

Non Conforming Product

On discovery or on being informed (by CPL) of non-conforming product, a supplier must take immediate action to contain all product(s) linked to the identified problem throughout the supply chain, from suppliers(s) through to customer. If there is a risk of non conforming product having been delivered to CPL or nominated delivery site, then CPL (Purchasing or Quality contact) must be contacted immediately.

When a non conforming product is discovered by CPL the supplier will be informed and a Supplier Non Conformity Report (SNCR) raised and forwarded (with supporting data when available) to the supplier. The SNCR will require closure, within a target of 14 days from issuing; extensions can be requested via CPL Quality dept. see contact details on the SNCR. Help notes on completing a SNCR form are on the 2nd tab of the SNCR excel form (sent in paper form), further support is available from CPL's Quality department, in explaining what is required to complete the form.

The purpose of the SNCR is for the supplier to identify the root cause(s) and preventative actions to the product process(s), to ensure a non conformance is not repeated.

Circumstances may require a supplier support at CPL site to facilitate prompt containment of product at the site; any liaison will be via CPL Purchasing or Quality personnel.

The non conforming product may require rework, repair or concession 'use as is'.

For all of these conditions a supplier shall submit a formal request for concession, giving full explanation of any additional controls, verification tests required, and ensuring conformance to the revised condition. Formal acceptance of this request, either by a supplied CPL concession form & number or the suppliers own concession document, signed and dated by an authorised CPL person. Either method is required prior to shipment to CPL, the necessary documentation to accompany the goods to CPL. All these details to be described in the completed SNCR, when submitted to CPL Quality contact.

Returning the repaired/reworked/concessed product must be accompanied by updated documents when applicable for example; C of C's, Test/inspection reports etc., reflecting any changes. (Explaining C of C's is in another section)

There will be an expectation that unavoidable expenses incurred by CPL returning non-conforming product to a supplier may be recovered from the supplier.

A suppliers Quality performance is directly linked with the number of rejects identified/raised verses the total number of delivered parts to CPL.