



CUSTOMER GUIDANCE FOR THE COMPLETION OF WCS NCR'S

To help prevent your NCR response from **not** being accepted by WCS you are requested to take account of the following guidance when completing the NCR form

1. IMMEDIATE CORRECTION

- A statement that the nonconformity has been corrected. (Your response needs to be written in the past tense. I.e. the missing record **was found**, not **will be found**).
- If correction cannot be undertaken immediately, a plan to correct the NCR. This shall include identification of responsible parties for the actions, a schedule (dates) for implementation.

2. INVESTIGATION TO THE EXTENT

- Details of the extent of the problem, i.e. The results of your investigation to identify other examples that need to be corrected, and details of action taken to correct these examples.
- If applicable, details and confirmation that all parties involved have been informed of the problem (interested parties such as customers or suppliers).
- For multi-site clients does the non-conformance affect other sites?

3. ROOT CAUSE

- First determine the direct cause and work through the issue to identify the root cause. Someone not following a process would be direct cause; determining why someone did not follow a process would lead to the root cause.
- The root cause should not simply repeat the finding or the direct cause.
- The root cause should be a brief expression of fact
- The root cause does not need to explain the situation away nor rationalise the condition.
- If more than one root cause is identified, for instance training and inadequate work instructions, then corrective action plans should address both causes.

4. CORRECTIVE ACTION

- Describe actions taken to address the root cause, or causes so as to prevent the problem occurring again. (e.g. Provision of additional training, revised procedures, new methods/processes, increased inspection or auditing etc.)
- Please include in this section what you are doing to stop the non-conformance from occurring again.
- If the action is long term, then please explain the timescales and persons responsible.
- For multi-site client the corrective action may need to be implemented across all sites.

TIMESCALES

WCS has defined timescales for the submission of NCR responses. Failure to comply can lead to suspension and withdrawal of certification.

For all non-conformances a corrective action plan must be submitted to WCS within 21 working days (30 actual days).

Minor Non-conformances - The correction, investigation, root cause and corrective action will be reviewed, accepted and verification will be completed at the next WCS audit.

Major Non-conformances - The correction, investigation, root cause and corrective action will be reviewed, accepted and supporting evidence will reviewed and implementation verified before certification or ongoing certification can be recommended. Verification may need to be completed on site if the evidence cannot be submitted to WCS for review. The auditor will make a recommendation regarding follow up action detailed in the report. Evidence is required within 90 days of the audit.

If you are unsure of the requirements or require further guidance please contact WCS immediately. Do not wait until the timescales for completion have been reached / exceeded.