

NON-CONFORMING MATERIAL POLICY STATEMENT

RJ Urmson Group consists of the following companies: RJ Urmson Commissioning Engineers Ltd, Urmson LLP, National Hygiene Services Ltd and Urmson Fire Specialists Ltd.

Our Values

It is the policy of the Director and management team at RJ Urmson Group to process non-conforming material in a systematic manner and to establish corrective action with the goal of preventing future occurrences. The purpose of this procedure is to establish a process for the monitoring and review of non-conforming material and implementation of a corrective action plan.

RJ Urmson Group will ensure that product which does not conform to a specified product requirement is identified and controlled to prevent its unintended use or delivery. One of the following methods will be implemented to deal with the non-conforming product:

- Action will be taken to eliminate the detected non-conformity;
- Use, release, or acceptance under concession will be authorised by a relevant authorisation within the Company and, if applicable, by the customer;
- Action will be taken to ensure that the non-conforming product is not used for its original intended use or application; or
- To prevent non-conforming products from being used or shipped, they are marked with a REJECTED label and are segregated in a designated non-conformance storage area.

Record Keeping

All records created as a result of this policy will be viewed as indicators(s) of quality and will be controlled and retained, and will be subject to regular monitoring and review and recorded with our certified ISO 9001:2015 Quality Management System. Records will include at least one of the following:

- The nature of non-conformities; and
- Subsequent actions taken including concessions obtained; and
- When non-conforming product is corrected, it will be re-verified to demonstrate conformity to the original specified requirements; and
- If non-conforming product is detected after delivery or use has started, RJ Urmson Group will take action appropriate to the effects.

Policy Control and Review

The Policy will be regularly reviewed to ensure its performance and effectiveness in the quality management system control of non-conforming materials. Copies of this policy will be displayed at all RJ Urmson Group locations, communicated to every employee and be available to all other interested parties. Policy changes will be approved and communicated by the Director.



Rob Urmson, Director