

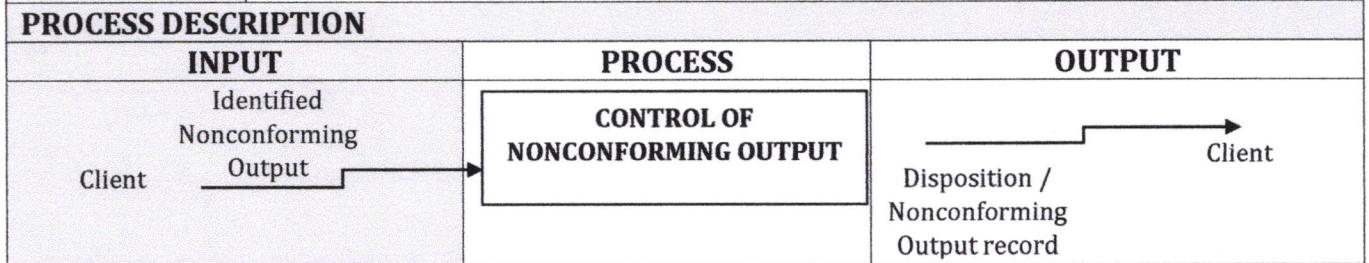


DILG REGION XIII (CARAGA)
**SYSTEM
 PROCEDURE (SP)**

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R13-SP-03

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| PROCEDURE TITLE | CONTROL OF NONCONFORMING OUTPUT |
| SCOPE | This process describes the procedure in identifying and controlling nonconforming output, including the disposition actions and responsibilities. |
| PURPOSE/S | To ensure prevention of unintended delivery of nonconforming output. |



DESCRIPTIVE STATEMENT:

The Process Owner identifies the nonconforming output, determine the appropriate disposition or action, and submit to DC or Head of Office for review and approval. The disposition is then implemented and verified. Copy of the signed Nonconforming Output record is submitted to QMS Secretariat for logging and consolidation.

| Step No. | Responsible Personnel | PROCESS/ACTIVITY | Details | References |
|----------|-----------------------------------|--|---|---|
| 1 | Process owner | Identify nonconforming output | <ul style="list-style-type: none"> Identify/detect and record nonconforming output such as: <ul style="list-style-type: none"> Typographical errors Other errors resulting from processing lapses Describe the detected nonconforming service. | <ul style="list-style-type: none"> Nonconforming Output Form (NOF) (FM-R13-SP-03-01) |
| 2 | Process owner | Decide appropriate disposition | <ul style="list-style-type: none"> Determine the appropriate disposition/recommended action to address the nonconforming service such as: <ul style="list-style-type: none"> Replacement Rework/Reprocess Other appropriate action Submit to Division Chief/Head of Office for review and approval. | <ul style="list-style-type: none"> Nonconforming Output Form (NOF) (FM-R13-SP-03-01) |
| 3 | Division Chief/OIC/Head of Office | Review and approve the recommended disposition | <ul style="list-style-type: none"> If recommended disposition is found in order, sign the NOF; else, return to Process Owner for appropriate action. | <ul style="list-style-type: none"> Nonconforming Output Form (NOF) (FM-R13-SP-03-01) |
| 4 | Process Owner, Division | Implement disposition | <ul style="list-style-type: none"> Process Owner: Record the implementation of the disposition. | <ul style="list-style-type: none"> Nonconforming Output Form |