ABSTRACT

This document is the Section H to NSQ-100 Guidelines.

Its objective is to help to the understanding of NSQ-100 requirements through some examples or recommendations and descriptions of industrial good practices.

The Guidelines Section H is related to the measurement, analysis and improvement requirements of NSQ100 (Chapter 8).

Summary

- Chapter 1: Purpose of this section
- Chapter 2 : Guidelines

  The following questions are addressed :

  - *When to schedule "internal audit on specific quality assurance programs or plans"?*
  - *What is the meaning of "where applicable"?*
  - *What is the meaning of "timely"?*
  - *What are the contents of a non-conformance report?*

- Annex 1: Non conformance information & request for approval flow along supply chain

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CHAPTER 1: PURPOSE OF THIS SECTION

The present section refers to NSQ100 following chapters:

8 Measurement, analysis and improvement

CHAPTER 2: GUIDELINES

8. MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1. General

No Guidelines for this Chapter.

8.2. Monitoring and measurement

8.2.1 Customer satisfaction

No Guidelines for this Chapter.

8.2.2 Internal audit

➲ When to schedule " internal audit on specific quality assurance programs or plans"?

It's well recommended to perform such internal audits within the first half of the product realization initial period.

8.2.3 Monitoring and measurement of processes

No Guidelines for this Chapter.

8.2.4 Monitoring and measurement of product

No Guidelines for this Chapter.

8.3 Control of nonconforming product

➲ What is the meaning of "timely"?

"**timely**" means as soon as a deviation is detected and analysed in a reasonable time. Any deviation should be reported to the customer before the final acceptance.

➲ Example of "customer requirements"

The organizations may be asked, at each level of the supply chain, to report or to make available deviations to the next level of the supply chain in order to inform or to obtain the next level approval. Different situations may exist as per table in Annex 1.

➲ What are the minimum contents of a non-conformance report?

A non-conformance report shall provide at least the following information:

- detailed identification of the component and technical document concerned,
- description of the non-conformance and comparison with the specified criteria,
- the solution adopted by the organization with its justification and approval(s),
- the cause analysis,
- corrective and/or preventive action engaged, with assignment of pilot and deadline.

8.4 Analysis of data

No Guidelines for this Chapter.

8.5 Improvement

No Guidelines for this Chapter.

8.5.1 Continual improvement

No Guidelines for this Chapter.

8.5.2 Corrective action

No Guidelines for this Chapter.

8.5.3 Preventive action

No Guidelines for this Chapter.

(*): Request may be performed through the opening of a new non conformance report or through any other method contractually agreed for the project

NON CONFORMANCE INFORMATION & REQUEST FOR APPROVAL FLOW ALONG SUPPLY CHAIN