

Non-conformance: A non-conformance is a condition adverse to quality and indicates violation of applicable ISO 9001:2000 requirements including those contained in client's documented procedures. Non conformances can be of following two types

1. Minor Non-conformance - a minor non-conformance is a non-conformance, against applicable requirements, which by judgment and experience indicate that it is not likely to result either in the failure of system or reduce its ability to assure controlled processes or products. It may be either:

1. a failure in some part of the system against applicable requirement or
2. an isolated lapse.

A large number of minor non-conformance against one requirement can represent a total break down of the system and thus be considered as a major non-conformance.

In the event of minor non conformances, the audit team is expected to recommend the client for certification based on the client's actions as under

1. submission of corrective action plan to certification body and acceptance of the same by certification body .
2. submission of evidences of implementation of corrective actions to the non conformances reported
3. verification by certification body (partial audit) of the implementation of corrective actions to the non conformances

2. Major Non-conformance a major non-conformance is a non-conformance which represents:

1. an absence or total break down of the system with respect to applicable requirement(s)
2. a situation that would lead to probable shipment of a non-conforming product
3. a situation which by judgment and experience indicate it is likely, either to result in the failure of the quality system or to materially reduces its ability to assure control process or products.

In case of a major non-conformance when raised during the course of an assessment, the team's recommendation will be against certification and

1. the further assessment may be terminated and client is given time to correct before the final assessment or
2. the assessment may continue on client's request and it shall be recorded in the assessment report suitably. However the audit team shall recommend for grant of certificate only after the verification of the corrective action implemented.