

Procedure

Customer Returned Product- Nonconforming Product P8.3-3

Rev. G

Approved By: Kyle Gibson, Quality Manager

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-XX)
- Returned Goods Authorization form (QC-RGA-XX)
- Corrective and Preventive Action Procedure P8.5.2/3-1
- Quality Records Procedure P4.2.4

Change History

Date	Change	Rev	By
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
10/15/2012	Updated revision in form number (XX) to account for changes in revision	G	KG

