

	The Judiciary Quality Management System CONTROL OF NONCONFORMING OUTPUTS	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	1 of 5

Purpose

The purpose of this procedure is to ensure that products and services that do not conform to the requirements are controlled to prevent their unintended use or delivery, or if delivered, to ensure that appropriate remedies are effectively taken.

Scope

This procedure applies to the outputs of the **Judiciary**.

References

Corrective Action Procedure
Guidelines for Monitoring and Measuring Customer Satisfaction

Definition of Terms

Nonconforming outputs	<p>Outputs that do not fulfill requirements. Outputs may mean products or services.</p> <p>Products refer to physical items, such as resolutions, decisions, orders, reports and other documents prepared and released in conjunction with service delivery. Examples of physical products are documents like resolutions, decisions, orders, certificates issued, reports submitted, etc. While coordination and advocacy activities are examples of services provided by the Judiciary.</p> <p>Examples of nonconforming products are inaccurate statistical data, wrong information in resolutions/decisions/orders, missing documents, etc. Delayed receipt of rollo, late release of data and the like are nonconforming services.</p>
Correction	<p>Action taken to correct the nonconforming product/service, to make it conform to requirements or otherwise prevent its unintended use or delivery. This may include reworking, regarding or scrapping of nonconforming products, or redoing the service.</p>

The only controlled copy of this document is the online version maintained in the Court's Website. The reader must ensure that this or any other copy of a controlled document is current and complete prior to use. The original copy of this document is with the QMS Library. The user should secure the latest revision of this document from the QMS Library. This document is UNCONTROLLED when downloaded and printed.

The Judiciary Quality Management System CONTROL OF NONCONFORMING OUTPUTS	Doc Ref No.:	
	Effective Date:	
	Revision No.:	0
	Page No.:	2 of 5

Concession	Permission to use or release a product or deliver a service that does not conform to specified requirements. A concession is generally limited to the delivery of a product that has nonconforming characteristics within the specified limits for an agreed time or quantity of that product.
Corrective Action	Action to eliminate the root cause of a detected nonconformity (nonconforming product/service) or other undesirable situation, and prevent recurrence.
Process Owner	<p>Individual/office whom/where the process being performed is where the NC is detected</p> <p>Employee/office responsible for the performance of a process and ensuring that objectives are realized, and that appropriate actions are carefully reviewed and approved and are taken without undue delay to eliminate nonconformities and their causes.</p>

Procedure Details

Ref. No.	Key Activities		Responsible	Reference Document/ Record
5.1	Identify nonconforming product/service	Detect nonconforming product/service Receive citizen feedback on NC product/service	Process Owner	Applicable Issuance or Procedure
5.2	Determine and apply final disposition /correction	Isolate NC product, and/or temporarily stop process/service delivery, following the control of NC matrix Provide initial response to client	Process Owner	Applicable Issuance or Procedure, Control of Nonconformity Matrix

The only controlled copy of this document is the online version maintained in the Court's Website. The reader must ensure that this or any other copy of a controlled document is current and complete prior to use. The original copy of this document is with the QMS Library. The user should secure the latest revision of this document from the QMS Library. This document is UNCONTROLLED when downloaded and printed.

The Judiciary Quality Management System CONTROL OF NONCONFORMING OUTPUTS	Doc Ref No.:	
	Effective Date:	
	Revision No.:	0
	Page No.:	3 of 5

		feedback, as needed Review the nonconforming product/service situation and approve final disposition Obtain product concession, correct NC product, scrap product, or restart service delivery following the control of NC matrix Provide final response to client feedback, as needed	Service/ Office Head	
5.3	Apply corrective action	Prepare a Request for Action (RFA)	Process Owner	Request for Action (RFA), Corrective Action Procedure

Identifying Nonconforming Product/Service

Nonconforming products/services may be detected internally by any staff as they perform their functions, through observation, monitoring, inspection, verification and review.

