NCO Log — First-Time Setup

1 Open the Log

Open F0870-02 Nonconforming Outputs Log.xlsx in Excel. Click Enable Editing if prompted.

2 Find the Sample Data

Navigate to the NCO Log sheet. Rows 9–108 contain sample NCR entries for demonstration.

3 Delete Sample Rows

Select rows 9–108, right-click, and choose Delete Rows. Verify the KPI panel (rows 1–5) shows zeros or dashes.

4 Save with a Version

Save as: F0870-02_NCO_Log_v1.0_[Year].xlsx. Include the date so version history is traceable.

5 Place on Shared Drive

Copy the file to your agreed shared folder and inform the team of the file path.

6 Customise Dropdowns (Optional)

Unhide the Reference sheet to edit Process Names, Detection Methods, or Disposition values for your organisation.

SAMPLE

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Scenario 1: Customer Reports a Defective Product | Scenario 2: Internal Audit Finding

Customer Complaint

1. Process Name = process where defect originated.
2. Who Found It? = Customer.
3. How Identified? = Customer Complaint.
4. Severity = likely Major or Critical (product reached customer).
5. Description = product ref, defect observed, customer ref numbers.
6. Disposition = Replacement Issued or Return from Customer.
7. Occurrence = check previous NCRs — First or Repeat.
8. Assign corrective action, owner, and target date.

Internal Audit Finding

1. Who Found It? = Internal Auditor.
2. How Identified? = Internal Audit.
3. Severity = Major finding → Major. Minor finding → Minor.
4. Description = use the same wording as the audit finding statement.
5. Disposition = N/A (no physical output to dispose of).
6. Complete Root Cause fields after investigation meeting with Process Owner.
7. Review RCA method recommendation in col L.
8. Set Status = Open and assign corrective action.

SAMPLE

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