

Mopilya.com

Nonconforming Output, Correction and Corrective Action SOP

ISO 9001:2015 Aligned Controlled Document

Document Code	MOP-QMS-SOP-002	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	QMS Coordinator / Operations Manager	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	Product, service, process, supplier and customer nonconformities	Confidentiality	Internal Use

Important note: This document is a ready-to-edit QMS draft. It should be reviewed, approved, and customized by Mopilya process owners before official release or certification use.

Document Revision History

Rev.	Date	Description of Change	Prepared / Reviewed / Approved
0	20-Jun-2026	Initial issue prepared for ISO 9001:2015 QMS implementation.	Prepared by OpexEdge; to be reviewed and approved by Mopilya management.

1. Purpose

To identify, control, correct, investigate, and prevent recurrence of nonconforming outputs and process failures affecting Mopilya customer orders and QMS performance.

2. Scope

Applies to wrong specification, defective product, damage, late delivery, failed delivery, supplier errors, customer complaints, audit findings, process deviations, and repeated performance failures.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 8.7 - Control of Nonconforming Outputs	Ensures nonconforming products/services are identified and controlled.
Clause 10.2 - Nonconformity and Corrective Action	Ensures causes are investigated and recurrence is prevented.
Clause 9.1 - Monitoring and Measurement	Uses NCR/CAPA data to evaluate performance.

4. Definitions

Term	Definition
Nonconformity	Failure to meet a requirement.
Correction	Immediate action to fix the detected problem.
Corrective Action	Action to eliminate the cause of a nonconformity and prevent recurrence.
Disposition	Decision on how to handle nonconforming output: accept by concession, rework, repair, replace, return, scrap, refund, or cancel.

5. Responsibilities

Role	Main Responsibilities
Any Employee	Reports suspected nonconformity immediately.
Quality / QMS Coordinator	Logs NCRs, supports root cause analysis, verifies corrective action effectiveness.
Operations	Controls affected product/order and implements correction.
Process Owner	Investigates cause and implements corrective action.
General Manager	Approves major customer/supplier financial decisions and high-risk concessions.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Identify potential nonconformity from inspection, delivery, complaint, supplier update, audit,	Any Employee	Issue reported.

	KPI review, or employee report.		
2	Protect customer and operations: hold product, stop delivery, block order, inform owner, or prevent use.	Operations / Quality	Affected output controlled.
3	Create NCR with order number, supplier, description, evidence, severity, immediate action, and owner.	Quality / QMS Coordinator	NCR record opened.
4	Decide disposition: correct, rework, repair, replace, return to supplier, deliver by customer-approved concession, refund, or cancel.	Operations / Quality / Customer Care	Disposition recorded and approved.
5	Implement correction and verify the corrected output before release.	Operations / Quality	Verification evidence retained.
6	Assess need for corrective action based on severity, recurrence, customer impact, supplier impact, or audit requirement.	QMS Coordinator / Process Owner	CAPA required or not required decision recorded.
7	For CAPA, perform root cause analysis using 5 Why, fishbone, or evidence review.	Process Owner	Root cause recorded.
8	Define corrective action with owner, due date, resources, and expected result.	Process Owner	CAPA plan approved.
9	Implement action and verify effectiveness after an agreed period or sample of orders.	QMS Coordinator / Process Owner	Effectiveness check recorded.
10	Close NCR/CAPA or escalate if ineffective.	QMS Coordinator	Closure evidence retained.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
NCR Log	QMS Coordinator	5 years	NCR/CAPA folder
NCR Form	QMS Coordinator	5 years	NCR/CAPA folder
CAPA Form	QMS Coordinator	5 years	NCR/CAPA folder
Root Cause Analysis	Process Owner	5 years	CAPA folder
Concession Approval	Operations / GM	5 years	Order folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Defective product delivered	Hold/block status and product release gate.	Stop delivery and notify customer if affected.
Same issue repeats	CAPA trigger based on recurrence and trend review.	Escalate to management review.
Concession given without customer approval	Concession approval and customer confirmation required.	Reverse concession decision and escalate.

9. KPIs

KPI	Suggested Target	Review Frequency
NCR closure on time	>= 90%	Monthly
Repeat nonconformities	Decreasing trend	Monthly
CAPA effectiveness pass rate	>= 85%	Quarterly

10. Related Documents / Forms

- MOP-QMS-FRM-005 NCR Form
- MOP-QMS-FRM-006 CAPA Form
- MOP-QMS-FRM-007 Root Cause Analysis Template
- MOP-QA-SOP-001 Receiving, Inspection and Product Release SOP

Approval

Prepared By	Reviewed By	Approved By
Name / Signature / Date	Name / Signature / Date	Name / Signature / Date