The possible nonconformities may occur in the following areas, but not limited to:

- a. Management Process (absence of communication protocol, lack or delayed provision of needed resources).
- b. Core Processes

Filing, receiving, processing of initiatory pleadings

- c. Support Processes (Absence of preventive maintenance schedule, delivery of products/ materials which are noncompliant to purchase request specifications)

The only controlled copy of this document is the online version maintained in the Court's Website. The reader must ensure that this or any other copy of a controlled document is current and complete prior to use. The original copy of this document is with the QMS Library. The user should secure the latest revision of this document from the QMS Library. This document is UNCONTROLLED when downloaded and printed.

<p>The Judiciary</p> <p>Quality Management System</p> <p>CONTROL OF NONCONFORMING</p> <p>OUTPUTS</p>	Doc Ref No.:	
	Effective Date:	
	Revision No.:	0
	Page No.:	4 of 5

Nonconforming products/services may also be detected externally by the customer/citizen through feedback or complaints as detailed in the Guidelines for Monitoring and Measuring Customer Satisfaction.

When nonconforming products/services are detected, they shall be evaluated against requirements defined in applicable operating procedures, process maps/guidelines, product/service guidelines, or quality plans.

Determining and Applying Correction/Final Disposition

Final disposition is meant to correct the problem so that the product/service is made to conform to requirements, or if it cannot be made to conform, is prevented from unintended use or delivery.

The Control of Nonconformity Matrix outlines the initial specific actions which need to be taken and by whom. Actions may include the following:

Rework - action on a product to make it conform to requirements.

Regrade - alteration of the grade of a nonconforming product in order to make it conform to requirements differing from the initial ones.

Repair/revise - action on a nonconforming product to make it acceptable for the intended use.

Scrap - action on a nonconforming product to preclude its originally intended use. This may include recycling or destruction.

Concession - obtaining permission (from the Office/Division/Section/Unit Head and/or the customer) to use or release a product that does not conform to specified requirements.

Re-evaluations/re-testing to demonstrate conformity to specifications (after repair, regrade, or rework).

Adjusting an ongoing service.

Restarting a service that has been temporarily discontinued.

Redirecting to other services or service providers.

Final disposition may require the approval of the Office/Division/Section/Unit Head, depending on the gravity of the situation and its cost implications.

Final disposition is recorded through the Incident Report to provide traceability and evidence of actions taken and data may be used for analysis and continual improvement of the process.

Applying Corrective Action

The only controlled copy of this document is the online version maintained in the Court's Website. The reader must ensure that this or any other copy of a controlled document is current and complete prior to use. The original copy of this document is with the QMS Library. The user should secure the latest revision of this document from the QMS Library. This document is UNCONTROLLED when downloaded and printed.

191 of 213

The Judiciary Quality Management System CONTROL OF NONCONFORMING OUTPUTS	Doc Ref No.:	
	Effective Date:	
	Revision No.:	0
	Page No.:	5 of 5

Further action shall be undertaken to prevent recurrence of the problem, when:

- the nonconforming product/service is identified via a customer/citizen complaint
 - monitoring shows that nonconforming product/service are recurring
 - the frequency and extent of nonconforming product/service are increasing
 - correction requires that the nonconforming product be reworked or replaced, or for the service to be restarted or redirected, incurring significant cost in time and resources
 - the nonconforming product/service represents legal implications to the organization, the customer/citizen, or both
- Further action shall be subject to the Corrective Action procedure.

Provisions for detecting and correcting nonconforming product/service shall be planned and outlined in the Control of Nonconformity Matrix. The plan links with controls built into the operating processes, as documented in the operating procedures, process maps/guidelines, and product/service guidelines. The nature of nonconforming products/services and subsequent actions taken shall be captured in process and monitoring records. The plan shall be periodically reviewed for adequacy and effectiveness.

Attachment

6.1 Control of Nonconformity Matrix

Prepared by:	Reviewed by:
NAME	NAME
Operations Head	QMS Leader
	Approved by:
	NAME
	Position

The only controlled copy of this document is the online version maintained in the Court's Website. The reader must ensure that this or any other copy of a controlled document is current and complete prior to use. The original copy of this document is with the QMS Library. The user should secure the latest revision of this document from the QMS Library. This document is UNCONTROLLED when downloaded and printed.