CLAUSE 10 BEST PRACTICE: NON-CONFORMANCES

ISO Quality Services share how they increased the number of non-conformances being raised, resulting in smoother operations with reduced issues.

Challenges

- How can we get the the team to raise non-conformances?
- How can we make the process easy and less time consuming?
- How can the process be made more discreet?
- How can we better analyse the data for trends?

Solution

- Introduced a **confidential** email address known as 'feedback@' for all non-conformances (NC), improvement opportunities (OFI), complaints, supplier issues and customer feedback.
- Emails are reviewed in the weekly leadership meeting.
- Emails are separated in to three categories: NC, OFI and customer Satisfaction results / client query. They then follow a detailed process to ensure it is correctly addressed and recorded.
- All parties are kept up to date with the status and outcome. This may include an immediate action, being added to the issues list for the next MRM or to the agenda for the next departmental meeting or best practice.
- Issues are recorded on a simple spreadsheet which can be filtered. Details include which area of the business they relate to and any corrective and preventive actions.

What is a non-conformance?

Something that has happened that shouldn't have.

What are the benefits of raising them?

- Saves time and money on recurring problems
- More efficient use of resources
- Improved customer satisfaction and reduction of complaints
- Opportunities for improvement are identified
- Training needs are identified within the business

Results

- Dramatic increase in the number of NCs being raised from 2-3 per week to 20 at its peak. This has been reduced to an average of 4 per week.
- Better analysis of trends, helping solve issues permanently.
- Feedback is reviewed in a timely manner and ensures nothing is missed.
- Improved communication across the team.

TOP TIPS

- View NCs as an OFI, not a weakness.
- Make the process simple and confidential.
- Spread the responsibility for reviewing issues and report back to the relevant teams.
- Add it to your weekly agenda, it will feel like a smaller task in the long run.
- Ensure you analyse trends, don't just fight fires!

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