



PROCESS MANUAL
BUREAU OF LOCAL GOVERNMENT
FINANCE

BLGF-PM-05-01

Revision Code: 00

Page 1 of 3

Section: **IMPROVEMENT**

Effectivity Date: 01-19-2018

Subject: **CONTROL OF NON-CONFORMING SERVICES**

1. PURPOSE:

To ensure that nonconforming services are identified and controlled to prevent recurrence.

2. SCOPE:

This procedure starts from the identification of nonconforming service up to the implementation and follow-up on the corrective action.

3. DEFINITION OF TERMS:

- a. **Correction** – action to eliminate a detected non-conformity.
- b. **Non-conformity** – Non-fulfilment of a requirement.

4. RECORDS:

TITLE/CODE	LOCATION	RETENTION CRITERIA	RETENTION PERIOD	DISPOSAL METHOD
1. Non-conformance Report	Admin QMS Files	NAP R.A.9470	10 years	As per NAP Rules
2. Correction Report	Admin QMS Files	NAP R.A.9470	10 years	As per NAP Rules

5. REFERENCES:

5.1 ISO Clause Reference

Clause 10 – Improvement

Clause 8.7 – Control of Non-conforming process outputs, process, and services

5.2 Any document which supports the implementation of the procedure – N/A

5.3 Related documents linked to the procedure : Corrective Action Procedure

PREPARED BY: MANAGEMENT REPRESENTATIVE

APPROVED BY: EXECUTIVE DIRECTOR



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6. PROCEDURE:

ACTIVITY FLOW	RESPONSIBLE	DETAILS
<pre> graph TD START([START]) --> IDENTIFY[IDENTIFY NONCONFORMING SERVICE] </pre>	<p align="center">Initiating Staff</p>	<p>Report any non-conformance that may have caused customer dissatisfaction, process or service non-conformance, or failure to meet targets.</p> <p>The non-conformance may be: External (Customer complaints, delays, wrong computation, etc.) Internal (Unmet targets, wrong entries/ billing/ computations, wrong communication/ information, etc.)</p>
<pre> graph TD IDENTIFY --> DETERMINE_RESP[DETERMINE RESPONSIBLE PROCESS OWNER] </pre>	<p align="center">Initiating Staff</p>	<p>Determine process owner responsible and inform process owner</p>
<pre> graph TD DETERMINE_RESP --> DETERMINE_CAUSE[DETERMINE CAUSE OF NON-CONFORMING SERVICE] DETERMINE_CAUSE --> A{{A}} </pre>	<p align="center">Process Owner</p>	<p>“Investigate reasons for the non-conformance (may use 5Whys in combination with other preferred root cause analysis tool)”</p> <ul style="list-style-type: none"> • Interview personnel concerned • Review records • Verify with external, internal customers

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ACTIVITY FLOW	RESPONSIBLE	DETAILS
	<p align="center">All Concerned</p>	<p>Record and report of action taken. Discuss with respective Division Chief, Service Director, and Management Representative.</p>
	<p align="center">Management Representative</p>	<p>Determine whether nonconforming service has been corrected. Verify effectiveness of corrective action. Record results in log sheet.</p>
	<p align="center">Management Representative/ Personnel Concerned</p>	<p>Determine root cause of nonconforming service. Record in log sheet.</p> <p>Refer to Corrective Action Procedure.</p> <p>Prepare a summary of the non-conforming services at the end of the month for reference purposes.</p>

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