




**NATIONAL LIBRARY OF THE
PHILIPPINES**

**QMS
PROCEDURES**
Control of Nonconformity

	<p style="text-align: center;">NATIONAL LIBRARY OF THE PHILIPPINES T.M. Kalaw Street, Ermita, Manila, 1000 Philippines</p> <p style="text-align: center;">QUALITY MANAGEMENT SYSTEM PROCEDURES</p> <p style="text-align: center;">CONTROL OF NONCONFORMITY</p>	Ref No.	NLP-006
		Date of Effectivity	03 October 2018
		Revision No.	1
		Page No.	Page 1 of 8

CONTROL OF NONCONFORMITY

1.0 Purpose

This procedure shall establish the requirements for reviewing nonconformities (including customer complaints); determining the causes of the detected and potential nonconformities; evaluating the need for action to prevent the occurrence and recurrence of a nonconformity; determining and implementing action needed; recording the results of action/s taken; and defining the controls and related responsibilities and authorities for dealing with nonconforming products and services.

2.0 Scope

This procedure defines the requirements for identifying, processing, and disposition of nonconforming products and services.

3.0. Definition of Terms

Correction

Action to eliminate a detected nonconformity.

Conformity

Fulfillment of a requirement.

Nonconformity (NC)

Failure to comply with a requirement.

Nonconforming product/service


Any product/service provided to customers which is found to not conform to requirements. These requirements may be customer requirements, statutory/regulatory requirements, or any other requirement deemed by NLP.

3.0 Procedure

3.1. Identification of Nonconforming products/services

Nonconforming products/services may be detected through or as a result of (but not limited to) the following:

- Statutory and Regulatory Requirements
- Client Feedback/ Customer Satisfaction Surveys
- Products and Service Realization

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		Date of Effectivity	03 October 2018
		Revision No.	1
		Page No.	Page 2 of 8

- Audit Activities
- Management Reviews
- Suppliers Performance
- Benchmarking

3.2. Discovery and Reporting

3.2.1. Nonconforming service can be discovered at any time, by any person or organization, including employees, the customer, regulatory authorities, etc.

3.2.2. When nonconforming products/services are discovered by employees, this shall be documented on the Request for Action (RFA) Form. If the nonconforming product/service is reported by a third party, including a customer, the appropriate employee shall capture the information provided by the third party on the RFA and shall include applicable notes, emails, or other documentation.

3.2.3. The RFA is sent to the relevant Division Chief for review and initial confirmation of the NC. If it is determined the NC did not occur, this can be noted and the RFA closed without further action. If the issue is confirmed, the procedure shall continue.


3.2.4. The IQA Team shall then document details of the RFA and the relevant division shall conduct a root cause analysis, utilizing other personnel and resources as necessary.

3.2.5. The relevant Division Chiefs will then oversee the correction of the nonconforming product/service. All such actions shall be documented on the RFA form.

4.0. Control of Nonconformity Matrix

4.1 Management


Nature of Nonconformity	Disposition/ Control Measure	Responsibility
Unachieved Quality Objectives, KPIs, OPCR, IPCR, DPCR, MFOs	Issue Request for Action Reiteration of Quality Objectives, KPIs, OPCR, IPCR, MFOs	Office of the Directors All NLP Divisions

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		Date of Effectivity	03 October 2018
		Revision No.	1
		Page No.	Page 3 of 8

Internal Audit Findings	Issue Request for Action	Office of the Directors
Late submission of required reports (e.g. IPCR, DPCR, Accomplishment Report, SALN, Application for Leave, Budget proposals, etc.)	Reminder and follow up with the employee/s concerned Reiteration of policies Monitoring	Office of the Directors All Divisions
Stakeholder complaints (delay in processing documents, delay in providing requests, incomplete resources, etc.)	Report to Division Chiefs concerned Issue Request for Action Reiteration of policies Monitoring	Office of the Directors All NLP Divisions

4.2 Operations

Nature of Nonconformity	Disposition/ Control Measure	Responsibility
4.2.1 Acquisition		
Clerical errors on the following: <ul style="list-style-type: none"> • Reports • Certificates • Handouts • Correspondence Accession Registry	<ul style="list-style-type: none"> • Retrieve • Review and revise • Resend 	All NLP Divisions
4.2.2. Access		
Incomplete information presented by stakeholders	Request for additional information from	Filipiniana Division Reference Division


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		Date of Effectivity	03 October 2018
		Revision No.	1
		Page No.	Page 4 of 8

	stakeholders	ITD
4.2.3 Preservation and Conservation		
Non-availability of archival quality materials	Conduct research on international and local suppliers in advance	FAD
4.2.4 Production		
Delay in the processing and delivery of library materials to the Reading rooms	Remind division concerned Follow up on delivery	Reference Filipiniana BSD Catalog CDD
Irregular release of NLP newsletters	Ensure regular submissions of reports on all NLP activities Set frequency of release of NLP newsletter	RPD All other NLP Divisions
Inaccurate information presented to stakeholders	Improve information dissemination about NLP Update the database/ finding aids	RPD
Delay in the release of the NLP Annual Report	Ensure regular submission of division annual reports Follow up on submissions	RPD All other NLP Divisions


5.0. Control of Nonconforming Outputs Matrix

5.1 Support


Nature of Nonconformity	Disposition/ Control Measure	Responsibility
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		Date of Effectivity	03 October 2018
		Revision No.	1
		Page No.	Page 5 of 8

Financial Management		
Late submissions of financial reports (BFAR) to DBM and COA	Follow up input from various divisions	FAD DO
Delay in the release of monthly budget	Provide divisions with budget calendar and GAAM schedules	All NLP Divisions
Human Resource Management		
Lack of training plan based on personnel competencies and needs	Identify personnel competencies and needs Formulate training plan	Human Resource Management Section
Outdated Merit, Selection and Promotion Plan (MSP)	Update MSP	Promotions and Selections Board
Lack of evaluation of the effectiveness of training and other interventions	Create evaluation tool	Human Resource Management Section
Procurement Management		
Delays in procurement	Evaluation of financial plan and procurement plan	Bids and Awards Committee Budget Section Accounting Section

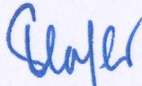
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		Date of Effectivity	03 October 2018
		Revision No.	1
		Page No.	Page 6 of 8

Information and Communication Technology Management		
Limited number of workstations available for employee and client use.	Encourage sharing of workstations	All NLP Divisions
Physical Resources Management		
Outdated inventory of physical resources	Schedule regular inventory of physical resources	Supply Section FAD
Documentation Management		
Deviation from the procedures on maintenance and retention of documented information	Orientation of NLP employees on procedures on maintenance and retention of documented information	QMS Deputy Team Leader QMS Secretariat

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		Date of Effectivity	03 OCTOBER 2018
		Revision No.	1
		Page No.	Page 7 of 8

6.0. Approval

Revised by:



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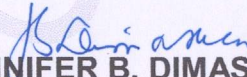


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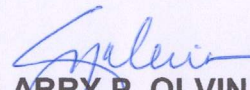
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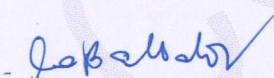
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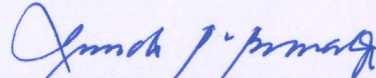
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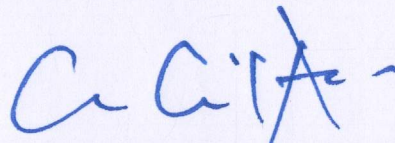


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		Date of Effectivity	03 OCTOBER 2016
		Revision No.	1
		Page No.	Page 8 of 8

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