- Where the NC may have escaped to downstream processes or to inventory, those locations are checked and affected items quarantined.
- Where the NC may have escaped to customers, the Customer Services and Quality Manager are notified within the timing rules in 1.4.3 to prepare customer notification or recall.

1.4.2 Documentation

The Initiator records the nonconformity on F0870-01 Nonconforming Product Report. The record is supported by objective evidence, measurements, photographs, samples, traveller copies, drawing references, and is written in clear, factual language enabling a third party to understand the nonconformity. The minimum record set is:

- Identity of the affected product: part number, serial/lot ID, work order number, supplier (where applicable), customer (where applicable).
- Date, time, location of detection, and detection stage (receiving/in-process/final/post-delivery).
- Initiator name and role.
- Statement of nonconformity: what was found, against which requirement (drawing rev, specification clause, customer flow-down).
- Quantity affected: in this lot, in WIP, in stock, in transit, in customer hands.
- Immediate containment action taken.
- Suspected source/process step where the NC was introduced (preliminary; confirmed at RCA in 1.4.9).
- Severity classification proposed (per 1.4.3).
- Customer impact and notification status (per 1.4.5).

F0870-01 is signed by the Initiator and submitted to the Quality Manager (for Major and Critical) or to the Production/Operations Manager (for Minor). The Quality Manager confirms the severity classification and assigns the disposition authority and the RCA owner.

1.4.3 Severity Classification & Response Timing

All nonconformities are classified Critical, Major, or Minor by the Quality Manager (or by the proposing Initiator with confirmation by the Quality Manager). The classification determines response timing, disposition authority, customer notification thresholds, and CAR cycle target.

Severity	Definition	Examples	Target response
Critical	NC affecting safety, regulatory conformance, or customer mission-critical use; or NC that has reached or may reach the field at scale.	Safety failure; regulatory non-compliance; counterfeit/suspect part; field-recall trigger; CTQ characteristic out of tolerance on shipped product.	Contain ≤ 4 hours; customer notify ≤ 24 hours where in-field; regulator notify per applicable rule; RCA close ≤ 30 days.
Major	NC affecting product fitness-for-purpose or significant performance/reliability; or repeat NC of the same type within 6 months.	Functional failure detected at final inspection; significant dimensional out-of-tolerance on Major characteristic; repeat supplier defect; FAI failure.	Contain ≤ 2 working days; MRB convened ≤ 5 working days; customer notified within contract terms; RCA closed ≤ 60 days.
Minor	NC with no safety, regulatory, or fitness-for-purpose impact; cosmetic, documentation, or low-impact dimensional deviations.	Surface-finish blemish below visible threshold; minor packaging defect; dimensional drift within statistical control bands; isolated supplier paperwork shortfall.	Contain ≤ 5 working days; disposition by Production/Operations Manager; CAR raised only if recurring; RCA closed ≤ 90 days where opened.

Auto-escalation rules
Three Minor NCs of the same defect mode within 6 months auto-escalate to Major and trigger a CAR (F1020-02). Two Major NCs of the same defect mode within 6 months auto-escalate to Critical for review by Top Management. Any NC discovered to have escaped to a customer auto-escalates by one level (Minor → Major; Major → Critical) and triggers customer notification per the timing in the table above.

1.4.4 Disposition

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KPI	Definition	Target/threshold	Frequency
	released under concession	investigated above 5% for any product line	
Supplier-attributable nonconformity rate	Receipt and downstream nonconformities attributed to supplier per 1,000 supplier deliveries	Trended; feeds P0840-01 supplier re-evaluation	Monthly
Customer-complaint nonconformity volume	Number of customer-reported nonconformities per period	Trended; root-cause clustered for systemic patterns	Monthly
Effectiveness verification pass rate	% of corrective actions verified effective at the evidence-window date	≥ 90%	Quarterly
Notification compliance rate	% of regulator and customer notifications issued within the contractually or statutorily required window	100%	Per notification + quarterly aggregate
RCA-completion rate	% of in-scope nonconformities with documented root-cause analysis (5-whys/fishbone/8D/A3) within the RCA window	≥ 95%	Quarterly
Charge-back recovery rate	% of supplier charge-backs recovered (cost recovered/cost claimed)	≥ 80%	Quarterly
MRB throughput	Number of nonconformities reaching MRB per period; median MRB-decision elapsed time	Trended; median ≤ 10 working days	Monthly
Personal-data nonconformity notification compliance	% of personal-data breaches notified to the supervisory authority within UK GDPR Article 33's 72-hour window	100%	Per breach + annual aggregate
Nonconformity-record completeness	% of audited F0870-01 records with all required fields complete and signed	100%	Quarterly audit
Climate-relevance determination capture rate	% of in-scope nonconformity records with climate-relevance determination captured per F0410-01 (ISO 9001:2026 Clause 4.1)	100% of in-scope records	Annual

Adverse trends are escalated to the Process Owner; persistent adverse trends are escalated to Top Management at the next management review. Supplier-attributable trends are fed back to P0840-01 Supplier Evaluation; production-attributable trends are fed to P0850-01 Product Provision; design-attributable trends are fed to P0830-01 Product Design Management.

1.8 Documentation

All documentation and records generated by nonconformity handling, nonconforming product reports, MRB minutes, recall plans, charge-back records, root-cause analyses, and trended-data dashboards are retained and managed in accordance with P0750-01 Documented Information. Retention periods, owners, and confidentiality classifications are recorded in the Master Document List (F0750-01).

The procedure-specific forms listed below are the canonical records for the nonconformity-handling process. Cross-procedure forms F0840-09 (SCAR Log, owned by P0840-01), F0860-01 (Product Release Log, owned by P0860-01), and F0840-19 (Receipt Discrepancy/Reject Report, owned by P0840-02) are read or written by this procedure.

Form ref.	Title	Purpose
F0870-01	Nonconforming Product Report	Per-event record — identification, severity, containment, disposition, closure; the master record for every nonconformity
F0870-02	Nonconformity Outputs Log	Master register of all nonconformities; supports KPI trending and management-review reporting
F0870-03	MRB Decision Record	Material Review Board minutes — attendees, nonconformity scope, options considered, decision, follow-up actions
F0870-04	Concession/Use-As-Is Authorisation	Authorised concession record — affected lot/batch, customer agreement evidence, validity period
F0870-05	Rework/Repair Method Sheet	Per-method documented rework or repair instruction approved by Engineering/Technical Authority
F0870-06	Supplier NCR Notification	Where the root cause is supplier-attributable, a Supplier

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