



**MASENO UNIVERSITY**

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1	06/03/2023	3	3.3. Reference to ISO 100013:2021 Guidelines on QMS Documentation	VC
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## 0.2 DOCUMENT DISTRIBUTION

This quality management procedure is available on the Maseno University Website for authorized users.

### 1. PURPOSE

The purpose of this procedure is to ensure that:

- i) Nonconforming Products or Services are identified and controlled to prevent their unintended use or delivery.
- ii) Corrective action is taken to enhance adherence to QMS.

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## 2. SCOPE

This procedure applies to all nonconforming products or services including both internally and externally provided in addition to those arising from customer complaints throughout Maseno University Quality Management Systems.

## 3. REFERENCES

- 3.1 ISO 9001:2015 – Quality Management Systems – requirements
- 3.2 ISO 9000:2015- Quality Management Systems –Fundamentals and vocabulary
- 3.3 ISO/100013:2021 Guidelines on QMS Documentation.
- 3.4 MSU/VC/MR/OP/01- Control Documented Information Procedure

## 4. DEFINITIONS OF TERMS & ABBREVIATIONS

### 4.1 Definitions of Terms Used:

For the purpose of this procedure the following terms shall apply in addition to those already defined in the Maseno University Quality Manual and MSU/VC/MR/OP/02:

**Non-conforming product:** Maseno University tangible products (certificates, publications, farm products, patents etc) or intangible products (services e.g. teaching, training, consultancies, etc) which do not conform to the relevant product or service requirements.

**Non conformity:** Non fulfilment of a requirement

**Corrective action:** Actions taken to eliminate the cause of an identified non conformity in order to prevent recurrence

**Audit:** Systematic and independent assessment of MSU quality activities to determine the extent to which they meet requirements and are effective

**Product requirements:** Customer defined, statutory and regulatory plus any other requirements determined by Maseno University specific to the product or service.

### 4.2 Abbreviations and Acronyms

**VC** - Vice-Chancellor

**DVC AFD** – Deputy Vice-Chancellor, Administration, Finance and Development

**HOD** – Head of Department

**MR** – Management Representative

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**MSU** --Maseno University

**PR** – Public Relations

**QMS** – Quality Management System

**SA** – Student Affairs

## 5. RESPONSIBILITIES

The MR shall ensure the effective implementation of this procedure together with HoDs who shall oversee the corrective action process.

## 6. METHOD

### 6.1 Identification and recording of nonconformities

6.1.1 Nonconformities shall be identified during internal (1st party) audits, supplier (2nd party) audits or external (3rd party) audits, complaints and during routine monitoring and evaluation of processes.

6.1.2 Nonconformities identified during internal audits conducted as per MSU/VC/MR/OP/02 Internal quality audit procedure shall be recorded by the internal auditors in the CAR forms and summarized in the audit reports by the MR.

6.1.3 Nonconformities identified during external audits shall be compiled by MR and forwarded to respective Departments/sections for action.

### 6.2 Review and evaluation of nonconformities

6.2.1 The HODs shall review nonconformities identified in their functions as contained in the raised CARs following internal and external audits as provided in the procedure for internal quality audits.

6.2.2 During reviews, the HODs shall coordinate determination of the root causes of the identified Nonconformity and update the same in the applicable form.

6.2.3 The HODs shall then take action to ensure that the nonconformities do not recur.

6.2.4 Nonconforming finished products/services, depending on the nature of the nonconformity, shall be reviewed through any applicable and acceptable methods with authority of the Senate, University Management and the Vice-Chancellor.

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### **6.3 Dealing with Nonconforming Supplies**

Nonconforming supplies shall be handled in accordance with the Public Procurement and Disposal Act (2015).

### **6.4 Evaluating the need to ensure that nonconformities do not recur**

Evaluating the needs to ensure that nonconformities do not recur shall be performed in accordance with the procedures for internal quality audit MSU/VC/MR/OP/02

### **6.5 Records of nature of nonconformities and action taken**

The MR shall retain documented information and the nature of nonconformities, action taken and the results of any corrective action.

