



Nonconforming Materials Procedure

Control Number: 3101-00054

Version: 1-00

Date: 01 January 2011

Coastal and Global Scale Nodes
Ocean Observatories Initiative
Woods Hole Oceanographic Institution
Oregon State University
Scripps Institution of Oceanography



Revision History

Version	Description	Originator	ECR No.	Release Date
1-00	Initial release	G. Dussault	1303-00149	01 Jan 2011

Table of Contents

1.0	Scope	1
2.0	Purpose	1
3.0	Roles & Responsibilities	1
4.0	Reference Documents	1
5.0	Definitions & Acronyms	1
6.0	Procedure	2
6.1.	Procedure Overview.....	2
6.2.	Procedure.....	2
7.0	Records	2
8.0	Attachments	3
	Appendix A.....	4

1.0 Scope

This Nonconforming Material Procedure applies to the Woods Hole Oceanographic Institution (WHOI) Ocean Observatories Initiative (OOI) Coastal & Global Scale Nodes (CGSN) Implementing Organization and partner institutions, Scripps Institution of Oceanography (SIO), and Oregon State University (OSU). All nonconforming material identified during a quality inspection, or any other activity, shall be processed in accordance with this procedure.

2.0 Purpose

The control of nonconforming material is essential to ensuring the quality and performance of the OOI CGSN products and systems. This procedure describes how nonconforming material/product shall be identified, segregated, evaluated, and dispositioned.

3.0 Roles & Responsibilities

It is the responsibility of the OOI CGSN Quality Manager to administer this program. It is the responsibility of OOI CGSN employees involved with the processing of nonconforming material/product to adhere to this procedure. Specific responsibilities are identified in section 6.0 of this procedure.

4.0 Reference Documents

1003-00000 Quality Assurance Quality Control Plan

3101-00008 CGSN Quality Assurance Quality Control Plan

3101-00026 Records Control Procedure

3101-00072 Quality Records Log

3101-00073 Receiving Procedure

3101-00075 Procurement Procedure

5.0 Definitions & Acronyms

Nonconforming Material - Any material or product that is damaged, non functional and/or does not meet the required specifications for its intended use.

NCMR – Nonconforming Material Report

SCAR – Supplier Corrective Action Request/Report

MRB – Material Review Board

Deviation – A written authorization, granted prior to the manufacture of an item, to depart from a specified requirement for a specific number of units or period of time.

Waiver – A written authorization to accept an item that does not meet a specified requirement but is considered to be suitable for use “as is” or after repair by an approved method.

RMA – Return Material Authorization; authorization from supplier to return material/product.

FAR – Failure Analysis Report

CA – Corrective Action

6.0 Procedure

6.1. Procedure Overview

Segregation: Upon discovering nonconforming material it is to be immediately moved to a location specifically designated for nonconforming material, whenever logistically practical.

Identification: A copy of the Nonconforming Material label/tag is to be attached to all nonconforming material, whenever logistically practical.

Note: An exception to the above would be for items deployed at sea, where labeling and segregation are not possible.

Tracking: A Nonconforming Materials Report (NCRM) is to be generated for all nonconforming materials. The NCRM is to be entered into The NCRM log and its status maintained in this log. When a Supplier Corrective Action Request/Report (SCAR) is initiated, and sent to the supplier, the SCAR is to be entered into the SCAR log and its status maintained.

Evaluation: A Material Review Board (MRB) shall be established, consisting of representatives from Quality, Manufacturing, and Engineering to review nonconforming material. MRB members shall designate at least one alternate to represent them, in their absence. The MRB may choose to convene on a fixed schedule or at the request of any MRB member, when the review of nonconforming material is required. The MRB shall review all nonconforming material and determine its disposition. Determining the disposition of nonconforming material may require that a failure analysis be conducted internally and/or by the supplier via SCAR being issued to the supplier. When an internal failure analysis is conducted, a Failure Analysis Report (FAR) shall be prepared for the MRB and this report shall include a proposed Corrective Action (CA). Any external analysis of nonconforming material, conducted by the supplier via a SCAR, shall include the 'root cause' of the nonconformance and the 'corrective action' that will be taken to correct the problem and prevent its reoccurrence in future.

Disposition: The MRB shall disposition all nonconforming material and can authorize one of the following possible dispositions;

- Return to Supplier - Requires an RMA from supplier
- Use as is - Requires a Deviation/Waiver if it is a purchased item
- Rework* - Requires a Deviation/Waiver if it is a purchased item
- Scrap - Requires an inventory adjustment to be made

* Rework requires that 'Rework Instructions' be generated detailing specifically what needs to be done to correct the nonconformance. All Reworked material shall be re-inspected to verify that the reworked material meets specifications.

6.2. Procedure

Refer to Appendix A

7.0 Records

Nonconforming Materials Report (3101-00069 NCRM Form)

Supplier Corrective Action Report (3101-00070 SCAR Form)

