

# Procedure

## Customer Returned Product- Nonconforming Product P8.3-3 Rev. F

**Approved By:** Mike Orsini, Quality Manager

**Date:** 10/29/2002

**Purpose:** To document methods of identifying and dispositioning customer non-conforming material.

**Scope:** All non-conforming material returned from customers.

**Authority:** The Quality Manager has the authority to change or modify this procedure.

### Reference Documents and Records

- Policy Element 8.3 Control of nonconforming product
- Receiver Incoming Rejects Form (Q-REJ-01)
- Returned Goods Authorization form (QC-RGA-02)
- Corrective and Preventive Action Procedure P8.5.2/3-1
- Quality Records Procedure P4.2.4

### Change History

<b>Date</b>	<b>Change</b>	<b>Rev</b>	<b>By</b>
12/10/96	Initial release after typos	C	MO
12/01/98	Revised Para. 3, Corrected wrong form number for receiver form. Revised paragraphs 4,5 and 6 to show new form used and new method of reviewing, dispositioning, routing, etc. of the Non-Conforming Procedure for Customer Returned Product.	D	MO
09/14/99	Revised Para. 5, New method of reviewing for corrective action.	E	GG
10/29/2002	Updated to the ISO 9001:2000 requirements and flow charted.	F	MO

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