



KENYA FOREST SERVICE

DOCUMENT TITLE: CONTROL OF NON-CONFORMING PRODUCTS

REF NO:KFS-MP-NCP-05

ISSUE NO: 2

REVISION NO: 1

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ISSUE HISTORY

ISSUE	DESCRIPTION OF CHANGE	PROCESS OWNER	EFFECTIVE DATE
1	None, no change has been done	Management Representative	10 th June 2010
2	Changes Done to conform to ISO 9001:2015 standard	Management Representative	31 st May 2018

REFERENCED DOCUMENTS

S/NO	REF	TITLE
1	QPM	Quality Policy Manual
2	QPM - 8	Measurement, Analysis and Improvement
3		Handling Customer Complaints and Feedback
4	PM	Procedure manual
5		Internal Audits
6		Inspection And Testing

COPY HOLDERS

1	Chief Conservator of Forests
2	QMR

RECORDS/ANNEXES

REC. NO	REC. TITLE
	Non-Conforming Product Report
	Labels
	Inspection And Test Sheet
	Incoming Inspection Request
	Concession Request form
	Non-Conforming Product Report
	Hold Cards
	Management meeting minutes

PREPARED BY: MANAGEMENT REPRESENTATIVE

APPROVED BY: CCF



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1. TERMS AND DEFINITION

TERM	DEFINITION(S)
KFS	Kenya Forest Service
KPI	Key Performance Indicator
QMR	Quality Management Representative
CSF	Critical Success Factor
Non-Conformity	Nonconformity is defined as the non-fulfilment of specified requirements

2. SCOPE

This procedure covers from detection to disposition of non-conforming

3. PURPOSE

To ensure adequate control of forest produce movement products/services

4. OBJECTIVE

NB: Refer to the performance contract.

CSF	KPI	TARGET(S)	DUE
Control of non-conformity	Unintended use of non-conforming services/product	Nil	Continuous

5. RESPONSIBILITY AND AUTHORITY

5.1. Chief Conservator of Forest

5.1.1. Permits the disposition of non-conforming products.

5.1.2. Overall responsible for determination of appropriate disposition method for non-conforming product.

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5.2. Head of department

- 5.2.1. Responsible for reporting and investigating of all non-conforming products.
- 5.2.2. Raises the Non-Conforming Products Report Form for cases detected in their respective departments.
- 5.2.3. Maintains records of non-conforming products.
- 5.2.4. Detects, identifies, reports and segregates non-conforming products during final inspection and testing.
- 5.2.5. Raise the Non-Conforming Products Report Form for non-conformities detected from customer feedback.

5.3. Store Keeper

- 5.3.1. Facilitates the return of any non-conforming products detected during in-Coming inspection.
- 5.3.2. Identify non-conformities detected by internal customers.
- 5.3.3. Raise the Concession Request Form
- 5.3.4. Carries out corrective actions on non-conforming product as instructed.
- 5.3.5. Detects, identifies, reports and segregates non-conforming products during final inspection and testing.
- 5.3.6. Raises the Non-Conforming Products Report Form for cases detected during in-coming and final inspection and testing.
- 5.3.7. Maintains records of non-conforming products.
- 5.3.8. Segregate detected non-conforming products awaiting disposition.

6. RESOURCES, INPUTS AND OUTPUTS

6.1. Resources

- 6.1.1. Finances
- 6.1.2. Personnel

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6.1.3. Infrastructure

6.2. Inputs

6.2.1. Customer requirements

6.2.2. Customer Complaints

6.2.3. Internal non conformance

6.2.4. External non conformance

6.3. Outputs

6.3.1. Identification and segregation

6.3.2. Non conformance Report

6.3.3. Returned Goods

6.3.4. Non conformance Disposition

6.3.5. Corrective Action

7. CRITERIA OF MEASUREMENT

NB: Refer to Performance progress reports

8. RISK AND OPPORTUNITIES

NB: Refer to the Service's Risk register

9. EVALUATION OF PROCESS

NB: Refer to the Monitoring and Evaluation Reports.

10. DETAILS OF PROCEDURE


10.1. Detection Of Non-Conformity

10.1.1. Non-conforming products are detected through any of the following activities:- Inspection and testing Customer feedback and complaints handling Quality audits.

10.1.2. Identify/label and quarantined the non-conforming products.

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10.1.3. Where non conformity is detected during documentation processing, it is suspended until action is taken to eliminate the detected non-conformity.

10.1.4. Where it is detected on goods in the storage areas, a „HOLD“ card is attached, which identifies the item as non -conforming and the further action required.

10.1.5. Where non conformity is detected during handling / delivery further processing / delivery will be suspended until action is taken to eliminate the cause of the non conformity.

10.1.6. Non conformities detected during quality audits are recorded on corrective action request forms and passed to the relevant HODs for action.

10.1.7. Raise a non-conforming products report using the non conformance form by filling up the "Details of Non-Conformity" section.

