

## NONCONFORMITY AND CUSTOMER COMPLAINTS

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**CONTENTS**

**1. SCOPE..... 3**

**2. REFERENCES..... 3**

**3. TERMS AND DEFINITIONS ..... 3**

**4. MANAGEMENT OF NON CONFORMITIES ..... 3**

    4.1. CLASSIFICATION OF NON CONFORMITIES (NC)..... 3

    4.2. REPORT OF NONCONFORMITY (RNC)..... 4

    4.3. TREATMENT OF NONCONFORMITIES (NC) ..... 5

    4.4. OBSERVATIONS MANAGEMENT (OSS)..... 5

**5. CUSTOMER COMPLAINTS ..... 5**

    5.1. DETECTION OF CUSTOMER COMPLAINT (RC) ..... 5

        5.1.1 Management of Complaints regarding SA8000 ..... 5

    5.2. CUSTOMER SATISFACTION..... 6

**6. INDICATORS..... 7**

**7. RECORDS..... 7**

**History of document**

<b>Description of modifications</b>	<b>Release</b>	<b>Pages</b>
This is the first edition of the document	1	7
Inserting paragraph dedicated to 4.4 OBSERVATIONS MANAGEMENT (OSS)	2	5

## 1. SCOPE

The following procedure establishes criteria of classification and the treatment of non-compliance and customer complaints are defined.

This procedure can be applied to all the products/ services of the organization.

## 2. REFERENCES

CODE	DESCRIPTION
MAQ80	Measurement, analysis and improvement
PRO85	Corrective and preventive actions

## 3. TERMS AND DEFINITIONS

Codes and acronyms used by organization are shown in MAQ30 section . They are also defined:

NC	Non conformity
RNC	Report of nonconformity
CA/ AC	Corrective action
CC/ RC	Customer complaint
OSS	Observation

## 4. MANAGEMENT OF NON CONFORMITIES

Non conformities for each process are defined in the respective procedures. The Report of nonconformity is handled according to the following paragraphs.

### 4.1. CLASSIFICATION OF NON CONFORMITIES (NC)

The NCs concern the Integrated Management System and in particular:

- all the processes of the Integrated Management System,
- characteristics of quality of the product / service,
- integrity and efficiency of plants and equipment,
- safety and health of the workplace.

NCs are classified and managed according to the following table:

Type of NC	A	B	C
Features of NC	SEVERE	LOW	OF SYSTEM
	NC makes the product / service unusable for the purpose for which it is intended  There is a significant economic damage	Slight differences between contract and supply requirements are highlighted  There is not a significant economic damage	The NCs highlight the inadequacy or inefficiency of IMS procedures or work instructions
Example	A delay of delivery causes a cancellation of the order by the Customer.  An error in the development activity leads to remake the project.	An incomplete supply causes a customer's complaint  An error in the development activity require slight modifications	No recordings are available as expected in the procedure  Assignment of responsibility is not well defined
Compiling NC (What happened)	Sales  Production or testing (responsible function)	Sales  Production or testing (responsible function)	QMR
Correction (remedy) (What to do right away)	Sales> QMR  Production or testing > QMR  (responsible function)	Sales> QMR  Production or testing > QMR  (responsible function)	QMR
Corrective Action (What to do to solve the problem definitively)	Sales> QMR  Production or testing > QMR  (responsible function)	Sales> QMR  Production or testing > QMR  (responsible function)	QMR
Resp. Check AC execution	QMR as Responsible of the Group of Check	QMR as Responsible of the Group of Check	Responsible of the Group (different from QMR)

*Note: The sign> indicates who decides if the previous one is unavailable.*

NCs are annotated on MOD83 and QMR provides for progressive numbering of models.

#### 4.2. REPORT OF NONCONFORMITY (RNC)

The RNC reported on MOD83 is subdivided into 4 parts:

- first part: it describes the detected NC and it identify the author and the date of the detection;
- second part: it describes the measure taken to remedy the NC, who decided it and who did it and when;

- third part: it describes, when it is found that NCs are critical and / or repetitive and when the causes have been identified, the AC adopted to avoid NC repetition, who decides AC and the response to effectiveness AC;
- Customer Satisfaction Analysis (limited to Customer Complaints).

