1.7 Non-conforming Output Process Map

**Defective outputs**
(Separated from the workflow and identified with a REJECT label)

Disposition

- Return to Supplier
- Rework
- Concession
- Scrap

- Return-note or credit note
- Agree rework method
- Raise a concession
- Enter details onto NC log

- Update NC Log
- Update REJECT label with agreed rework method. Rework as defined
- Place into scrap bins/area
- Arrange disposal
- Update NC Log

- Is customer agreement required

  - YES
    - Apply for concession
    - Update NC Log
  - NO
    - Update REJECT label with agreed rework method. Rework as defined

- Reinspect

  - NOT OK
    - Scrap defective parts
    - Update NC Log
  - OK
    - Sign off rework
    - Use non-defective parts
    - Update NC Log