



**JARAMOGI OGINGA ODINGA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

DOCUMENT: PROCEDURE FOR NON CONFORMING PRODUCTS
DOC. NO: JOOUST/OP / 04

AUTHORIZED BY: VICE-CHANCELLOR SIGNATURE: 

ISSUED BY: QUALITY MANAGEMENT REPRESENTATIVE SIGNATURE: 
REPRESENTATIVE

0.1 DOCUMENT DISTRIBUTION

S. NO	TYPE	OFFICE
i.	Original	QMR
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0.2 DOCUMENT CHANGES

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1.0 Purpose

To ensure that Non-Conforming Products/services are identified and controlled to prevent their intended use or delivery.

2.0 Scope

This procedure applies to all non-conformities identified and recorded in JOOUST.

3.0 References

- i. ISO 9001:2015 Standard
- ii. JOOUST Quality Manual

4.0 Acronyms, Abbreviations and Definitions

- i. QMR : Quality Management Representative
- ii. QMS : Quality Management System
- iii. JOOUST: Jaramogi Oginga Odinga University of Science and Technology
- iv. VC: Vice-Chancellor
- v. DVC, PAF: Deputy Vice-Chancellor, Administration and Finance
- vi. DVC, AA: Deputy Vice-Chancellor, Academic Affairs
- vii. DVC, RIO: Deputy Vice-Chancellor, Research, Innovation and Outreach
- viii. PR: Public Relations
- ix. FHs: Functional Heads (DVC, Deans, Directors, Registrars, Heads of Sections/Units, Chairpersons of Departments)
- x. Functions: Operative units within the University such as Divisions, Schools/Departments and Directorates

5.0 Responsibilities:**5.1 Principal Responsibility**

The QMR shall ensure that this procedure is effectively implemented.

5.2 Other Responsibilities

FHs shall be responsible for the effective implementation of this procedure through the identification of non-conformities which arise within their jurisdiction.

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6.0 Method

6.1 Identification and recording of nonconformities

6.1.1 Non-conformities may be identified during internal (1st party) audits, supplier (2nd party) audits or external (3rd party) audits.

6.1.2 Non-conformities identified during internal audits conducted as per JOOUST/OP/03 Internal audit procedure shall be recorded by the internal auditors in the CAR forms and summarised in the audit reports by the QMR.

6.1.3 Non-conformities identified during external audits by external agencies on JOOUST QMS shall be recorded by the auditors as CARs and captured in their audit summary reports compiled and forwarded to MRC for action.

6.2 Non-conformities identified by employees during daily activities

6.2.1 University employees who encounter non-conformities during their daily activities in any function shall record such non-conformities in the departmental non-conformities registers containing details similar to CAR forms.

6.2.2 The employees may also record in the complaints/compliments registers complaints brought to their attention by customers.

6.2.3 The employee having recorded the nonconformity shall notify the concerned Functional Head for corrective action and the QMR for follow up.

6.2.4 The Functional Head shall check on a monthly basis the complaints/compliments register, non-conformities register, including anonymous complaints/compliments and address them accordingly

6.3 Non-conformities identified and communicated through the suggestion boxes

6.3.1 The PR Function shall on a weekly basis check the suggestion boxes for any feedback posted by employees, customers or other stakeholders.

6.3.2 Such feedback received through the suggestion boxes shall be analysed as and any nonconformities acted upon

6.3.3 Corrective action for the identified nonconformities shall be recorded in the non-conformities register within functional units/departments.

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6.4 Nonconformities identified through Customer complaints

- 6.4.1 Customer complaints received through the department shall be recorded in the customer complaints register maintained by the department.
- 6.4.2 The FH shall determine the University department responsible for processing of the registered complaint and communicate the complaint details to the responsible departments for further action e.g. QMS service related complaints shall be channelled through the QMR for processing and implementation of corrective actions.
- 6.4.3 FHs responsible for the complaint shall record it in the departmental customer complaints registers and take appropriate corrective action.

6.5 Preclusion from original intended application or release

- 6.5.1 Finished product/services with non-conformities that do not impact on the usability of the product/service shall be precluded from intended delivery and the non-conformity addressed, the product/service re-verified for conformance to requirements before delivery.

6.6 Delivered non-conforming product/service

Nonconforming product/service detected by the University or the customer after delivery or use of the product/service by the customer shall be dealt with in any of the following ways:-

- 6.6.1 In cases where the delivered product/service is nonconforming by failure to meet customer requirements but the delivered product/service can be utilised by the customer, The University through DVC, Academic Affairs shall advise the customer accordingly and seek customer approval for use of such product/services. Concessionary terms shall be agreed between the University and the customer for the product/services in question and approved as credit notes or fees rebates to the customer as may be applicable. The DVC, Academic Affairs shall prepare concession reports as applicable.
- 6.6.2 The nonconforming product/service as dictated by the nature and potential effects of the nonconformity and where the same cannot be used by the customer shall be recalled by the University. The recalled product/services

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shall be handled by employing appropriate disposition actions which include but not limited to re-sitting exams to meet standard requirements, repeating the academic year or discontinuing/scraping.

6.7 Nonconforming product/services control reports

- 6.7.1 FH shall submit to the QMR reports on nonconforming product/services encountered in their functions, their controls and corrective measures for inclusion in the QMS performance reports.
- 6.7.2 The QMR shall collate nonconforming products/services reports from FHs and include these in the QMS performance reports.
- 6.7.3 The QMR shall present the reports to MRC for action.

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