

KENYA PLANT HEALTH INSPECTORATE SERVICE Quarantine and Plant Health Laboratory-Muguga		Page 1 of 6
TITLE AND ID.	SOP FOR CONTROL OF NON-CONFORMING WORK-SOP-GE/04	
DEPARTMENT	Quality Management Unit	
EFFECTIVE DATE	20th September 2024	Version Number: 03

Approval and authorizations.

Completion of the below signature blocks signifies the review and approval of this document.

Name	Job title/role	Signature	Date
Authored by	Deputy Quality Manager	<i>Approved</i>	20 th September 2024
Checked by	Quality Manager	<i>Approved</i>	20 th September 2024
Approved by	Officer In Charge	<i>Approved</i>	20 th September 2024

Periodic reviews, approvals and authorizations

Required by: 1st September 2025

Name /	Job title/role	Signature	Date
Checked by	Quality Manager	20 th September 2024	20 th September 2024
Approved by	Deputy Director	20 th September 2024	20 th September 2024

Periodic reviews, approvals and authorizations

Required by: 1st February 2027

Name	Job title/role	Signature	Date
Checked by			
Approved by			

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1. Purpose

This procedure details the activities taken when non-conforming services or any aspect of laboratory testing or the results of tests, which do not conform to the procedures or requirements of the customer arise.

2. Scope

The procedure covers responsibilities and authorities, activities taken from identification, investigation and action taken when non-conforming services/tests occur.

3. References

- 3.1 KEPHIS Quarantine Plant Health Laboratory Quality Manual
- 3.2 ISO/IEC 17025:2017 standard

4. Definitions

- 4.1 ISO/IEC: - International Organization for standardization
- 4.2 Non conformance-refers to any deviation from the required or set parameters in accordance to ISO/IEC 17025:2017 standard.

5. Responsibilities

- 5.1 **Officer in Charge**
 - 5.1.1 Ensures resources are available for control of non-conforming services
- 5.2 **Laboratory Manager**
 - 5.2.1 Is responsible for management of non-conforming work.
Make acceptance decisions and authorizing resumption of non-conforming work
Approval of corrective action

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5.3 The Quality Manager

5.3.1 Evaluation of significance of non-conforming work including impact analysis on previous reports.

5.3.2 Implementation of corrective action and retention of records of non-conforming work

Procedures

- 6.0 A non-conforming work is identified by the head of section within the management system and technical operations of the laboratory and reported to the Quality Manager by recording the nonconformance in Non-conformity form SOP-GE-04-01.
- 6.1 The Quality manager evaluates the significance/risk of the non-conforming work including impact analysis of previous work.
- 6.2 The laboratory manager gives advice on whether to halt, repeat of work or withholding reports as necessary until the non-conforming work is resolved.
- 6.3 Where necessary the customer is notified and work recalled by the Officer in Charge
- 6.4 Correction is taken immediately, together with any decision about the acceptability of the non -conforming work inline with the laboratories established risk levels contained in the risk register.
- 6.5 Resumption of work is performed after the corrective action has been approved by the laboratory manager.
- 6.6 Records of the nature of non-conformities, actions taken, evaluation of significance of the non-conforming work, decisions taken, notification to customer where necessary, and approval for resumption of work are maintained by the respective section heads.

6. Records.

6.1 Filled non Conformity Forms SOP-GE-04-01

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7. Revision list

Current Version number	Superseded version number	Revision summary	Reviewers Name
01	None	Reviewed to align with ISO17025:2017 requirements	Maureen Mwangagi, Simon Ngare
02	01	Minor changes	Maureen Mwangagi, Simon Ngare
03	02	Inclusion of reference to established laboratory risk levels	Sospeter Gachamba

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PROCESS NON CONFORMANCE REPORTING FORM (template SOP-GE-TE-04-01)		
LAB SECTION:		
DETAILS OF NON CONFORMITY		
REPORTED BY:	DATE	SIGN
REPORTED TO:	DATE	SIGN
ROOT CAUSE :		
ACTION TAKEN	DATE	SIGN
SIGNIFICANCE OF NON-CONFORMITY: Low ☐ Medium ☐ High ☐		
ACTION TO PREVENT RECURRENCE OF NON CONFORMITY		
DATE:	SIGN:	
REMARKS ON EFFECTIVENESS OF CORRECTIVE ACTION		
APPROVED –QA MANAGER	DATE	SIGN