

## P2 S3 C6 Non Conforming Service Policy

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### PURPOSE AND POLICY CONSIDERATIONS

#### Overview

This procedure describes the management of non-conformance.

In this context Non-conformance covers;

- Malpractice Reports,
- Customer complaints.

#### Purpose

The purpose of this policy is to detect, control and rectify any aspect of non-conformance as quickly and efficiently as possible. Where necessary, any service that does not conform to our specifications is properly identified and controlled so that it cannot be delivered to a customer. The recording of aspects of non-conformance is carried out in order to promote action for the prevention of future problems therefore Forus Training. will maintain records of nonconformities and how they were dealt with.

### DEFINITIONS

**Non Conforming:** not to act in accord with the prevailing standards, attitudes, practices, etc., of society or a group.

### SCOPE

This procedure is applicable to all aspects of Forus Training. This policy works in conjunction with QP OC2 REV01 Corrective Action.

## QUALITY POLICY – POLICY STATEMENT

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## PROCEDURES AND PRACTICES

Outline the specific steps and/or guidance to be followed in order to implement the policy.

## COMMUNICATION PLAN

Stakeholders are informed about this Non Conforming Service Policy at induction.

## REFERENCES, SUPPORTING DOCUMENTS AND RELATES LEGISLATION

List any relevant legislation and quality guides referred to in drafting the policy – this is useful for when you come to reviewing a policy.

## WHO MUST OBSERVE THIS POLICY

State clearly who has a role in implementing the policy.