

<b>ALERT TOPIC</b>	Identifying non-conformance	<b>ALERT REFERENCE:</b>	2022-Q(A)002 Version 1
<b>TARGET AUDIENCE:</b>	CRL Staff	<b>AUTHORISED BY:</b>	Simon Dewsbury
<b>DATE OF ISSUE:</b>	Wednesday 1 June 2022	<b>DISPLAY UNTIL:</b>	30 <sup>th</sup> November 2022

## INTRODUCTION

- Over recent months, Concrete Repairs Ltd (CRL) have been penalised by a major client for repeatedly not self-declaring non-conformity.
- Having an opportunity to examine why we didn't get things 'Right First Time' can be valuable information to a business wishing to retain 'Market Leader' status.
- ISO 9001:2015 requires us to retain documented information about any non-conformity that occurs, and the subsequent actions taken (cl. 8.7.2). CRL claim compliance with this British Standard and are certified accordingly.
- CRL's preferred methods for recording issues are the [eForm 17](#) and the [Site Observation APP](#) (the QR code for this can be found on noticeboards and below).



## REASON FOR ISSUING THIS ALERT

- Through this communication we will provide guidance to help clarify what issues need to be raised as non-conformance:
  - The definition of non-conformity is “non-fulfilment of a requirement” (ISO 9000 cl. 3.6.9). A requirement is a “need or expectation that is stated, generally implied or obligatory” (Cl. 3.6.4),
  - A Technical Query is not an alternative to a non-conformance record but may be used in conjunction to record agreement of an associated concession,
  - The following list is a few common examples to help people know when to raise a Quality non-conformance or a site observation (NB the list is intended as a guide only and is not exhaustive):

Raise non-conformance (eForm 17) if	Report via Site Observation APP if
<ul style="list-style-type: none"> <li>• Any statutory or regulatory breach i.e. breaking the law,</li> <li>• When CRL Management System hasn't been followed,</li> <li>• Not complying with a contractual requirement,</li> <li>• If a tender commitment is not achieved when we said it would be,</li> <li>• Customer complaints whether considered justified or not,</li> <li>• Materials damaged during storage / use or those found to be incompatible post-delivery,</li> <li>• Workmanship issues that can't be corrected in the same shift as they are identified,</li> <li>• Workmanship issues discovered after work has been offered up for 3<sup>rd</sup> party inspection such as client review,</li> <li>• Works progressing past a 'Hold Point' without a formal record of release,</li> <li>• Failed test result such a low strength concrete cube,</li> <li>• Measuring equipment used to test works but later found to be out of calibration,</li> <li>• Unauthorised changes of documentation,</li> <li>• Absence of required documentation such as Quality check sheets,</li> <li>• Work that was damaged post completion including weather damage,</li> <li>• Defects identified after scheme completion.</li> </ul>	<ul style="list-style-type: none"> <li>• Workmanship issues are found during internal inspection and can be corrected during the same shift,</li> <li>• Defective materials identified during delivery inspection and returned to manufacturer <u>before</u> the delivery ticket is signed,</li> <li>• Any plant and equipment that is found to be defective,</li> <li>• If a proposed method of work is unsuitable or can't be achieved (if raised before a non-conformance happens),</li> <li>• If you have an idea to improve a process or procedure,</li> </ul>

### Site Observation APP



## CONCLUSIONS AND DISCUSSION POINTS

- Formal identification of non-conformity shouldn't be perceived as negative.
- By raising non-conformances during day-to-day operations, you can help CRL to stay profitable. This helps our business support jobs and develop employees.
- The eForm 17 has been simplified and reduced to help make reporting less burdensome.
- What problems have been found at your place of work recently? Have they been raised via the appropriate systems mentioned above?
- It is better to raise a suspected issue even if it is later determined to be compliant, non-conformance can always be cancelled if found to be erroneous.

**Remember if you are still unsure then your SHEQ Team are here to help!!**

**SHEQ ALERT REVIEW AND BRIEFING RECORD**

<b>ALERT TOPIC:</b>	Identifying non-conformance	<b>ALERT REFERENCE:</b>	2022-Q(A)002 Version 1
<b>PROJECT NAME:</b>		<b>DATE OF BRIEFING:</b>	
<b>BRIEFING DELIVERED BY:</b>			

The following people have signed to confirm receipt and understanding of this SHEQ Alert:

NAME (Print)	EMPLOYER	SIGNATURE

Please use this area to record any comments, questions or further actions arising from this briefing:

*If you have any SHEQ issues that you wish to discuss, please contact your supervisor, line manager, or a member of the SHEQ team.*