area	Item	Identification	Control
S.No.				
1.		Cement	Marking	Segregating
2.		Steel	Tagging	-do-
3.		Bricks	Marking	-do-
4.		Lime	-	-do-
5.		Sand/Morang	-	-do-
6.		Hardware	Tagging/Marking	-do-
7.		Paints/Chemicals	Marking	Separating
8.		Wood	Marking	Segregating
9.		Tiles	Marking	-do-

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10.	Stores	Stone	-do-	-do-
		Grit/Ballast		
11.		D/W Chaukhats	-do-	Separating
12.		D/W Panels	-do-	-do-
13.		Electrical Conduits	-do-	-do-
14.		Electrical Wires/Fittings	Tagging/Marking	-do-
15.	Sanitary Fittings/ Plumbing Pipes	Marking	-do-	
1.	Construction Site	Cement	Marking	Returning
2.		Steel	Tagging	-do-
3.		Bricks	Marking	-do-
4.		Lime	-	-do-
5.		Sand/Morang	-	-do-
6.		Hardware	Tagging/Marking	-do-
7.		Paints/Chemicals	Marking	-do-
8.		Wood	Marking	-do-
9.		Tiles	Marking	-do-
10.		Stone	-do-	-do-
		Grit/Ballast		
11.		D/W Chaukhats	-do-	-do-
12.	D/W Panels	-do-	-do-	
13.	Construction Site	Electrical Conduits	Marking	Returning

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14.		Electrical Wires/Fittings	Tagging/Marking	-do-
15.		Sanitary Fittings/ Plumbing Pipes	Marking	-do-

(b) Service areas


Details Departments	Identification	Control
LAC	<ul style="list-style-type: none"> ▪ Remarks/ endorsement on file notes ▪ Crossing with pen marks 	<ul style="list-style-type: none"> ▪ Sort / Return to previous station for rework/correction
APD	<ul style="list-style-type: none"> ▪ Remarks/ endorsement on file notes ▪ Crossing with pen marks 	Segregate / Recall / Tear it off
ENG/GCC	<ul style="list-style-type: none"> ▪ Marking in Ink ▪ Cross Marks ▪ Endorsement/ remarks in file notes 	<ul style="list-style-type: none"> ▪ Sort / Return to previous station for rework/correction ▪ Segregate
F&A	<ul style="list-style-type: none"> ▪ Marking in Ink ▪ Cross Marks ▪ Endorsement/ remarks in file notes 	-do-

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COS	<ul style="list-style-type: none"> ▪ Marking in Ink ▪ Cross Marks ▪ Endorsement/ remarks in file notes 	-do-
PRP	<ul style="list-style-type: none"> ▪ Marking 	-do-
LEG	<ul style="list-style-type: none"> ▪ Marking in Ink ▪ Cross Marks ▪ Endorsement/ remarks in file notes 	-do-
PRO	<ul style="list-style-type: none"> ▪ Marking 	Segregating/ Return to previous station
COC	<ul style="list-style-type: none"> ▪ Marking in Ink ▪ Endorsement/ remarks in file notes 	-do-
GEN	-do-	-do-
ADM	-do-	-do-
MR		


The officer/ executive observes / identifies the non conforming product in any of the above mentioned areas will deal with the non-conformances in a manner that is appropriate for the non-conformity identified. In such cases it is recorded in office notes if deemed necessary. Where the non-conformity requires a detailed review & analysis for deciding the corrective measures then a suitable corrective action request is raised and submitted to the HOD for deciding action as appropriate.

The various authorities identified by UPHDB for receiving and deciding action on the non-conforming products are as follows:

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Departments	Referred By	Reviewed By
LAC	<ul style="list-style-type: none"> ▪ EE ▪ AE ▪ HA 	<ul style="list-style-type: none"> ▪ JHC
APD	<ul style="list-style-type: none"> ▪ AP / AAP 	<ul style="list-style-type: none"> ▪ SAP / CAP
ENG	<ul style="list-style-type: none"> ▪ AE ▪ EE 	<ul style="list-style-type: none"> ▪ SE ▪ CE
F&A	<ul style="list-style-type: none"> ▪ AAO ▪ AO 	<ul style="list-style-type: none"> ▪ SAO ▪ CFC
COS	<ul style="list-style-type: none"> ▪ AE 	<ul style="list-style-type: none"> ▪ SE(P)
PRP	<ul style="list-style-type: none"> ▪ EMO ▪ AHC 	<ul style="list-style-type: none"> ▪ JHC
LEG	<ul style="list-style-type: none"> ▪ LA 	<ul style="list-style-type: none"> ▪ LAW OFFICER
PRO	<ul style="list-style-type: none"> ▪ PRO 	<ul style="list-style-type: none"> ▪ JHC
COC	<ul style="list-style-type: none"> ▪ SM 	<ul style="list-style-type: none"> ▪ SE(P)
HCO	<ul style="list-style-type: none"> ▪ HA ▪ JHC 	<ul style="list-style-type: none"> ▪ ADDL. HC
ADM	<ul style="list-style-type: none"> ▪ HA ▪ JHC 	<ul style="list-style-type: none"> ▪ ADDL. HC
GCC	<ul style="list-style-type: none"> ▪ AE/EE/PM 	<ul style="list-style-type: none"> ▪ DIRECTOR

The records of non-conformities giving the nature of non-conformities are maintained by UPHDB in the form of office notes / corrective action requests. When non-conformity is corrected, the officer who has initially observed the non-conformance subjects it to re-verification. If the non-

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conformity is detected after delivery or use of the product has started, then the HOD of the concerned department shall decide the suitable action to be taken.

UPHDB deals with non-conformity in any one or more of the following ways:

- a. By taking action to eliminate the detected non-conformity.
 - b. By authorizing its use, release or acceptance under concession by a relevant authority/order and, where applicable, by the customer;
- By taking action to preclude its original intended use or application.

The authorization for use, release or acceptance when a concession is allowed only by respective head of office/Executive Engineer.

5.0 CHANGES DUE TO REVISION: Nil