10.1.8. The relevant manager reviews, investigates the non conformance

10.2. Corrective Action

10.2.1. In the event of non-conformance, action is taken to eliminate the detected non- conformance.

10.2.2. Details of the corrective action procedure are described in Corrective/ Preventive Action procedure.

10.3. Actions Review

10.3.1. Non-conformities are discussed at the daily operations meeting in order to


10.3.2. Assess impact on other processes.

10.3.3. At these meetings the corrective actions are discussed as well as the results of corrective actions.

10.3.4. Further review is held at the weekly management meeting

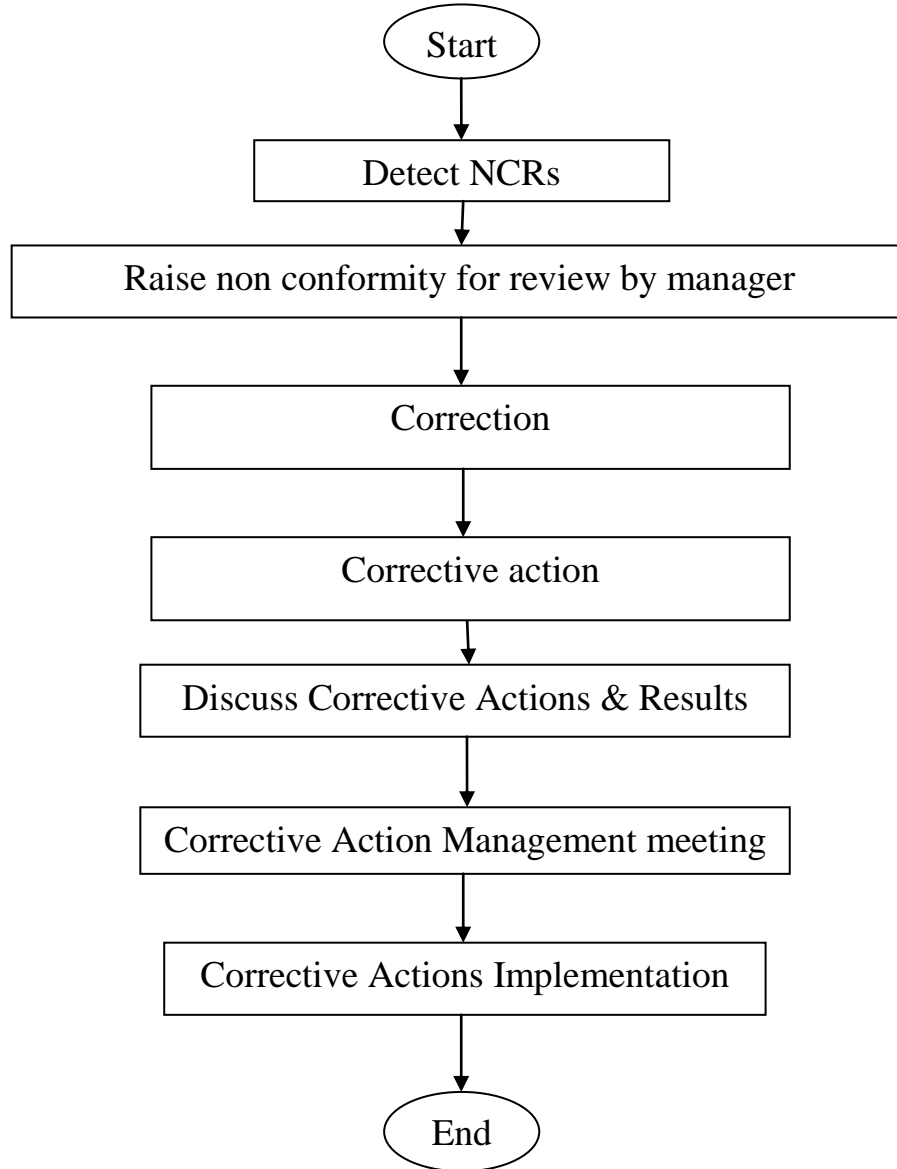
10.3.5. Following these reviews the process owner ensures that the non conformity has been resolved to conclusion.

NOTE 1: Records of the nature of non conformity and actions taken will be maintained by the respective section heads..

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11. PROCESS FLOW CHART



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ANNEX

ANNEX 1: NON CONFORMING PRODUCT REPORT

REPORT

CODE _____

PRODUCT DESCRIPTION: _____

PRODUCT QUANTITY: _____

DATE: _____

DETAILS OF NON CONFORMITY

NAME: _____ SIGNED: _____ DATE _____

INVESTIGATION REPORT

NAME: _____ SIGNED: _____

REMARKS ON DISPOSITION/CORRECTIVE ACTION

NAME: _____ SIGNED: _____ DATE: _____

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TO: _____ **DATE:** _____

We are requesting for a concession to accept the following products with the characteristics listed below

Product	Characteristics	
	Required	Actual
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____

If you acceptable please sign and accept “customer’s approval” and fax/email it this form back to us immediately to us to facilitate dispatch the products.

Thank you.

Yours faithfully, _____ Customer’s approval _____ Date

Corporate communications manager

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