PURPOSE: The control of Non-Conforming Material procedure is designed to ensure all materials are inspected at specific points of the process in order to identify non-conforming product. Where non-conforming material is identified the relevant corrective action is taken. The corrective action procedure is designed to ensure that the reason for the problem is identified and appropriate action is taken to prevent the reoccurrence of the problem where possible.

RESPONSIBILITY: The General Manager is responsible for carrying out inspections and completing the required paperwork. It is the General Manager's responsibility to ensure that the status of the product is as indicated and to decide on the disposition of non-conforming product in conjunction with the Technical Manager. The General Manager is responsible for ensuring that all of the required corrective action is carried out.

POLICY: Produce that does not meet the customers' specification will be identified and controlled.
Produce identified as non-conforming through a verification stage is clearly identified. The occurrence is reported to the appropriate personnel for a decision on further action which is notified to the necessary personnel.
Disposition of non-conforming produce is agreed and the rectification action is taken. This may involve the selection and re-grading of the produce and is carried out in accordance with defined procedures.
Re-instatement of the produce is carried out after the selection procedures are carried out. Authorized personnel may specify additional or alternative verification.

INSTRUCTIONS:

1. Where non-conforming product is identified at any stage in the process it is identified by its location in the Hold Area and / or Reject stickers.
2. Where product is suspected of a food safety hazard the Technical Manager must consider the nature of the hazard and the risk involved. Products subject to any potential contamination with the potential for food safety hazard shall be dumped in the event there is no 100% reliable safety test. If a decision has been made to dump the product each pallet must be labelled up with a Reject sticker.
3. When a product is put on hold the following procedure must be followed:
   a) Every pallet must be labelled up with an On Hold sticker

b) This On Hold sticker must remain with the product until this product has either been taken off Hold or has been dumped. If this product is transferred from one area to another the manager involved in the transfer is responsible for and must ensure the On Hold stickers remain on the pallets.

4. Where non-conforming product is identified on intake. A defect report is written by the controller and addressed to the supplier. Results from the goods in inspection must be relayed to the Account Manager and Technical Manager. Suppliers of all imported product must be notified of any potential claims/Defects within a 24hrs of the product arriving.
5. Details of the non-conformance must accompany all claims, i.e. Photos of quality issues, quantities, grower numbers, and traceability codes.
6. Where non-conforming product is identified at intake, in storage, during or following packing:

    a. **Reworked**: The product may be rechecked for specific parameters and checked again following rework.
    b. **Accepted:** A temporary specification may be obtained from the customer in order to allow product that does not meet all the customers' requirements to be accepted.
    c. **Re-graded:** As a second / third quality to be sold to customers whose requirements the product meets.
    d. All options considered appropriate, to ensure compliance with our customer's specifications should be agreed by the technical managers. A temporary specification is one of these options and may be sought by a Technical manager from the customer. The General Manager should contact our customer by phone and follow up with an email confirming the agreed temporary specification.
    e. **Rejected:** Where the product contains significant rots / mould it is rejected under the General Manager authority.

Customer Complaints

The quality system is designed to ensure that where non-conforming material and quality related problems occur they are brought to the attention of the relevant personnel.

1. Vendor Complaints

a) Where product is delivered which does not meet specifications it is identified as such and the supplier notified. The corrective actions being taken are discussed and monitored.

2. Customer Complaints

a) All customer complaints are recorded on Customer Complaint Records, which is kept for all customers.
b) Customer Complaints record is to be completed, signed off, and filed by the General Manager.
c) All customer complaints are logged on Customer Complaints Log, a complaints summary sheet.
d) Each complaint is coded by type and, where appropriate, Corrective or Preventative Action should be specified by Time, Variety, COO, etc. and reviewed / signed off upon completion / expiry.
e) The information is used to monitor the number and type of complaint.

3. Customer Rejections:

a) Where a customer notifies any member of staff of a rejection they must notify the General Manager.
b) The General Manager is responsible for contacting the customer to discuss the reason for the rejection and deciding if they need to visit the customer to view the product.
c) The General Manager is responsible for arranging the replacement, contacting the customer to agree the time of the replacement, and arranging transport for the replacement.
d) On receipt of the rejected product the General Manager is to confirm required analysis of the product and photographs are taken if appropriate.
e) Based on analysis of the product and investigation findings (if appropriate), the corrective action required is agreed with the Technical Manager.
f) The technical manager must endeavor to ensure customer satisfaction with the investigation, resolutions and response for rejections. If the technical manager involved is out of the business then he must ensure this responsibility is transferred to a suitable deputy.
g) All rejections are reported at the customer KPI meeting, and any further actions agreed.

4. Internal Corrective and Preventive Action:

a) Customer complaints are reviewed during each Management Review, where the company's performance in supplying each customer is analyzed.
b) Any problems highlighted internally are recorded on Non Conformances Record

c) The person responsible for the area is notified of the problem and the corrective action is decided upon. (This may involve the Managing Director for major changes).
d) When the corrective action has been completed, the relevant section of Non Conformances Record is completed and signed by the person(s) responsible.
e) All corrective actions are checked the following day (where appropriate) to ensure there have been no re-occurrences.

MONITORING:
Regular audits / inspections of manufacturing areas and controls must be in place to ensure that procedures are effective and working.

VERIFICATION AND RECORD KEEPING:
Regular audits / inspections of manufacturing areas and controls must be in place to ensure that procedures are effective and working.
Internal audits records must be completed, which will include:

- non-conformances
- corrective action
- responsibility
- date of completion

RECORDS RELATED TO THE PROCEDURE:

- Corrective action record
- Customer Complaint Records
- Customer Complaints Log
- Non Conformances

DOCUMENTATION RETENTION:
The records applied to this procedure are to be kept on file for a minimum of 3 years.

AMENDMENT RECORD SHEET

Amendment Record Sheet			
Issue No	**Date**	**Revised Issue Details**	**Revised by**