



erpsolutions.biz

Nonconformance
Corrective actions

Introduction

A nonconformance is a failure to meet a requirement. This can be in the production of a product, failure to meet a statutory or regulatory standard, customer requirements, and other factors that can impact the compliance to a company's Quality Management System. The nonconformance process identifies the initial nonconforming condition to which you react by controlling and correcting it, or dealing with the consequences.

The corrective and preventative action (CAPA) process is the method to correct the conditions to prevent recurrence of a nonconformance. Corrective actions can be reactive or preventative and is a process incorporating problem solving tools to correct nonconformances that risk repeatability. A nonconformance addresses the immediate issue and the CAPA process addresses the ongoing issue.

Originating from the Ford Motor Company is the Eight Disciplines (8Ds) of problem solving. The 8D CAPA process has expanded to other industries becoming a standard for correction and prevention of nonconforming conditions. The purpose of the 8D process is to identify, correct, and eliminate recurring problems.

8D establishes a permanent correction from a team of experts that analyzes the issue and origin of the problem by determining the root cause. The team concludes the

findings and documents the results through eight steps. The 8D CAPA process is based upon the PDCA Cycle.



8D CAPA steps

Form the Team

Establish a team of people with product/process knowledge.

Describe the Problem

Specify the problem by identifying in quantifiable terms the who, what, where, when, why, how, and how many (5W2H) for the problem.

Interim Containment Plan

Define and implement containment actions to isolate the problem from any customer.

Determine and Verify Root Causes and Escape Points

Identify all applicable causes that could explain why the problem has occurred. Also identify why the problem was not noticed at the time it occurred. All causes shall be verified or proved. One can use five whys and Ishikawa diagrams to map causes against the effect of problem identified.

Verify Permanent Corrections

Using pre-production programs, quantitatively confirm that the selected correction will resolve

the problem. (Verify that the correction will solve the problem).

Implement and Validate Corrective Actions

Define and implement the best corrective actions and validate the process.

Prevent Recurrence/System Problems

Modify the management systems, operation systems, practices, and procedures to prevent recurrence of this and similar problems.

Congratulate the Team

Recognize the collective efforts of the team. The team needs to be formally thanked by the organization.

The nonconformance process

A nonconforming condition is referred to as a nonconformance report (NCR). The NCR is a notification to a product defect or nonconformities in processes and other aspects that impact a company's ability to meet the standards set by their Quality Management System.

With TQCM, NCRs can be automatically generated from several areas in Dynamics 365 and will encapsulate the data related to the failed process or product.

From inspections, an NCR will include such details as the specific observations that failed including defect codes, previous inspect data, future planned inspections for the product, as well as product details.

From audits it will capture steps that fail from an audit.

TQCM incorporates rich features such as tasks that can be assigned to groups for investigation purposes, five-why, and other tasks to assist the NCR process. It ideally fits a Material Review Board (MRB) process to disposition material with workflow for e-signatures and approvals. Dispositioning material is automated for scrap, vendor returns and rework production orders.

Dispositions such as rework will create work instructions to assist the personnel performing the actual rework.

It's Dynamics 365

Since TQCM is in the Dynamics 365 stack you have direct integration to other features including Alerts, BI, Excel, Word, and the main core of the standard Dynamics 365 modules.

It also means that TQCM is within the Microsoft Unified Interface framework meaning it's the same interface, so users learn faster and find it easy to use.

Contact us



ERP Solutions, Inc.
480 W.78th Street, Suite 100
Chanhassen, MN 55317 USA

Phone: 612.284.3443
Email: info@erpsolutions.biz
www.erpsolutions.biz



Available on
Microsoft AppSource