The RNC could be enriched of reports, drawings and other external or internal documents.

The ACs are kept under control by QMR.

#### 4.3. TREATMENT OF NONCONFORMITIES (NC)

The treatment of NCs is the immediate measure to adopt in case of detection of NC. The treatment of NC can be:

- **segregation and rejection** if it is not possible to implement corrective treatments,
- **acceptance** under concession by the Customer. The concession of the Customer need to be confirmed and documented,
- **remaking** in order to correct the nonconformities or the nonconforming features,
- **substitution or integration** of an incomplete supply or requirement and so on.

#### 4.4. OBSERVATIONS MANAGEMENT (OSS)

In the event that Observations are made as IMS-based surveys and defined as anomalies that have no impact on the management system at the moment, but which may, in time, degenerate into nonconformity and be kept under control (eg situation surveys indicating potential risk or danger, clarifications or notes to draw the attention of the Organization or auditor for future evaluations), the organization is required to register (MOD83), to analyze the causes, define any actions to resolve them and implement these actions.

### 5. CUSTOMER COMPLAINTS

#### 5.1. DETECTION OF CUSTOMER COMPLAINT (RC)

Complaints can be registered by every person in the organization on the RNC MOD83 form.

In the report could be added the following information:

- a written communication from the Customer (fax or letter)
- additional drawings and documents to explain the complaint,
- technical documents

Customer Complaints are always handled as severe NC.

##### 5.1.1 Management of Complaints regarding SA8000

The internal and external interested parties may submit their complaints / suggestions concerning the topic covered by the SA8000 also to the SPT and / or the SA8000 Workers' Representative..

Employees can also submit complaints and suggestions anonymously

The SPT with periodic frequency:

## IMS Procedure

### PRO83 – Nonconformity and Customer complaints

- collects modules,
- verify the truthfulness of the complaint and the proposals for improvement,
- with the Workers' Representative for the SA8000, carries out a preliminary analysis of the causes that generate the complaint.

If necessary, they initiate a corrective action aimed to implement an improvement plan, indicating the liability and the timing of it. The QMR provides to the employee or to the external staff who has filed the complaint (if he or she has declared his / her identity) the communication of the ongoing improvement plan or the implementation of the remedial action to the problem ensuring that it will be managed within 30 days from reception. If the complaint does not have a "paternity" (anonymous complaint) SPT publishes the solution adopted by posting the ongoing improvement plan or the implementation of the remedial action to the raised issue.

Alerts, complaints or proposals of improvement can be addressed to SGS Italia Spa Certification Body:

- e-mail: [sa8000@sgs.com](mailto:sa8000@sgs.com) (anonymous mailbox)

Alerts and complaints can be submit to SAI (Social Accountability International located in New York and it represents the entity issuing the Standard SA 8000) to the address SAI-SAAS – SOCIAL ACCOUNTABILITY INTERNATIONAL:

- 220 East 23rd Street, Suite 605, New York, New York 10010 USA
- fax (212) 684-1515
- Email [saas@saasaccreditation.org](mailto:saas@saasaccreditation.org)

NB: We suggest to submit complaints and suggestions firstly to Microtest Srl.

If case of unresolved or unsatisfactory solution you can contact the SGS Certification Body directly.

If also in this case the reply is not satisfactory we suggest to contact SAI.

## 5.2. CUSTOMER SATISFACTION

The last section of MOD83 form includes a short questionnaire in order to monitor the Customer Satisfaction.

## 6. INDICATORS

Some indicators are listed below.

INDICATOR	MEASUREMENT	FREQUENCY
Type of NC and RC	Number of RNC for each class Number of RC for the object of the complaint	Six-monthly
Satisfaction of RC	In order to compute the answer assign 1,3,5 or 7	Six-monthly
Reaction time	hours / days employed to answer to a RC	Six-monthly

## 7. RECORDS

Records are organized as follows:

TYPE OF DOCUMENT	RESPONSABLE OF RECORD	RETENTION OF RECORDS	TIME OF RETENTION
MOD83	Process Owner	QMR	3 years
MOD831	Process Owner	QMR	3 years