Section 4
Quality System Requirements

4.13 Control of Nonconforming Product

Approved by: _____
(General Manager)

Prepared by: VM Babineau
(Quality Assurance Specialist)

Date: July 9, 2010

This page was left blank intentionally.

4.13.1 Policy

It is Advatek Systems Inc.'s policy that if any product found not to conform to the specified requirements, inadvertent use should be prevented as specified by *Measurement Canada's Quality Assurance standard, S-A-01*.

4.13.2 Purpose

The purpose of this procedure is to establish and maintain documented procedures to ensure that product that does not conform to specified requirements is prevented from unintended use or installation and provide Advatek Systems Inc. personnel with a reporting mechanism to address system nonconformities.

4.13.3 Scope

This procedure applies to all products within the Quality Assurance Program.

4.13.4 References

4.13.4.1 Measurement Canada's Quality Assurance standard, S-A-01
4.13.4.2 Weights & Measures Act, Regulations and Specifications
4.13.4.3 Measurement Canada Bulletins
4.13.4.4 Measurement Canada's Notices of approval

4.13.5 General

Advatek Systems Inc.'s staff or personnel shall address a system nonconformance whenever an action, record, procedure or document within Advatek Systems Inc.'s Quality Assurance Program does not conform to documented procedures and/or *Measurement Canada*'s legal requirements.

Where a nonconformance or potential nonconformance is detected, it is the responsibility of all Advatek Systems Inc.'s personnel to complete a Nonconformance Report (see attachments as well as document ADV-DOC-004 in Appendix A for example) and forward this report to the Quality Assurance Specialist for review and disposition.

Nonconformances shall be addressed by the Quality Assurance Specialist but are included as an agenda item for Management Review (4.1.3) meetings.

A Nonconformance Log (see attachments as well as document ADV-DOC-019 in Appendix A) shall be used to keep track of the status of nonconformances.

Nonconformance Reports as well as the Nonconformance Log shall be kept in Quality Records (4.16).

4.13.6 Review and Disposition of Nonconformance Product

The QAS is responsible for addressing all nonconformances in an effective and timely manner. In all cases, a root cause analysis shall be performed by the QAS.

If a nonconformance causes a decline in quality to the extent that customers are affected and/or integrity of inspections is compromised, the QAS shall notify the customer and an investigation shall be conducted to determine the extent of affected inspections. In such cases, *Measurement Canada* shall be notified and details of this investigation shall be held in Quality Records (4.16).

4.13.7 Nonconforming Product (same as section 4.12.5.3)

When a weighing device does not comply with *Measurement Canada* requirements, it shall be rejected by the technician and indicated as such on the Inspection Certificate (ADV-FOR-005). *Measurement Canada* shall be notified as required by the *Measurement Canada Enforcement Policy regarding Accredited Organizations* (as found on *Measurement Canada*'s website).

4.13.8 Attachments (see Appendix A)

4.13.8.1 Nonconformance Report (ADV-DOC-004)
4.13.8.2 Nonconformance Log (ADV-DOC-019)