



**Procedure 03**  
**CONTROL OF NON-  
CONFORMING OUTPUT**

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## 1.0 OBJECTIVES

- 1.1 To ensure that nonconformities are identified and controlled to prevent unintended use.

## 2.0 SCOPE

This procedure defines the requirements, responsibilities and authorities for controlling nonconformities which include nonconforming products (unclean and unsafe water), nonconforming product or work output of process owners and nonconforming product/service purchased from suppliers.

## 3.0 REFERENCES

- 3.1 ISO 9001:2015 Section 10.2  
3.2 Procedure for Corrective Action

## 4.0 RESPONSIBILITIES AND AUTHORITIES

All

## 5.0 PROCESS

### 5.1 Nonconforming Product

- a) The Division Managers or other personnel involved in production of potable water are prevented unintended processing for releasing to the concessionaires.  
This includes:
- 1) Positive on Coli form
  - 2) Problem on chlorination
  - 3) Water meter/line trouble
- b) In this case, water sample that fails on the water testing procedure shall be treated once again and required for re-testing and until the water is safe for concessionaires' consumption.



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- c) Water meter/ line trouble will be reported to the Commercial/Engineering Division for immediate action.

5.2 Nonconforming Product or Work Output of Process Owners

- a) All personnel designated to carry out particular work shall ensure that product/work outputs that do not conform to relevant requirements are not released for subsequent or final processing. In cases where nonconformity is noted only after release of one's product/work output, it shall be immediately reported for rework or reprocess.

5.3 Nonconforming Product/Service Delivered by Suppliers

- a) Purchased products/services shall be verified prior receipt or after initial use (whichever is practical and applicable) ensuring it complies with specified requirement. Any deficiency or nonconformity noted shall be reported to concerned supplier for appropriate action.

5.4 Handling of Nonconformities

- a) All noted nonconformities that lead to a complaint from Concessionaires or third party and which has great impact to BWD's QMS, non-conformity will be issued. (Please also see Procedure for Corrective Action)

**6.0 RECORDS**

- 6.1 Non-conformity Report  
6.2 Water Result Analysis