 ASQ <small>AMERICAN SOCIETY FOR QUALITY</small>	Section Operating Procedure ISO 9001 – ASQ Pittsburgh Section	Document #: ASQPS-005	Rev.: 1
	Title: Nonconformances, Corrective Actions and Preventive Actions	Page #: 1 of 3	

REVISION HISTORY			
Rev	Description of Change	Author	Effective Date
0	Initial Release	Brien Palmer	4/30/06
1	Fitted to Section Template	Doug Hagy	02/04/07

REFERENCE DOCUMENTS	
Document Number	Document Title
ASQPS-000	ASQ Pittsburgh Section Quality Manual

1. Purpose

This procedure defines the methods used to identify and resolve nonconformances, process corrective actions and process preventive actions.

2. Definitions and Acronyms

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|-----|-------------|---|
| 2.1 | Author | Person designated to create or revise a document or Quality System data. |
| 2.2 | Data | Quality System information used to control the process that affects the final product (e.g. reference values, benchmarks). |
| 2.3 | Document | Quality System procedure, work instruction, manual, or associated form which is used to control the processes that affect the quality of the final product. |
| 2.4 | Master List | List which identifies the Quality System documents and data and includes current revision status. This list can be found at...
http://http://www.asqpg.org/proced.html . |



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| 2.5 | Nonconformance | an error, deficiency or procedural violation in a service or product provided by ASQ Pittsburgh that adversely impacts an ASQ member, meeting attendee or other ‘customer’. Examples include but are not limited to: <ul style="list-style-type: none">• Financial errors beyond a minor amount, e.g., \$20• A complaint from an ASQ member or dinner meeting attendee. |
| 2.6 | Significant Condition Adverse To Quality | a nonconformance of large (or potentially large) magnitude. Examples include but are not limited to: <ul style="list-style-type: none">• Financial errors over \$200• Uncorrected section communications affecting large numbers of people, e.g., incorrect location or date for a section dinner meeting• Incidents involving physical injury or serious safety concerns. |
| 2.7 | Corrective Action | actions taken to investigate the extent and/or the root cause of a nonconformance or significant condition adverse to quality. Also, system-wide actions taken to remediate large-scale nonconformances.. |
| 2.8 | Preventive Action | actions taken to prevent the occurrence or recurrence of future significant conditions adverse to quality |

3. Process for Identifying and Resolving Nonconformances

- 3.1 Any ASQ Pittsburgh board member or section member who detects a nonconforming condition shall bring this to the attention of the section chair, using the attached form.
- 3.2 The section chair shall perform an initial determination for significance. See next section.
- 3.3 Nonconformances should be discussed by the section board’s executive and/or the full board. It is particularly appropriate to involve the chair whose area is involved, e.g., Programs, Education. Based on the discussion, the chair or designee shall complete the nonconformance form and assure completion of any actions or communications noted.

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4. Process for Corrective Actions

- 4.1 The section chair or designee shall review each nonconformance report for indications of significant conditions adverse to quality, and mark the box accordingly.
- 4.2 If a significant condition has been identified, identify the root cause, investigate to detect any further instances of similar nonconformances, and plan and implement steps to remediate the deficient conditions. In addition, complete preventive actions in accordance with the next section.

5. Process for Preventive Actions

- 5.1 For significant actions adverse to quality, use the investigative actions and root cause analysis to plan and implement actions designed to prevent recurrence of the noted deficiencies. Record this on the nonconformance form.
- 5.2 In addition to preventive actions associated with nonconformances, the section chair shall charter a review of all areas of section operations, for the purpose of identifying potential future nonconformances and/or significant conditions and taking steps against their eventuation. This review may be performed in connection with the section strategic planning and/or management review. The chair should document this review using the attached form and/or by recording it in appropriate meeting minutes.

6. Records

Records of internal quality audits are maintained in accordance with the ASQPS-000 (ASQ Pittsburgh Section Quality Manual)