





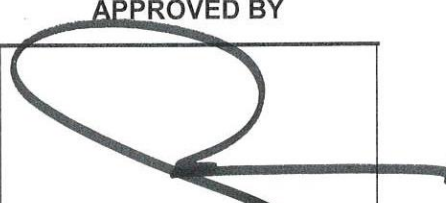
CONVENTION & EXHIBITION (PUTRAJAYA) SDN. BHD.


CONTROL OF NONCONFORMANCES

Co-X/QHS/SOP05

Revision No.: 00

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1.0 OBJECTIVE

The objective of this procedure is to ensure products, services or activities that are nonconforming to quality, health, safety, environmental or customer requirements are promptly identified, segregated, documented and corrected in accordance to Co-X requirements.

2.0 SCOPE


This procedure covers the services, products, or activities that are found nonconforming to ISO 9001, ISO 14001, or ISO 45001 requirements, including customer requirements.

3.0 DEFINITION

- 3.1 Co-X : Convention & Exhibition (Putrajaya) Sdn. Bhd.
- 3.2 PICC : Putrajaya International Convention Centre
- 3.3 CEO : Chief Executive Officer
- 3.4 QHSE : Quality, Health, Safety & Environment
- 3.5 NCAR : Non-conformance and Corrective Action Request
- 3.6 HOD : Head of Department
- 3.7 MR : Management Representative
- 3.8 ISO : International Organization for Standardization


4.0 RESPONSIBILITIES

- 4.1 Executive Chef and / or Chef De' Cuisine are responsible for handling of all non-conforming food items, and also to ensure effective re-work or disposal of non-conforming food item.
- 4.2 Executive Chef, Chef De' Cuisine, kitchen crew or store personnel are responsible to ensure nonconformity of incoming materials are promptly identified, segregated and communicated to the QHSE Department.
- 4.3 QHSE HOD or Safety Officer shall ensure that the actual or potential nonconformity that affect health, safety or environmental aspects are promptly identified, analyzed and actions are taken to control or correct it.
- 4.4 MR, HODs, Executive Chef, Chef De' Cuisine or Safety Officer is responsible to the issuance of NCAR and monitor the corrective action associated with the nonconformity.

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5.0 REFERENCE

- 5.1 ISO 9001:2015 Clause 10.2 – Nonconformity and Corrective Action
- 5.2 ISO 14001:2015 Clause 10.2 – Nonconformity and Corrective Action
- 5.3 ISO 45001:2018 Clause 10.2 – Incident, Nonconformity and Corrective
Action
- 5.4 Co-X/FBO/GCP09 Control of Non-conformances

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6.0 PROCEDURE

6.1 Nonconformance Detected

- 6.1.1 In the event of non-conformance related to QHSE processes, activities or against standards requirements and company policy, the person shall inform his / her direct HOD or the MR as soon as possible. Respective HOD shall analyze the problem to ensure that the problem detected is indeed a nonconformance issue.
- 6.1.2 The HOD will consider the nonconformance, and after consulting with respective personnel, agree such correction as deemed necessary to re-establish a satisfactory condition.
- 6.1.3 MR shall issue **NCAR (Co-X/QHS/SOP06-R01)** for further action and stop any work in progress, if necessary.
- 6.1.4 If nonconformity involved food item, the items shall be removed from the site or return to supplier, if applicable.
- 6.1.5 While pending for investigation and further action, the responsible personnel may place a tag or label as identification of nonconformity.

6.2 Investigation and Handling of Non-conforming Work

- 6.2.1 MR, respective HOD and other relevant personnel (supplier, contractor, or customers) shall analyze to determine the seriousness and impact on time, cost and quality requirements before mutually agree on the next action.
- 6.2.2 The result of the investigation is recorded on the NCAR and issued to the responsible party. The **NCAR Register (Co-X/QHS/SOP06-R02)** is also used to track the issuance and monitor the NCAR.
- 6.2.3 Upon investigation, the non-conformity shall be acted upon with appropriate action, where applicable, as follows:
 - 6.2.3.1 Correction.
 - 6.2.3.2 Return or suspension of provision of products and services.
 - 6.2.3.3 Informing the customer.
 - 6.2.3.4 Obtain authorization to use “as-is”, release or acceptance under concession.
- 6.2.4 Non-conforming raw materials are segregated and referred to the purchasing personnel for further follow-up, whether to reject or return to supplier.

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6.2.5 For non-conforming during process output i.e. work in progress (WIP) food item, they are segregated and Executive Chef and / or Chef De' Cuisine shall analyze and decide the rework process or scrape the WIP.

6.2.6 For non-conforming of prepared food item, the items are retained and refrained from sale to customer, and replacement are prepared if necessary.

6.3 Close-out of the Nonconformance

6.3.1 Respective HOD shall monitor the progress of rework or action taken to mitigate or correct the non-conformity. If actions have not taken within the appropriate time, he/she may refer the matter to the MR, or ultimately to the CEO where necessary.

6.3.2 Upon verification of action taken, the HOD or MR shall sign-off the NCAR form to close out the issues concerned.

6.3.3 Where applicable, written approval or acceptance shall be attached together with the NCAR as evidence of concessions obtained.


7.0 RECORDS

7.1 Co-X/QHS/SOP06-R01 Non-conformance and Corrective Action Request (NCAR) Form

7.2 Co-X/QHS/SOP06-R02 Non-conformance and Corrective Action Request (NCAR) Register

8.0 APPENDIX / ATTACHMENT

8.1 Process Flow

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PROCESS FLOW

<u>RESPONSIBILITY</u>	<u>OUTLINE</u>	<u>ACTION</u>
- MR , HODs, Executive Chef, Chef De' Cuisine	1 Determination of non-conformity	- MR / HODs / Executive Chef / Chef De' Cuisine to determine and analyze non-conformity for any problem detected
- MR , HODs, Executive Chef, Chef De' Cuisine	2 Stop work-in progress or remove rejected food item	- MR, QHSE HOD, Safety Officer, Executive Chef or Chef De' Cuisine to stop work-in progress, remove or quarantine for any non-conformity detected
- MR , HODs, Executive Chef, Chef De' Cuisine, Safety Officer	3 Issue NCAR	- MR, HODs, Executive Chef, Chef De' Cuisine, Safety Officer to issue NCAR for any non-conformity
- MR, HODs, relevant personnel	4 Investigate root cause	- MR, HODs and other relevant personnel to conduct investigation on the root cause
- MR, HODs, relevant personnel	5 Take Corrective Action	- MR, HODs and other relevant personnel shall be acted upon appropriate action
- MR, HODs	6 Verify Action Taken	- MR, HODs shall verify action taken - Refer CEO when necessary
- MR, HODs	7 Close Out	- MR, HOD shall sign-off the NCAR with evidence where applicable