	Document Ref.:	Issue Date:
	CU/GOP/CN/04	3rd March, 2014
	Issue No.:	Revision No.:
	03	00
Document Title: CONTROL OF NON-CONFORMING PRODUCTS		


CHUKA UNIVERSITY

GENERAL OPERATING PROCEDURE

FOR


CONTROL OF NON-CONFORMING PRODUCTS CU/GOP/CN/04

	Name	Position	Date
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1. AMENDMENT RECORD SHEET

DATE	ISSUE NO.	REVISION NO.	PAGE NO.	SUBJECT OF REVIEW / MODIFICATION	REVISED BY	APPROVED BY
1.3.2013	02	01	ALL	Changed logo to Chuka University	MR	Vice-Chancellor
1.3.2013	02	01	ALL	Changed QMR to MR	MR	Vice-Chancellor
1.3.2013	02	00	ALL	Changed Chuka University College to Chuka University	MR	Vice-Chancellor
1.3.2013	02	00	ALL	Changed CUC to CU everywhere it existed	MR	Vice-Chancellor
3.3.2014	03	00	6	Re-designed NCPF to differentiate from CARF	MR	Vice-Chancellor
3.3.2014	03	00	ALL	Edited entire GOP to differentiate from CA & PA	MR	Vice-Chancellor

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2. GENERAL

2.1 PURPOSE

The purpose of this procedure is to ensure that products which do not conform to product requirements are identified and controlled to prevent their unintended use or delivery.

2.2 SCOPE

This procedure applies to all products and processes within the Chuka University. This procedure applies at HODs level, and precedes customer complaint or concern.

2.3 REFERENCES

- (1) ISO 9001:2008 Clause 8.3
- (2) CU Quality Manual

2.4 DEFINITIONS AND ABBREVIATIONS

All relevant common definitions of terms given in ISO 9000:2005 shall apply.

AMR: Assistant Management Representative

MR: Management Representative

NCPF: Non-Conforming Products Form

2.5 RESPONSIBILITY

The Head of Department is responsible for:

- (i) Implementation and improvement of this procedure
- (ii) Establishing corrective action for non-conforming products

3. PROCEDURES

3.1 Non-Conforming Products

Examples:

Non-conforming course delivery - absenteeism

Non-conforming curriculum – inadequate coverage

Non-conforming student – pass rate performance


Non-conforming examinations – setting and conduct

Whenever there is a process that is not followed, it should be recorded in the Non-Conforming Product Form (NCPF) (**Ref: CU/MR/FORM/11**).

This could either be:

- Not meeting the set deadline on delivery of product to the customer(s).
- Impartial delivery of the product to the customer (i.e., the product delivered is not as per the specifications given by the customer).
- Any other process break downs including non-conformity across departments.

The HOD is responsible for recording this on the NCP form

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3.2 Review and Action Taken

- (a) The HOD records and gives the direction of the appropriate action to be taken. This is either filled by the Head of Department or by the person who identified the NCP.
- (b) The HOD assigns the person responsible to put in Corrective Action or Preventive Action on the non-conformity.
- (c) The MR registers the NCP and ensures that Corrective Action/Preventive Action is taken.

The University deals with non-conforming products by taking one or more of the following corrective actions, as applicable/appropriate:

- (a) Taking action to eliminate the detected non-conformity,
- (b) Controlling the use of the non-conforming product, and
- (c) Segregating the product so that it is not used inadvertently

The University deals with non-conforming products by specifically taking one or more of the following preventive actions, as applicable/appropriate:

- (a) Prequalification of suppliers,
- (b) Make-up teaching hours,
- (c) Cancellation of examinations with malpractices,
- (d) Moderation of examinations before release to students,
- (e) Compensation of marks,
- (f) Interview of job applicants.


Once a non-conforming product is corrected, it is subjected to a re-verification to demonstrate conformity to the requirements.

3.3 Customer Complaints Handling

- (a) Customer complaints are handled by the Public Complaints Committee and Customer Care Office.
- (b) All customer complaints are recorded including details such as date of the complaint, customer name, nature of complaint, responsible persons for handling the complaint, date attended/resolved etc. The complaints are then forwarded to the relevant department to be handled and solved.
- (c) The concerned HOD takes suitable corrective action and records the details of the corrective action taken.
- (d) These complaints are analyzed by the relevant sections and a report prepared as required by the Head of Chuka University Public Complaints Committee.
- (e) The consolidated report on the customer complaints and the corrective actions taken is presented in the Management Review Meeting by the Head of Chuka University Public Complaints Committee.

4 RECORDS

4.1 Non-Conforming Product Control Forms (*CU/MR/FORM/11*)

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5. APPENDIX
APPENDIX 1: NON-CONFORMING PRODUCT CONTROL FORM (NCPF)
(REF: CU/MR/FORM/11)
 NB: USE AT ANY TIME, EXCEPT DURING INTERNAL AUDITING

DEPARTMENT/PROCEDURE:	NCP NO.	DATE:	
PROCESS REF.: ISSUE NO.: REVISION NO.:	NAME OF DEPT. REPRESENTATIVE		
STANDARD: CLAUSE:	SIGN. OF DEPT REPRESENTATIVE		
NON-CONFORMITY IDENTIFIED:			
IDENTIFIED BY:	DATE:	SIGN:	
ROOT CAUSE			
SIGN: _____ DATE: _____			
CORRECTIVE ACTION TAKEN (a) Taking action to eliminate the detected non-conformity, (b) Controlling the use of the non-conforming product, and (c) Segregating the product so that it is not used inadvertently (d) Any other acceptable corrective action (specify) _____			
BY:	DATE:	SIGN:	
PREVENTIVE ACTION (WHERE APPROPRIATE) (a) Prequalification (b) Make-Ups (c) Cancellation (d) Moderation (e) Compensation (f) Interview			
BY:	DATE:	SIGN:	
FINAL COMMENTS BY MR			
DATE:	SIGN:		