ZAMBIA COMPULSORY STANDARDS AGENCY		
Doc No: CIP 02	**Procedure for Handling Non-Conforming Products**	**Date**: 2020-11-20
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DISTRIBUTION SHEET

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AMENDMENT SHEET

Date	Officer	Amendment

1. PURPOSE

The purpose of this procedure is to ensure proper and systematic handling of non-conforming products.

2. SCOPE

This procedure covers all activities relating to handling of non-conforming products with a major or critical nonconformity that has an impact on public safety and health, the consumer and the environment.

3. REFERENCES

3.1 ISO/IEC 17020 - General requirements for operation of all types of inspection bodies.
3.2 The Compulsory Standards Act No.3 of 2017.
3.3 Procedure for Conducting Inspections IPI 16
3.4 Environmental Management Act, 2011

4. DEFINITIONS AND ABBREVIATIONS

4.1 **Inspection** - The examination of a product, process, service, or installation or their design and determination of its conformity with specific requirements or, on the basis of professional judgment, with general requirements
4.2 **Follow up inspection** – Inspection conducted subsequent to an initial inspection. The inspection is typically focused in respect of non-compliance being identified in the initial inspection.
4.3 **Non-conforming Product** – Product with deviation(s) from a specification; deviation can be classified as Minor, Major and Critical.
4.4 **Minor Nonconformity** – Parameter that has a negligible impact on health, safety and environment and will cause minor injury.
4.5 **Major Nonconformity** – Parameter that has a high impact on health, safety and environment and will cause severe or minor injuries.
4.6 **Critical Nonconformity** - Parameter that has extreme/catastrophic consequences on health, safety and environment.
4.7 **Product Rejection**-Is the act deeming a non–compliant product to be un-acceptable or fit for purpose with a possibility to recommend for remedial action.
4.8 **Product Withdraw** –removing product from the market that has been rejected.
4.9 **Product Seizure** – take possession of non-conforming products by the Agency because of violation of the law.

5. RESPONSIBILITY

5.1 **Head of Department**: is responsible for maintenance and updating of this procedure.
5.2 **Supervisor**: is responsible for ensuring the completeness and accuracy of documents and records.
5.3 **Records Officer**: is responsible for maintaining records related to non-conformances.

5.4 **Inspector**: All Inspectors who deal with quality monitoring are responsible for ensuring adherence to this procedure.
5.5 **Risk Officers**: will analyse patterns of non-compliance for each product.
5.6 **Compliance Officer**: will be responsible for enforcement.
5.7 **Legal Department**: will handle litigation.

6. ACTIVITIES

The following activities are in place to ensure consistency in the handling of non–compliant products.

6.1 Review and Analysis of Test Results

Test Results to be properly analysed by supervisor and inspector before being recorded in register. Where possible request for a retest from retention sample.

6.2 Record of non-complying Products

Non–Complying products are recorded in database

6.3 Assigning follow-up inspection

Supervisor assigns Inspector to make a follow up inspection on non–compliant product.

6.4 Planning for follow up inspection

Assigned Inspector plans for the follow up inspection by reviewing Product, Inspection and Test Reports and Product Inspection checklist.

6.5 Inspection of Consignments

Inspector conducts inspection of the affected consignment. Re-Sampling of product is conducted for products that need sampling and testing.

If corrective action was recommended during initial inspection, Inspector should verify if the consignment has been re-conditioned in accordance with the respective Standard.

6.6 Initial Reporting

Observations made during the inspection are recorded on the Product Inspection Checklist.

6.7 Sample Submission

Samples are submitted to the laboratory for analysis; stating the non-compliant parameter to be retested.

6.8 Final Reporting

Inspector prepares final report stating outcome of re-inspection. Where product has complied with standard, Inspector recommends for consignment release; if still non-compliant Inspector recommends for consignment rejection, withdraw and seizure.

6.9 Release of Consignment

Supervisor prepares Letter/notice of release for consignment.

6.10 **Disposal**

Supervisor authorizes disposal of rejected, withdrawn or seized product. Non-conforming products shall be disposed of by the Agency in a manner determined by the Agency. The Executive Director shall cause non-conforming products which are likely to have an adverse environmental impact to be disposed of in accordance with the Environmental Management Act, 2011. Any cost incurred by the Agency for the disposal of non-conforming products shall be recovered by the Agency from the supplier.

7. RECORDS

- Product Inspection and Test Report
- Product Inspection Checklist
- Product Rejection Notice
- Withdrawal Notice