


VERSION NO. <b>1</b>	MANUAL TITLE <b>QUALITY MANUAL</b>	DOCUMENT NO. <b>QM 13.3</b>
	DOCUMENT NAME  <b>CONTROL OF NONCONFORMING PRODUCT/SERVICE</b>	REVISION NO. <b>0</b>
		EFFECTIVITY DATE <b>DECEMBER 5, 2016</b>
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## 1.0 OBJECTIVE

To provide guidelines and procedures in handling nonconforming products and services.

## 2.0 SCOPE

This procedure applies to the control of the following nonconforming products or services:

- Error in grades
- Non-completion of topics for the course
- Expired items
- Damaged facilities/equipment
- Customer Complaints
- Inaccurate information in the documents

## 3.0 POLICIES

3.1 Error in grades shall follow the procedure for the correction of grades.

3.2 Non-completion of topics for the course

3.2.1 Academic Unit Head concerned and/or Curriculum and Instruction Division (CID) Chief shall investigate the reason for the non-completion of topic for the course.


3.2.2 The result of the investigation may have an impact on the performance of the faculty if without any justifiable reason/s.

3.2.3 Necessary actions, such as the need to conduct make-up classes, shall be implemented, as appropriate.

3.3 Expired Items and Damaged Facilities/Equipment

3.3.1 Expired items and damaged facilities/equipment shall be identified and contained, segregated or returned to external provider, as



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appropriate. An area shall be assigned to store expired items with proper identification or labeling.

- 3.3.2 If expired items or damaged equipment are evident upon receipt, these shall be returned to the external provider.
- 3.3.3 Damaged Facilities, if due to our mishandling, shall result to issuance of Corrective Action Request (CAR) Form to the personnel concerned for action and to prevent recurrence (Refer to QM 13.4 "Corrective Action").
- 3.3.4 Expired items shall be disposed properly through dumping of the products according to local regulations depending on the type of products (e.g., chemicals, etc.).
- 3.3.5 Damaged equipment shall be disposed either by dumping, donation or selling at a low price in accordance with government accounting and auditing rules.

#### 3.4 Customer Complaints

- 3.4.1 These conditions shall be immediately investigated. A CAR shall be issued to personnel concerned for action and to prevent recurrence (Refer to QM 13.4 "Corrective Action").
- 3.4.2 A letter, phone call or personal visit to the customer shall be done to explain the situation, and result of the investigation may be forwarded to the customer, as needed.



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### 3.5 Inaccurate information in the documents

3.5.1 Personnel concerned shall coordinate with customers regarding inconsistencies/inaccuracies in information before processing.

3.5.2 As per discretion of the Head concerned, investigation can be conducted and CAR can be issued.

## 4.0 PROCEDURES

Refer to QM 13.4 - Corrective Action

## 5.0 LIST OF FORMS AND REPORTS

### 5.1 Forms

5.1.1 Corrective Action Request (CAR) Form

### 5.2 Reports

None

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