Use of Non-Conformance Register

Open NCR register.
- This opens the Non conformance Corrective and Preventive Action Form at the form entry screen.
- Click on the ► symbol at bottom left of the entry form to scroll forward to the desired NCR record.
- To obtain a blank form, click on the ►| symbol to obtain the next blank entry.
- Enter date in **Registration Date** (dd/mm/yyyy).
- **Customer / Supplier Reference** (if any)
- **Notified By**
- **Customer / Supplier / Internal**:
- Always ensure that the Customer/Supplier Company's name is written briefly and the same each time for the purpose of searching in this database. Using initials can be helpful.
- If the company's name is entered in two or more different ways, then only some or none of required reports will be found upon searching and report generation.
- **Notified (within your company)**
- **Problem and Investigation of Problem**
- **Investigator's Name**. Investigator may be assigned here by Manager
- **Date of Investigation**
- **Problem Caused by Customer / Supplier?** **Note:** Authorisation required if problem caused by customer/supplier.
- **Customer / Supplier Informed of Costs?**
- **Authorised Signature**. **Note**: If cause of problem is assigned to the customer/supplier, an authorised Manager signs here **and** in the final authorisation box. No further action is necessary.
- **Corrective action required**? If problem is not assigned to the customer, then some corrective action is usually required.
- **Corrective Action**: Summary of actions proposed or undertaken. **Note** closeout of NCR/CAR is not possible until all actions finalised.
- **Corrective Actioner**
- **Completion Date**
- **Fate of Product**: 1 - Rework, 2 - Return to Supplier, 3 - Scrapped, 4 - Use as is, 5 – Other..
- **Preventive Action Required**: Used to determine root cause of problems to prevent potential future nonconformities. May be assigned or determined by a Manager.
- **Preventive Action**
- **Preventive Actioner**
- **Completion Date**
- **Completed - Authorised Signature**: **Note**: Mandatory field for close out of the NCR.
- **Note**: Not all data needs to be entered at one time. Data can be added to successively during the investigation.

The Manager or designate shall signify completion of the Corrective and Preventive action by signing off the NCR completed.

Report Preparation
- Close the entry form by clicking on the upper right X box of the form (not the top right Access close X). A grey screen is displayed with the Objects dialogue box.
- Click on Reports. A large list of reports appears as follows. (Note: CPA stands for corrective preventive action).

Report Title	Effect	Requests Information	Format
CPA Incomplete	Selects all entries not closed out (individually)	nil	Full page reports on all incomplete NCRs
CPA Incomplete	Selects all entries not closed out (as a summary)	nil	Summary of all incomplete NCRs
CPA Registered No	Selects entries matching requested Registered No. only.	Registered No.	One full page report on selected NCR
CPA	Selects all entries	nil	Full page reports on all NCRs
CPA	Selects all entries	nil	Summary of all NCRs

- Select appropriate report and enter desired data. **Note:** The summary reports are very brief and largely serve to identify reports for print out in full form through the Registered no. Query.
- The summary have counters for the number of entries to facilitate generation of other reports (e.g. % not closed out).
- Other reports can be generated by the QA Administrator upon request.

Example - Report to Supplier of faulty parts
- To generate a report to send to a faulty supplier, fill in the form. Check the box "Corrective Action Required" and leave Corrective Action section blank.
- Identify by the summary reports the correct NCR number. Type that number in the Report - CPA Registered Number Query section and print out the report.

Review Database (e.g. to get a consistent supplier name).
- Close the entry form by clicking on the upper right X box of the form (not the top right Access close X). A grey screen is displayed with the 'Objects' Dialog box.
- Click on Tables. There is only one table. Click on the table

Review:
- Incomplete NCRs and other NCRs and the quality system in general are reviewed by Management at Management Review Meeting. This review shall be conducted to identify and eliminate any potential non-conformances. Management reviews shall be conducted in accordance with Management Responsibility Procedure.
- Note: Efforts should be made to ensure that all completed NCRs have been signed off in the Completed - Authorised Signature box. Otherwise it will appear as an incomplete NCR which will require management review.
- Closing off an NCR means all possible information has been obtained from it and no further discussion is required at management review.