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Document Title: CONTROL OF NON-CONFORMING OUTPUTS		


CHUKA UNIVERSITY

GENERAL OPERATING PROCEDURE

FOR


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

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2. GENERAL

2.1 Purpose

The purpose of this procedure is to ensure that products and services which do not conform to product and service 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 9001:2015 Clause 8.7, 10.2
- (2) CU Quality Manual

2.4 Definitions and Abbreviations

All relevant common definitions of terms given in ISO 9000:2015 shall apply.

AMR: Assistant Management Representative

MR: Management Representative

NCOF: Non-conforming outputs 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 outputs

3. PROCEDURES

3.1 Non-Conforming Outputs

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 Output Form (NCOF) (**Ref: CU/MR/FORM/11**).

This could either be:

- Not meeting the set deadline on delivery of product and services to the customer(s).
- Impartial delivery of the product and service to the customer (i.e., the product and services 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 NCO 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 NCO.
- (b) The HOD assigns the person responsible to put in Corrective Action or Preventive Action on the non-conformity.
- (c) The MR registers the NCO and ensures that Corrective Action/Preventive Action is taken.

The University deals with non-conforming outputs 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/service, and
- (c) Segregating the product/service so that it is not used inadvertently

The University deals with non-conforming outputs 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 and service 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 Output Control Forms (*CU/MR/FORM/11*)

