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1.0 OBJECTIVE:

To establish a system for eliminating the root cause of non-conformities related to product, process or quality management system performance, in order to prevent its re-occurrence.

2.0 SCOPE:

All quality records required to be maintained as per the requirements of QMS by various department offices/units of UPHDB.

3.0 RESPONSIBILITIES:

Various departments/office of UPHDB with respective HODs /office in charges.


4.0 PROCESS:

4.1 Review disposition & closure

Any non conformity which requires a details analysis and study for identifying the root causes is recorded in office notes or corrective action requests. The various authorities identified for review and disposition of non-conformities as follows:

S.No.	Department	Reviewed By	Verified By
1	LAC	JHC	Addl. HC
2	APD	SAP	CAP
3	ENG	SE	CE


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4	F&A	SAO	CFC
5	PRP	JHC	Addl. H.C.
6	COS	AE	SE(P)
7	LEG	Law Inspector	Law Officer
8	PRO	PRO	JHC
9	MRO	Addl. MR	MR
10	COC	System Manager	SE(P)
11	GEN	Addl. HC	HC
12	ADM	JHC	Addl. MR
13	HCO	Addl. HC	HC
14.	MR	AMR	MR

4.2 The senior officer designated for reviewing the non conformity may either do it himself or nominate another officer or a team of officer's for detailed analysis. UPHDB applies the methods of brain storming and why-why analysis for identifying the root causes of non conformances.

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4.3 The officer or team of officer's identified for the task will carryout analysis and prepare the proposal 's containing the action required to be taken for eliminating the causes of non conformity.


4.5 The designated HOD will review the proposals and determine the actions to be implemented and arrange to provide the necessary recourses. The designated HOD shall also fix the target date for the completion of the action which will be recorded in the office notes or corrective action request.

4.6 The officer or the team of officer's will report back to the designated HOD with data/results on the effects of action taken. ***If the HOD is satisfied with the effectiveness of corrective action taken*** and that the root causes have been eliminated and the non conformity will not recur then he may close the corrective action request or office note with appropriate remark.

4.7 The methods for dealing with non conformities identified by internal and external audit will remain the same. The HOD may also identify the necessary improvement/changes to be made to the QMS and formal recommendations to the MR for incorporation or document change request

5.0 CHANGES DUE TO REVISION: Nil

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