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|------------|------------------------------------|------------|------------|
| DEPARTMENT | OEC-MR-NC-P-01                     | ISSUE DATE | REVISION # |
| MR         |                                    | 2015-12-01 | 0.0        |
|            | NON CONFORMANCE MANAGEMENT PROCESS |            | PAGES      |
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**PURPOSE**

To ensure that any major non-conformance is identified, segregated and appropriate action is taken to correct/rectify the nonconformity

**SCOPE**

This process is applicable to any non-conformance identified during any operational activity carried out at OEC Records Management Company

**REFERENCE**

Quality System Manual

**RESPONSIBILITY**

Personnel identifying non-conformity from the different functions at OEC Records Management Company

**PROCEDURE / DESCRIPTION OF ACTIVITIES**

Refer to the flow chart for the detailed steps.

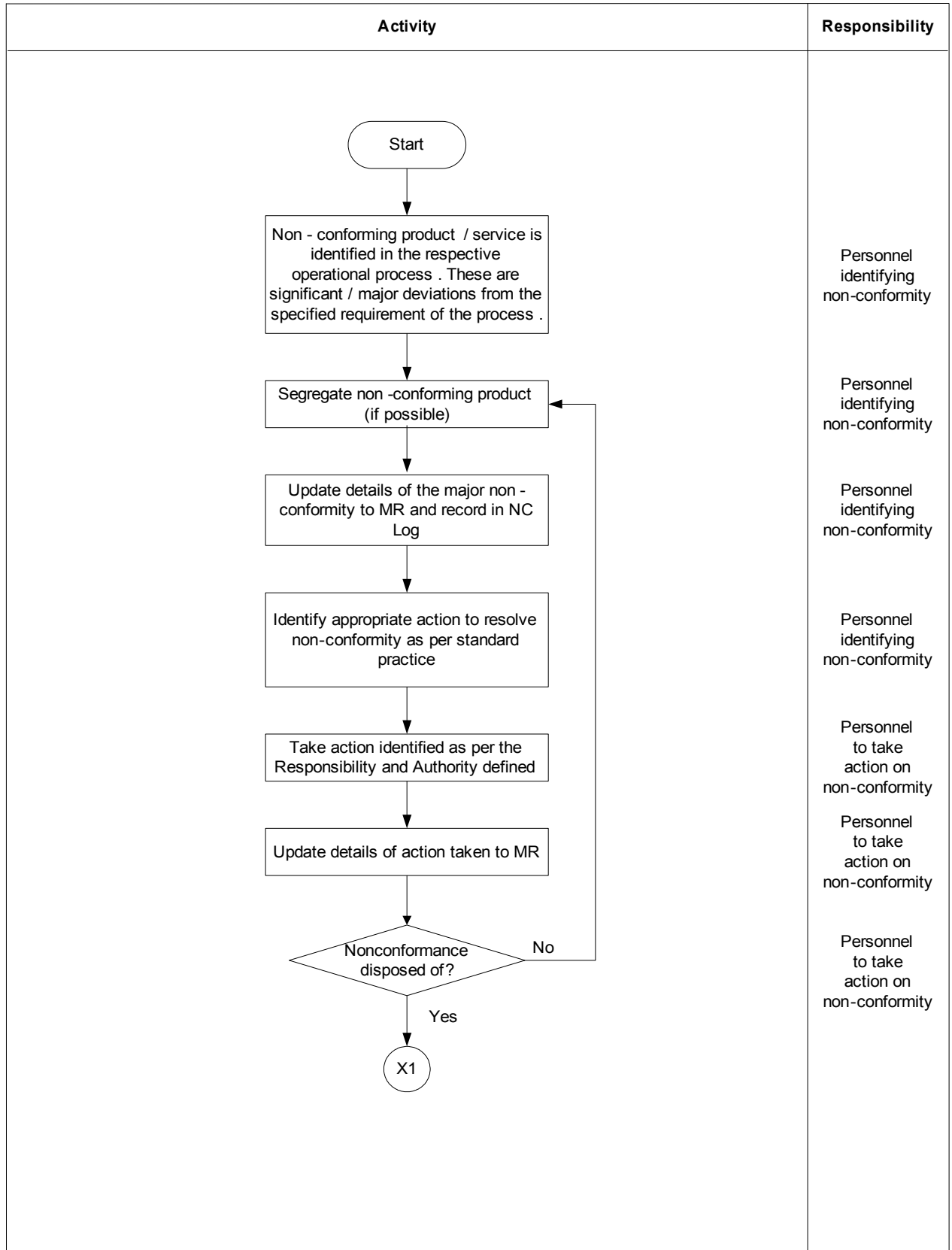
**ENCLOSURES**

List out any 'Tables' or 'Flowcharts' enclosed with the Procedure as a part of the Procedure.

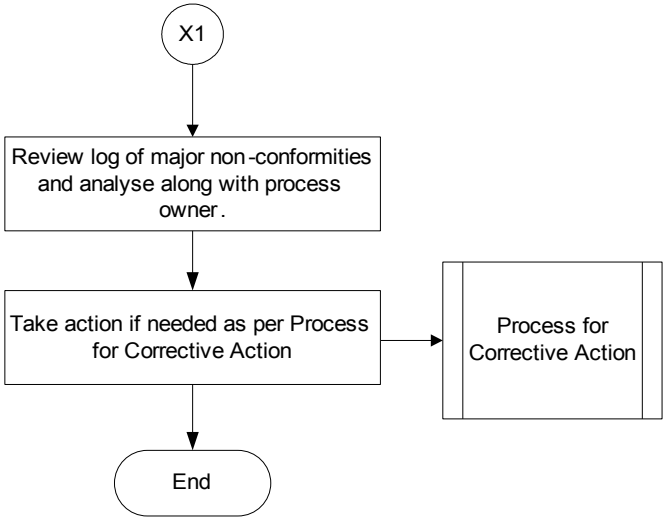
**FORMATS / EXHIBITS**

| Record Number  | Record Title                              | File Name                                 | Location of Record | Responsibility | Retention Period |
|----------------|---|---|--------------------|----------------|------------------|
| OEC-MR-NC-F-01 | Non-conforming Product / Service Register | Non-conforming Product / Service Register | MR's office        | MR             | Ongoing          |

|            |   |                   |               |
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| Activity  | Responsibility  |
|---|---|
|  <pre>                     graph TD                         X1((X1)) --&gt; A[Review log of major non-conformities and analyse along with process owner.]                         A --&gt; B[Take action if needed as per Process for Corrective Action]                         B --&gt; C[Process for Corrective Action]                         B --&gt; D([End])                 </pre> <p>The flowchart starts with a start symbol 'X1'. It leads to a process box: 'Review log of major non-conformities and analyse along with process owner.'. This leads to another process box: 'Take action if needed as per Process for Corrective Action'. From this second box, an arrow points to a document symbol 'Process for Corrective Action'. Finally, an arrow points from the second process box to an end symbol 'End'.</p> | <p>Management Representative</p> <p>Process Owner</p> |