



CONTROL OF NONCONFORMING SERVICES OR PRODUCTS

PROCEDURE (CIS-P004)

Clarksville-Montgomery County School System

1.0 SCOPE:

- 1.1 This procedure applies to any process, service, or product within the scope of the Continuous Improvement System that is identified as nonconforming.

2.0 RESPONSIBILITY:

- 2.1 Departmental Managers
- 2.2 Purchasing Director
- 2.3 Director of Continuous Improvement

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

3.0 APPROVAL AUTHORITY:

- 3.1 Chief Communications Officer

4.0 DEFINITIONS:

- 4.1 CIS: Continuous Improvement System
- 4.2 CIS Terms and Definitions- CIS-G001

5.0 PROCEDURE:

- 5.1 Processes, services, and/or products within the district that are considered to be nonconforming may be identified in any one of the following ways: incoming product from suppliers, services provided by external sources, process within the district producing negative results, internal quality audits, and external Audits.
- 5.2 Processes, services, and/or products considered to be nonconforming shall be handled based on the cost of the processes, services, and/or products. Department Chief/Designee will determine whether processes, services and/or products satisfactorily meet department requirements using discretion as to the severity and/or frequency of nonconformities.
 - 5.2.1 When cost is less than \$10,000, the department will take action to discontinue use of that vendor/service provider and will keep appropriate documentation as to the reason(s) for discontinued use of vendor/service provider.
 - 5.2.2 When cost is \$10,000 or more, the department will complete [PUR-F009](#) and submit to the Purchasing Director for consideration for future use of non-use of said vendor/service provider. The Purchasing Director will also accept these submissions via email.
- 5.3 The Director of Continuous Improvement will classify potential non-conforming processes, services, and/or products that come through Continuous Improvement Office as a corrective action regardless of associated costs.



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6.0 ASSOCIATED DOCUMENTS:

6.1 Nonconforming Products and/or Services ([PUR-F009](#))

7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Corrective Action Request Form	CIS Office filing cabinets	Three years	Discard as Needed	None Required
Nonconforming Products and/or Services Form	Purchasing Director's Office	Three years	Discard as Needed	None Required

8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
12/13/02		Initial Release
5/06/03	A	Add 6.6 and clarify 7.0
6/04/03	B	Add Correction Action Request Form and Internal Audit Forms to 7.0
2/20/04	C	Add definitions, replace CAR form with and add Nonconforming Products and/or Services Form to 5.1.1, 5.1.2, 6.0 and 7.0
3/12/12	D	Changed Process Management to Continuous Improvement, Updated Logo, Streamlined Procedure to Reflect Department Responsibilities
1/9/15	E	Minor grammatical changes to 5.1 and 5.3
11/16/17	F	Changed "management representative" to "director of continuous improvement".
2/9/24	G	Added that the Purchasing Director also accepts nonconformance submissions via email to reflect the current process used. Changed CI Coordinator to Director of Continuous Improvement where needed.

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