

Rose Electronics Distributing Co., Inc.

Quality Manual

MAN-08-3

MEASUREMENT ANALYSIS AND IMPROVEMENT

Section 8.3

Section Rev.: 0001

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Control of Nonconforming Product

GENERAL POLICY

Nonconforming product is identified, documented, evaluated, and prevented from being used or shipped. Responsibility for evaluation and disposition of nonconforming product is established and defined. When necessary the customer is contacted and involved in the disposition of the nonconforming material. Repaired or reworked products are re-inspected. Appropriate actions are taken when product nonconformity is identified after delivery. When appropriate, corrective and preventive actions are implemented to prevent recurrence of identified nonconformities.

PROCEDURAL POLICIES

1. Identification and documentation

- 1.1 ROSE Electronics identifies and documents all product nonconformities as defined in Procedure QOP-83-01, Control of Nonconforming Product. Product nonconformity records are invaluable for tracking performance and trends, and for identifying areas where corrective or preventive actions should be implemented.
- 1.2 Nonconforming products are documented using a FORM 83-01A, Product Nonconformity Report. It describes the nonconformity, documents the disposition decision, and records close-out of follow-up activities (re-inspection, concessions, corrective actions, etc.).
- 1.3 To prevent nonconforming products from being used or shipped, the products are tagged and/or marked as Nonconforming Material and are segregated.

2. Nonconformity review and disposition

- 2.1 The responsibility for disposition of nonconforming material lies with the Material Review Board (MRB). The MRB consist of a representative from Purchasing, Manufacturing operations, and Quality Assurance. In the event the nonconformity does not effect quality or operation of the material, i.e. packaging, color, etc. the Purchasing manager may request the customer be contacted for a waiver. 2.2 The disposition alternatives are limited to:
 - Return to vendor
 - Rework or Return to stock
 - Scrap

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Control of Nonconforming Product

- Use as is
 - Further evaluation required
- 2.2 Detailed rules for nonconformity review, for making the disposition decision, and for recording these activities are provided in Operational Procedure QOP-83-01, Control of Nonconforming Product.
- 3. Re-verification of repaired or reworked product**
- 3.1 Repaired or reworked products are re-inspected in accordance with applicable procedures and instructions (refer to Procedures QOP-74-03, Verification of Purchased Product; QOP-82-04, In-process Inspections; or QOP-82-05, Final Inspection, as applicable).
- 4. Product returns and recalls**
- 4.1 When product nonconformity is detected by the customer after delivery or use has started, the customer is instructed to return the product, or a part, on a return authorization number issued by customer service.
- 4.2 When product nonconformity is detected internally after delivery or use has started, customers are informed and instructed what to do with the product. In situations when the nonconformity may create a safety or other hazard, the product may be recalled. Only the President of the company is authorized to make recall decisions.

ASSOCIATED DOCUMENTS

- Operational Procedure QOP-83-01: Control of Nonconforming Product
- Operational Procedure POP-74-03: Verification of Purchased Product
- Operational Procedure QOP-82-04: In-process Inspections
- Operational Procedure QOP-82-05: Final Inspection