



**Purpose** The purpose of this procedure is to ensure that all internal and external non-conformities / improvement proposals are reviewed and correctly handled as soon as possible, and that corrective action is taken to prevent recurrence.

**Scope** This process description describes all activities regarding handling of non-conformities / improvements proposals from indemnification to corrective action are taken.

**Target** All

**Responsibilities** The Quality Manager (QM) is responsible for the implementation of this procedure.

**Process description**

Step	Activity	Description	Responsible	Link/Ref.
1	<b>Identification</b>	Any occurrence / identified condition which are caused by breach on a defined requirement in our quality system, has to be considered as a non-conformity.  An occurrence that could not directly be characterized as breach on a specific requirement should also be reported, if there is a probability that preventive actions or improvements, including changes in procedures / process descriptions, can be implemented.	<b>Originator</b>	
2	<b>Immediate actions</b>	If necessary, the person reporting a non-conformity (originator) initiates immediate actions to correct the non-conformity.  This applies for minor non-conformities where action or repairs don't affect the specified requirements or quality on the product or aircraft.	<b>Originator</b>	
3	<b>HSE</b>	Any problems that have caused or may cause personal injury, accidents, environmental pollution or other serious health, safety and environmental consequences must be reported and treated as non-conformities.	<b>Originator</b>	
4	<b>Reporting of non-conformities</b>	All non-conformities and/or improvements shall be reported in the QMS system by use of specific reports as listed in Quality Manual (QM) chapter 5.	<b>Originator</b>	QM ch. 5
5	<b>Audit reports</b>	Non-conformities (Findings) and observations as a result of internal and external audits (authorities, customers and suppliers) shall be registered in the QMS reporting system by the Quality Department (QD).  All internal non-conformities will be given a reasonable deadline for closure based on deviation of the character and classification i.a.w step 7 and 8.	<b>QM</b>	Step 7 & 8
6	<b>Classification of internal non-conformities</b>	Any internal non-conformity in relation to requirements given by the organisation has to be classified i.a.w step 7.  Classification of non-conformities is the responsibility of the QD.		Step 7

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7	<p><b>Classification of internal non-conformities and Time limits</b></p>	<p><b>Non-conformities/Finding</b>  <i>Any significant non-compliance within the organisation which lowers(or could lower) the safety standard and hazards seriously the flight safety</i></p> <p><i>The time limit should be 90 days, but depending on the finding it could be set shorter. E.g. before next flight.</i></p> <p><b>Observation</b>  <i>Any observation not classified as non-conformity</i></p> <p><b>Recommendation</b>  <i>Recommendation to the organisation after an observation.</i></p>	<p>QD</p>	
8	<p><b>Appoint action officer</b></p>	<p>Non-conformities and/or improvements from the QMS system are verified by the QM, and are assigned to the respective department manager for assessment or investigation.</p> <p>The department manager (action officer) will take action as necessary</p>	<p>QM</p> <p>Appointed Action Officer</p>	
9	<p><b>Corrective action</b></p>	<p>The action officer shall immediate and before the deadline, response to actual conditions about the non-conformity and/or improvement proposal.</p> <p>The originator may be contacted to obtain more information if necessary.</p> <p>The action officer composes a corrective action and/or improvement proposal.</p>	<p>Appointed Action Officer</p>	
10	<p><b>Corrective action</b></p>	<p>The QM evaluates the action officer's response.</p> <p>All actions are recorded in the QMS.</p>	<p>QM</p>	
11	<p><b>Reporting to external parties</b></p>	<p>It has to be considered if the reported non-conformity requires a report to other entities. This could be:</p> <ol style="list-style-type: none"> <li>1. Police</li> <li>2. Air Accidents Investigation for Transport</li> <li>3. Civil Aviation Authorities</li> <li>4. Customer</li> <li>5. Manufacturer</li> <li>6. Environmental authorities</li> <li>7. Labor Inspection</li> <li>8. Other operators</li> </ol> <p>Our reporting to external entities will be characterized by great openness in the aviation security-related matters.</p>	<p>QM</p> <p>or</p> <p>Department Manager</p>	<p>BSL A 1-3                  BSL A 1-3                  Contracts</p> <p>For.loven                  AML</p>
12	<p><b>Corrective action follow-up</b></p>	<p>Department manager is responsible for follow-up corrective actions and that all decided corrective actions really are implemented within the deadline. (Appears in the non-conformities database).</p>	<p>Department manager</p>	

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13	<b>Postponement of deadline</b>	<p>The need for postponement of the deadline for closure of the non-conformities shall be processed by the QD. There should be an assessment in relation to the character and potential non-conformities ref step 7, before the extension can be granted. Non-conformities given by authorities can only be extended by the respective authority. Postponement shall be done by using the email generated from the QMS.</p>	<b>QM</b>	
14	<b>Verification</b>	<p>Each month the QM issue a list of all non-conformities which are not verified for each department. The QM makes a review of all previous audits and non-conformities and verifies if actions are appropriated conducted.</p>	<b>QM</b>	