QMS

Management of Nonconformity

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Note: Annexes A–D are listed in the table of contents but their forms are not included in the source file provided.

1. Purpose

This methodological instruction (hereinafter – the "Instruction") establishes the rules for managing nonconformities identified during the ongoing main organizational and customer-service delivery processes of the LEPL "Georgian Technical University" (hereinafter – the "Organization"), which may become a cause of:

- delay in the development of the Organization;
- harm to health;
- significant financial/material loss;
- damage to reputation.

2. Scope

The rules set out in the Instruction are mandatory for all employees of the Organization who carry out their activities within the scope of the quality management system.

3. Definitions and Abbreviations Used

The terms and definitions used in this Instruction correspond to the terms and definitions given in the ISO 9001 standards.

The following specific abbreviations are used in this Instruction:

QMS – Quality Management System;

QMS/M – Manual;

MI – Methodological Instruction;

QMS Manager – Quality management leader;

Nonconformity – non-fulfilment of established requirements;

Mand. (სავ) – Mandatory;

Part. (მონაწ) – Participant.

4. General Provisions

In the event of a nonconformity, our Organization:

a) reacts to the nonconformity and, if possible:

- 1) takes measures to control and correct it;
- 2) eliminates its causes in order to prevent recurrence;

b) analyzes and evaluates the need to eliminate the cause of the nonconformity and the actions required so that it does not recur or occur elsewhere:

- 1) by reviewing and analyzing the nonconformity;
- 2) by determining the cause of the nonconformity;
- 3) by establishing whether similar nonconformities exist, or could potentially occur;

c) implements the necessary actions;

d) analyzes the effectiveness of the corrective action carried out;

e) if necessary, makes changes to the quality management system;

Corrective actions are commensurate with the effects of the nonconformity.

The Organization retains documented information as evidence of:

- a) the nature of the nonconformity and any subsequent actions taken; and
- b) the results of any corrective actions.

A nonconformity is revealed when an employee of the Organization detects a mismatch between the characteristics of an ongoing process or of the final product and the established specifications.

A nonconforming service/product (material, equipment) that has been purchased and received on site is immediately identified and placed under a prohibition (hold), and the head of the service is notified. Together with the Organization's QMS Manager, the head of the service makes a decision on

subsequent correction/corrective measures for such products. This decision is documented by means of a "Nonconformity Report" (Annex A), on the basis of which the procurement unit informs the supplier of the fact and manages the process of correcting the nonconformity.

5. Responsibilities for Nonconformities

Responsibilities are distributed as follows:

Task	Person responsible for procurement	Head of structural unit	QMS Manager
Detection of nonconformity in a purchased product		Mand.	Part.
Identification and/or isolation of nonconformity	Part.	Mand.	Part.
Registration of nonconformity	Part.	Mand.	Part.
Notification of the supplier about the nonconformity	Mand.		
Decision on subsequent measures		Part.	
Analysis of nonconformity		Part.	Mand.

Note: In the source PDF the table's column headers are rotated and the cell positions were extracted without boundaries, so the assignment of "Mand./Part." entries to columns is a best reconstruction. Please verify against the original.

If a process nonconformity is detected, any employee is obliged to report the identified defect to their immediate supervisor, who, as necessary, refers it to the QMS Manager using the "Nonconformity Report" (Annex A).

Evaluation and Analysis of Nonconformity

In the event a nonconformity is detected, in order to reach a decision the deviation is subject to the following evaluations:

- evaluation of the degree of deviation from the established requirements and determination of criticality;
- evaluation of the impact of the nonconformity on subsequent operations and on the quality of the final service, in order to determine whether the product can be improved with or without correcting the process;
- evaluation of the economic feasibility of possible measures with respect to the nonconforming product/process.

These evaluations are carried out by the relevant heads, with the involvement of specialists where necessary. The decision on subsequent measures regarding the nonconformity is documented:

- in the case of a nonconformity in a product/service supplied by a supplier – in the Nonconformity Report;

- for a nonconformity identified during the stages of carrying out the day-to-day work process – in the Nonconformity Report or in the Nonconformity Registration Log;

The verification results confirm that:

a) the implemented processes are fulfilled and effective;

b) the input data of the hazard analysis are periodically updated;

c) the risk management plan has been implemented and is functioning effectively;

d) the hazard level is within permitted norms;

e) other measures established by the Organization have also been implemented and are functioning effectively.

Recording of nonconformity – The nonconformity is reflected in the Nonconformity Report (F-MI-05A-01), which states:

- date,
- place where the nonconformity was recorded,
- description of the nonconformity,
- cause of the nonconformity,
- decision,
- planned measure (correction or corrective measure),
- note on the fulfilment of the measures,
- evaluation of the effectiveness of the measure carried out.

The completed form, together with the relevant evidence (where the nonconformity is recorded), is handed over to the QMS Manager, who registers the nonconformity in the nonconformity database, discusses the results at the meeting of the Coordination Council, and uses the analysis of the data for continual improvement.

6. Accompanying Documentation

Designation	Title
QMS/M	Quality Management Manual
MI-03	“Internal Audit”
MI-04	“Correction and Corrective Actions”

7. Approval Sheet

Developer:	Date	Signature
QMS Manager		