Nonconforming Outputs Log

Record the nature, quantity, and disposition of nonconformities and all actions taken to correct them — including owner, root cause analysis method, and verification of close-out. Customer/client approvals or concessions must be noted in the Disposition column.

Total NCRs	Open	In-Progress	Closed	Withdrawn	Overdue
25	1	5	19	0	6
NCRs	NCRs	NCRs	NCRs	NCRs	NCRs

Identification						Description & Disposition			Root Cause Analysis		
NCR Ref.	Process Name	Who Found It?	Date Found	How Identified/Detected?	Severity	Description of Nonconformity	Qty Affected	Disposition	Root Cause Category	Root Cause Detail	Root Cause Method
NCR001	Manufacturing	QC Inspector	08-Jan-2025	Inspection - In-process	Minor	Batch F240108-A: weld seam on 14 of 60 assemblies fails tensile test — measured at 3.2 kN against 5.0 kN minimum specification.	14	Scrap	Machine	Machinery - Defective equipment or tool	5-Whys
NCR002	Procurement	QC Inspector	15-Jan-2025	Inspection - Receiving	Major	Incoming delivery of 500 aluminium extrusion profiles (PO-2024-0041): 87 units outside dimensional tolerance on width (spec 40.0 ±0.2 mm, measured 40.6–41.1 mm). Certificate of Conformance submitted by supplier does not reflect actual measurements.	87	Return to Supplier	Material	Materials - Defective raw material (does material meet specification?)	5-Whys
NCR003	Inspection & Testing	QC Inspector	22-Jan-2025	Inspection - Monitoring/testing	Major	Calibration due date exceeded on 3 measuring instruments: Mitutoyo vernier calliper CAL-007 (overdue 18 days), pressure gauge PG-012 (overdue 31 days), and digital thermometer TH-004 (overdue 9 days). All were in active use at time of discovery.	3	Hold - Pending Decision	Human	Human - Inadequate training	8D Report
NCR004	Customer Service	Customer	01-Feb-2025	Feedback - Customer	Critical	Customer complaint ref CC-2024-003: 3 units of product SKU-4471 delivered with incorrect firmware version (v2.1 shipped instead of specified v2.3). Customer reports units failed acceptance testing. Contractual delivery non-conformance. Customer has escalated to their procurement director.	3	Rework	Human	Human - Did not follow procedures, a one-time lapse	8D Report
NCR005	I.T. & Doc Control	Auditor	05-Feb-2025	Audit - Internal	Minor	Work instruction WI-0831 Rev 4 (Packing Procedure — Fragile Goods) found in use on production floor. Document Control database shows WI-0831 Rev 5 was approved and issued on 12 Jan 2024. Operators unaware of update.	1	Use As-Is (Concession)	Method	Process - Document or instruction gap, revision needed	5-Whys
NCR006	Packing & Shipping	QC Inspector	12-Feb-2025	Inspection - Final	Minor	Despatch of order ORD-2024-0189: 2 of 12 cartons found incorrectly labelled — product code on outer label (SKU-3302) does not match inner packaged product (SKU-3303). Identified at final inspection prior to despatch; shipment held.	2	Rework	Human	Human - Understands, but did not follow procedure(s)	A3 Report

SAMPLE

Nonconforming Outputs Log

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Avg Days Open	Repeat NCRs
429	8
days avg	NCRs

