STANDARD OPERATING PROCEDURE

Nonconforming Product SOP

Document no.	SOP-MFG-005
Revision	1.0
Owner	Quality Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure nonconforming product is identified, contained and dispositioned consistently, so defective product does not reach the customer and the root cause is addressed to prevent recurrence.

2. Scope

Applies to product identified as nonconforming during inspection, in production, or after a customer complaint. Routine sampling and inspection activity itself is covered by the quality inspection SOP.

Definitions

NCR	Nonconformance report. The record documenting a nonconforming condition, its containment and its disposition.
Material review board (MRB)	The cross-functional group that decides how nonconforming product is dispositioned.
Disposition	The decision made for nonconforming product: rework, scrap, use-as-is, or return to supplier.
Containment	Action taken to stop suspect nonconforming product from moving further into production or to the customer.

3. Responsibilities

Quality Inspector	Identifies nonconforming product, tags and segregates it, and opens the NCR.
Production Operator	Stops producing suspect product when notified and assists in checking upstream and downstream product.
Material Review Board	Reviews the NCR, determines the root cause, and decides the disposition of the nonconforming product.
Production Supervisor	Coordinates containment on the floor and ensures corrective action is communicated to the shift.

RACI matrix

Activity	Quality Inspector	Production Operator	Material Review Board	Production Supervisor
Identify and tag nonconforming product	R/A	R	I	I
Contain upstream and downstream product	R	R	I	A

Activity	Quality Inspector	Production Operator	Material Review Board	Production Supervisor
Investigate root cause	R	C	A	C
Decide and execute disposition	R	I	R/A	I
Close the NCR and communicate corrective action	R	I	A	R

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Nonconformance report (NCR) log or QMS
- Quarantine area and tags
- Root cause analysis form
- Material review board meeting record
- Specification and control plan for the affected part

Personal protective equipment

- Safety glasses
- Gloves appropriate to the product material

5. Procedure

Step	Task	Owner	Done
5.1	**Stop production of suspect product** Inspector or operator who identifies a suspect nonconforming condition stops production of the affected part immediately and notifies the production supervisor.	Production Operator	☐
5.2	**Tag and segregate the nonconforming material** Inspector tags the nonconforming product clearly and moves it to the quarantine area, physically separated from conforming product. **Warning:** Do not leave tagged nonconforming product mixed with conforming stock, even temporarily.	Quality Inspector	☐
5.3	**Open the nonconformance report** Inspector opens an NCR in the log or QMS describing the part, quantity, defect found, and where and when it was discovered.	Quality Inspector	☐
5.4	**Notify quality and production supervisor** Inspector notifies the quality manager and production supervisor of the nonconformance so containment can be coordinated across the affected shift or area.	Quality Inspector	☐
5.5	**Contain upstream and downstream product** Inspector and operator check product made before and after the suspect part was found, including any already moved to the next process or into finished goods, and quarantine anything at risk. **Checkpoint:** All product made between the last known good check and the point of discovery is located and checked.	Production Supervisor	☐

Step	Task	Owner	Done
5.6	**Perform root cause analysis** Quality inspector leads a root cause analysis using the NCR details, process records and, where relevant, the operator's account of the process conditions.	Quality Inspector	☐
5.7	**Convene the material review board** Material review board reviews the NCR, root cause findings and quantity affected, and decides whether to rework, scrap, use-as-is or return the product to the supplier. **Checkpoint:** Disposition decision is documented on the NCR with the reasoning before any product is released or scrapped.	Material Review Board	☐
5.8	**Execute the disposition** The assigned team executes the disposition decided by the material review board, such as performing the rework, scrapping the material, or returning it to the supplier with documentation.	Quality Inspector	☐
5.9	**Verify reworked product meets specification** Inspector re-inspects any reworked product against the full specification before it is released back into the production flow.	Quality Inspector	☐
5.10	**Update and close the NCR** Quality inspector updates the NCR with the final disposition, quantities reworked or scrapped, and closes the record once all actions are complete.	Quality Inspector	☐
5.11	**Communicate corrective action to production** Production supervisor communicates the root cause and any process change to the affected shift so the same nonconformance is less likely to recur.	Production Supervisor	☐
5.12	**Track nonconformance trends** Quality manager reviews NCR trends by part number, defect type and root cause monthly to identify recurring issues needing a broader corrective action.	Material Review Board	☐

6. Quality checks

- Every nonconforming lot has a documented containment check of upstream and downstream product.
- No disposition is executed before the material review board decision is documented on the NCR.
- Reworked product is re-inspected against the full specification before release.
- NCR trends are reviewed monthly for recurring root causes.

7. Records

- Nonconformance reports (NCRs)
- Root cause analysis documentation
- Material review board decisions
- Rework, scrap and supplier return records

8. KPIs

- Number of NCRs opened per period
- Average time to close an NCR
- Percentage of nonconformances with a completed root cause analysis
- Repeat nonconformances by part number or root cause

9. Common mistakes

- Reworking product before the material review board decides the disposition.
- Not checking downstream product already moved past the point of discovery.
- Closing an NCR without a documented root cause.
- Leaving quarantined material unlabeled or in a shared staging area.
- Skipping re-inspection of reworked product before release.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

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