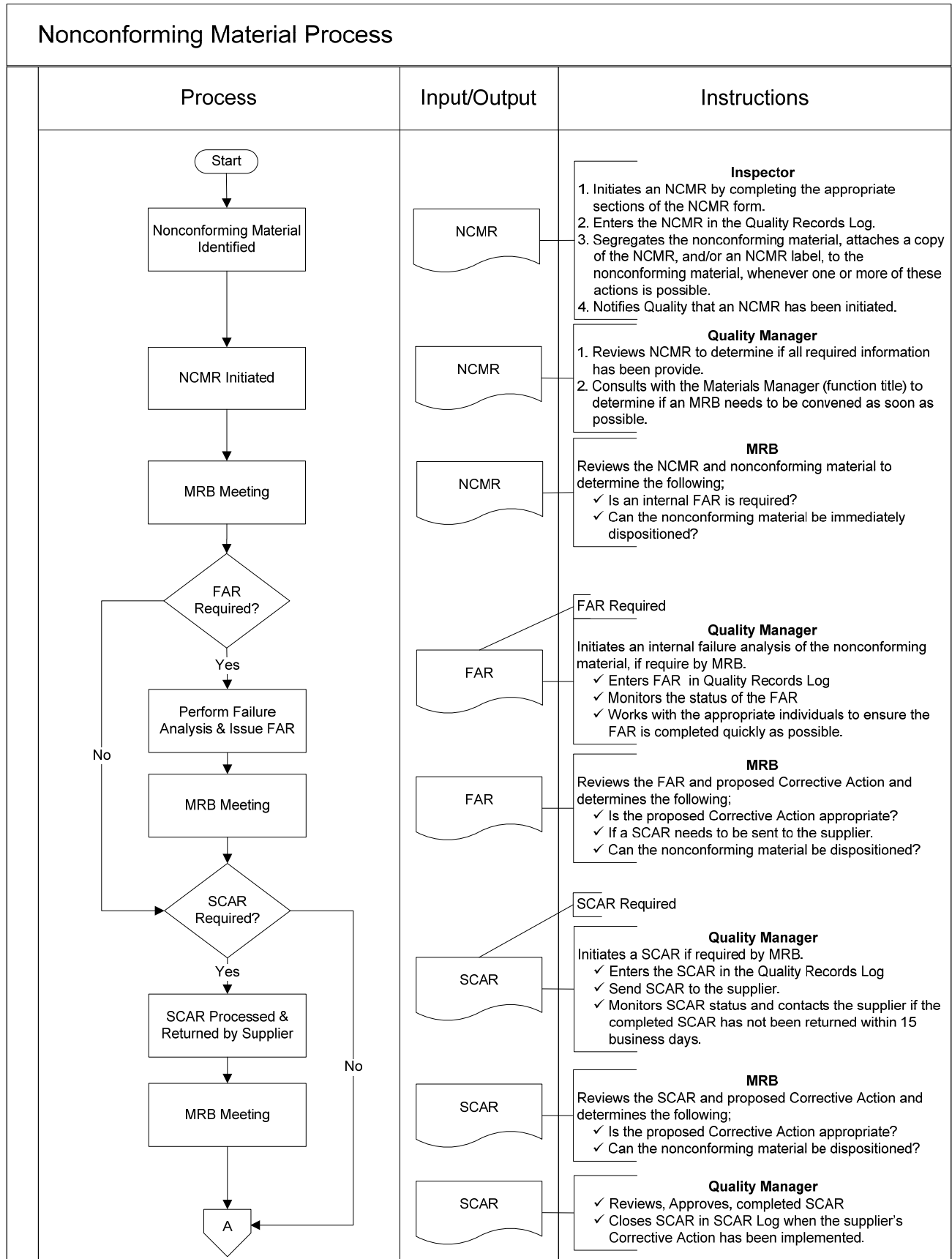
Failure Analysis Report (3101-00070 FAR Template)

Deviation/Waiver Request (3101-00071 D/W Form)

Quality Records Log (3101-00072)

8.0 Attachments
Appendix A

Appendix A



Nonconforming Material Process

Process	Input/Output	Instructions
<pre> graph TD A{{A}} --> MRB[MRB Meeting] MRB --> Waiver{Waiver Required?} Waiver -- Yes --> WaiverProc[Waiver/Deviation Processed] Waiver -- No --> Disposition[Disposition Nonconforming Material] WaiverProc --> Disposition Disposition --> Close[Close NCMR] Close --> End([End]) </pre>	<p data-bbox="748 464 922 548">NCMR</p> <p data-bbox="748 800 922 884">Waiver/Deviation</p> <p data-bbox="748 1062 922 1146">MRP Records</p> <p data-bbox="748 1230 922 1314">NCMR</p>	<p data-bbox="964 327 1352 352">Nonconforming Material can be dispositioned</p> <p data-bbox="1198 384 1247 405">MRB</p> <p data-bbox="964 407 1281 432">Dispositions nonconforming material.</p> <p data-bbox="987 432 1227 457">Authorized dispositions are;</p> <ul data-bbox="1008 457 1187 541" style="list-style-type: none"> ✓ Return to Supplier ✓ Use As Is ✓ Rework ✓ Scrap <p data-bbox="964 543 1471 636">Note: All reworked material must be re-inspected to verify it meets specifications. If the disposition is 'Use As Is' or 'Rework' the MRB must determine if a Waiver or Deviation is required.</p> <p data-bbox="1146 726 1297 747">Quality Manager</p> <p data-bbox="964 749 1430 795">Generates a Deviation/Waiver Request authorizing the acceptance of the nonconforming material.</p> <ul data-bbox="1008 795 1438 863" style="list-style-type: none"> ✓ Circulates it for required approval signatures ✓ Enters Deviation/Waiver in Quality Records Log ✓ Sends a copy to the supplier if applicable <p data-bbox="964 865 1458 957">Note: All Waivers/Deviations must specify the following; parameter being waived/deviated, quantity or time period the deviation applies, or the batch/lot/SN of the nonconforming material that has been received.</p> <p data-bbox="1073 1073 1365 1098">Materials Manager (function title)</p> <p data-bbox="964 1098 1442 1144">Processes the material in the MRP system per the MRB disposition.</p> <p data-bbox="1146 1199 1297 1220">Quality Manager</p> <ol data-bbox="964 1222 1446 1360" style="list-style-type: none"> 1. Reviews the NCMR and verifies that all required documentation has been identified and the final disposition of the material has been completed. 2. Closes the NCMR by signing off in the NCMR Closure Record block and entering the NCMR 'Date Closed' in the Quality Records Log.