Corrective Action				Status & Close-out						Computed Fields	
Corrective Action Required	Owner	Date Assigned	Target Completion	Status	Occurrence	ISO 9001 Clause	Actual Completion	How Was Close-out Verified?	Date Close-out Verified	Days Open	Overdue?
Quarantine and scrap all 14 affected assemblies. Remove welding unit W-03 from service pending full recalibration. Raise PM work order for W-03. Review weld parameter logs for previous 4 weeks and re-inspect any suspect batches.	Production Manager	09-Jan-2025	31-Jan-2025	Closed	Repeat	8.5 - Production & Service Provision	28-Jan-2025	Re-test sample of 10 assemblies from next production run — all passed. W-03 calibration certificate reviewed and signed off. No further failures reported.	29-Jan-2025	21	Closed
Reject and return all 87 non-conforming profiles to supplier with formal 8D request. Place supplier on Approved Supplier List amber watch. Issue corrective action request to supplier with 30-day response deadline. Source alternative stock from secondary approved supplier to avoid production delay.	Procurement Manager	16-Jan-2025	15-Feb-2025	Closed	First Occurrence	8.4 - External Providers	12-Feb-2025	Supplier 8D response received and reviewed — root cause accepted (inadequate final inspection process at supplier). Replacement stock inspected on receipt — all within tolerance. Supplier re-audit scheduled Q2 2024.	13-Feb-2025	29	Closed
Immediately withdraw all three instruments from service and apply "Do Not Use — Awaiting Calibration" labels. Review all measurements taken with these instruments since last calibration date and assess risk of any out-of-tolerance readings affecting released product. Submit all three for urgent external calibration. Update calibration management procedure to include automated alert 30 days before due date.	Quality Manager	23-Jan-2025	09-Feb-2025	Closed	Repeat	9.1 - Monitoring & Measurement	07-Feb-2025	All three instruments recalibrated and returned to service with updated certificates. Risk assessment completed — no product impact identified. Automated calendar reminders set in QMS. Procedure P0920-01 updated to require monthly calibration status review.	08-Feb-2025	17	Closed
Contact customer within 24 hours to acknowledge and agree interim resolution. Arrange collection and rework of all 3 units (firmware update to v2.3 and re-test). Investigate how incorrect firmware version was released — review build records and software control procedure. Issue corrective action to address firmware version control at point of despatch. Provide customer with written corrective action report within 10 working days.	Quality Manager	02-Feb-2025	16-Feb-2025	Closed	First Occurrence	8.2 - Customer Requirements	14-Feb-2025	All 3 units collected, reworked to v2.3 and re-tested — pass. Units returned to customer. Written CA report issued and accepted by customer. Firmware despatch checklist updated and added as mandatory step in shipping procedure.	15-Feb-2025	14	Closed
Withdraw all printed copies of Rev 4 from the production floor. Brief operators on the changes between Rev 4 and Rev 5. Review document distribution list for WI-0831 to ensure all affected work areas were notified. Update change notification procedure to require confirmation of receipt from all distribution list recipients.	Document Controller	06-Feb-2025	20-Feb-2025	Closed	Repeat	7.5 - Documented Information	19-Feb-2025	All Rev 4 copies retrieved and destroyed. Operators briefed — sign-off sheet completed. Distribution confirmation process added to document change procedure. Verified via follow-up audit check on 28 Feb.	19-Feb-2025	14	Closed
Hold shipment. Re-label affected cartons and re-inspect all 12 cartons before release. Review labelling procedure to introduce a mandatory scan-verify step at point of labelling. Retrain packing operative on labelling requirements.	Warehouse Supervisor	12-Feb-2025	16-Feb-2025	Closed	First Occurrence	8.5 - Production & Service Provision	15-Feb-2025	Cartons re-labelled and verified by QC. Shipment released. Scan-verify step trialled and added to SOP. Operative retrained and signed off.	15-Feb-2025	3	Closed
Immediately notify project manager and freeze prototype build activity pending design review action closure. Complete all 4 outstanding DR-03 actions and obtain formal sign-off from design review board. Review stage gate process to add hard-block preventing progression with open design review actions. Issue updated design review procedure with mandatory closure evidence requirements.	Design Manager	20-Feb-2025	08-Mar-2025	Closed	First Occurrence	8.3 - Design & Development	06-Mar-2025	All 4 outstanding DR-03 actions closed and verified by design review board. Prototype build resumed. Stage gate procedure updated with hard-block control. Confirmed via process walkthrough with project team.	07-Mar-2025	16	Closed

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