JINDAL ALUMINIUM LIMITED (ROLLING & EXTRUSION DIVISION)			
PROCEDURE FOR NONCONFORMITY AND CORRECTIVE ACTION			
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1.0 PURPOSE

The purpose of this document is to detail and lay down the procedure for nonconformity and corrective action.

2.0 SCOPE (Cl: 10.1 & 10.2)

The procedure is applicable to Process, System, Product and Services.

3.0 REFERENCE

All Departmental Procedures

4.0 PROCEDURE

4.1 NONCONFORMITY AND CORRECTIVE ACTION

4.1.1 In case of Cast House, if any variation is observed in chemical composition, the same will be diverted to other products, if applicable. In caster sheet, profile variation will be taken care of further during Rolling.

4.1.2 In rolling, creases and roll marks found cannot be reworked.

4.1.3 Daily die performance report is prepared by QA department of Extrusion to monitor in format No. JAL/R&E/EQA/F/09 and circulated to concerned departments for taking corrective action.

4.1.4 In respect of Extrusion, the Dimension report is prepared by QA department of Extrusion for all special sections (if any) in format No. JAL/R&E/EQA/F/06. If any deviations are noticed in the dimensions, the same is informed to –

i. Tool Shop for verification of the die.
ii. Extrusion Production for verifying process control.
iii. Extrusion Foundry for checking alloy analysis.
iv. Maintenance for equipment performance & capability.

4.1.5 Whenever a customer registers a complaint, it will be circulated to Quality Assurance by Marketing Department for identifying the root causes and corrective actions to be taken. Then, the causes of non-conformance, corrective actions to be taken against the relevant complaints, which require corrective actions, are mentioned in the Die Performance Report Format No. JAL/R&E/EQA/F/09 and circulated to concerned department. For Extrusion in respect of rolling products, Marketing department sends Material Complaint Report in Format No. JAL/R&E/MAR/F/09.

4.1.6 All the customer complaints are discussed in Production and Quality Control Committee meeting to ensure that corrective actions taken are effective and there is no recurrence of the same complaints.

4.1.7 Format No. JAL/R&E/CPA/F/01 is used only for customer complaints & JAL/R&E/NCA/F/01 is used for internal non-conformity.

4.1.8 Quality Assurance Manager is responsible to co-ordinate with regard to potential problems for process, system and products.

4.1.9 The Department heads of Cast House, Rolling, Extrusion Foundry, Extrusion Production, and Quality Assurance of both R&E will meet as & when required to identify potential problems based on:

(i) Product Non-Conformance Reports
(ii) Concessions taken on Product Non-Conformance
(iii) Quality Records
(iv) Customer Complaints

The team will analyze these data to identify the potential problems and their root cause. Appropriate actions are identified and recommended by them.

4.1.10 The recommended actions are put up to the concerned Production and Quality departments for formal implementation.

4.1.11 On approval, actions are implemented by the concerned departments. Reference is brought to Format No. JAL/R&E/CPA/F/01 & JAL/R&E/NCA/F/01.

4.1.12 Quality Assurance Department takes up necessary follow-up action to ensure that actions are implemented as per recommendations.

4.1.13 Similar nonconformities in other areas are checked for action to be taken.

4.1.14 Risks and opportunities are updated taking into consideration the effect of nonconformities.

5.0 IMPROVEMENTS

Improvements done including correction, corrective action, continued improvement, innovation & breakthrough change.
Improvements are monitored by the HOD's for improvement and based on the review for improvement. The details of improvements are discussed in MRM.

JINDAL ALUMINIUM LIMITED (ROLLING & EXTRUSION DIVISION)	
Rev. No: 00	**Rev Date: 01/07/2017**

NONCONFORMITY AND CORRECTIVE ACTIONS

As per clause number 10.2 of IS/ISO 9001 : 2015)
(JAL/R&E/NCA/F/01)

NCA No.	DATE:	DEPARMENT:
NON-CONFORMITY RELATED TO: i. PRODUCT □ iv MAINTENANCE □ ii. PROCESS □ v OTHERS □ iii RECORDS □		
DESCRIBE OF NON- CONFORMITY:		
ROOT CAUSE OF NON-CONFORMITY:		
CORRECTIONS:		
CORRECTIVE ACTION	RESPONSIBILITY	DATE OF COMPLETION
EFFECTIVENESS OF CORRECTIVE ACTION:		
Checked by: Verified and Approved by: (Department Head)		

Retention period: Until Nonconformity is closed and corrective action is implemented.
CC: QMS COORDINATOR

JINDAL ALUMINIUM LIMITED (ROLLING & EXTRUSION DIVISION)	
Rev. No: 00	**Rev Date: 01/07/2017**

CORRECTIVE AND PREVENTIVE ACTION

JAL/R&E/CPA/F/01

Department :		Date:
01	NAME OF THE CUSTOMER	
02	NATURE OF COMPLAINT	
03	DESPATCH DETAILS:	
04	QUANTITY REJECTED	
05	REASON FOR THE COMPLAINT	
06	ROOT CAUSE	.
07	CORRECTION	
08	CORRECTIVE ACTION	
09	PREVENTIVE ACTION	
10	REVIEWED AT MANAGEMENT REVIEW MEETING ON	
Prepared by:		Verified & Approved by: Department Head
Note: This format applicable only for customer complaint		