
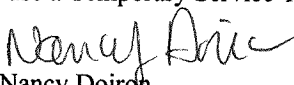
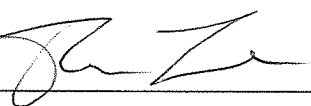


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|---|--|
| Nonconformance #: 9-2017  | Date: 3/08/17                                    |
| Name of Initiator: DARA STUART  | Area/Process Discovered:<br>RECEIVING PROCEDURES |
| Department: Service Dept.   | Quality Assurance Manual Reference:<br>4.10.6.1  |
| <b>Details of Nonconformance</b>  |  |
| RECEIVING PROCEDURES NOT FOLLOWED. PO#11921, TRACKING M21632266   |  |
| Signed by: DARA STUART  Date: 03/08/17   |  |
| <input type="checkbox"/> Check this box if this is an Opportunity for Improvement.  |  |
| <b>Corrective/Preventive Action</b>   |  |
| 1 – Disposition of nonconformance:  |  |
| 2 – <b>Root Cause Analysis Findings</b> (if applicable): The Quality Assurance Manual indicates Receiving Inspections to be performed by shipper/receiver and if not available QAS or a technician.   |  |
| 3 – <b>Corrective Action Plan:</b> After discussion with the General Manager, it was decided that this task is the responsibility of the (3) Recognized Technicians that are assigned in the Moncton Service Shop.  |  |
| In the cases where the (3) Service Technicians are not available, any other staff member that signs for a shipment from Suppliers are expected to:  |  |
| <ol style="list-style-type: none"><li>1) Perform a visual inspection of the package to ensure there is no apparent damage and sign for the courier.</li><li>2) Affix a temporary Service Tag with the courier way bill; date receiving shipment, and initial.</li><li>3) Other staff members have the option to do a complete Receiving Inspection, and if the box is opened or equipment is removed from shipment, it becomes mandatory that a complete Receiving Inspection is to be performed as described in the QAM.</li></ol> |  |
| For the receiving of equipment/scales from customers, it is the responsibility of the (3) assigned Moncton Shop Service Technicians to perform a complete Receiving Inspection. All other staff members are expected to use a Temporary Service Tag.  |  |
| Signed by: Nancy Doiron  Position/Title: QAS   |  |
| Target Date: March 13 2017 Completion Date: March 13 2017   |  |
| <b>Verification of the Corrective/Preventive Action</b>   |  |
| Acceptance of the corrective/preventive action / comments:  |  |
| Signed by:  Date: March 13/17  |  |