

Non-Conformance Procedure

What is a Non-Conformance?

A non-conformance is any is a deficiency in a product that we use, a process that we follow or a service we provide and applies to all employees.

Who reports a Non-Conformance?

It is the responsibility of all employees to bring suspected non-conformances to the attention of the Quality Manager or their Line Manager.

What is a Non-Conformance?

Non-conformances are identified through the following activities:

- Technical non-conformities are where the repair process has failed resulting in a job recall (warranty) or when a customer expresses dissatisfaction with a repair;
- Procedure non-conformities (site) are where the process for carrying out a repair correctly have not been followed;
- Procedure non-conformities (office) are where the internal processes have not been followed;
- Driver non-conformities are where a driver's dangerous or impolite behaviour has been reported by a member of the public or a speeding fine has been received; and
- Supplier non-conformities are where insufficient or incorrect goods are received.

Procedure

Non-conformance is detected or reported

1. Notification is reported to Office Manager;
2. Office Manager enters non-conformance on the Incident Log and carries out initial investigation;
3. Office Manager enters investigation results on the Incident Log;
4. Weekly meetings are held between the Office Manager, Technical Helpdesk Manager and Group Audit and Compliance Manager to discuss findings and any corrective action that can be taken;
5. Incidents are either closed by the above team if a suitable resolution can be agreed or escalated to the Head of Technical or Operations Manager;
6. Non-conformance incident and action is reviewed by Chief Operating Officer;
7. Incident Log updated and non-conformity is closed out.

Company Procedures are reviewed annually

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