JER-8000-MGT-PRO-0013 Control of Non-conformances

(AS/NZS, ISO 45001:2018, Clause 10.2)

1 INTRODUCTION

In the event of defective or substandard work being produced or a non-conformance occurring, the Non-Conforming product or service etc. are identified and corrected to prevent potential customer complaints or continued nonconformity. The causes are reviewed over time to prevent recurrence, if possible.

2 SCOPE

This procedure addresses non-conformance to products and services, and also against the requirements of the Safety Management System, at all stages in the organisation's work process.

3 RELEVANT LEGAL & OTHER REQUIREMENTS

- Work Health and Safety Act 2011 (NT)
- Work Health and Safety Regulation 2011 (NT)

4 RESPONSIBILITY

Senior Leadership Team	1. Provides strategic direction on the management of health and safety within defined Executive portfolios. 2. Ensures non-conformances are identified and corrected, the root causes are addressed, and the necessary records are maintained.
Safety Manager	1. Ensures this procedure is fit for purpose and meets all applicable legislative requirements. 2. Ensures that this procedure is implemented and is regularly reviewed and monitored for ongoing effectiveness. 3. Supports managers, supervisors and workers in the implementation and operation of this procedure in the business. 4. Recommends change or improvement to this procedure as required.
Managers and Supervisors	1. Ensure the implementation and operation of this procedure within their area of responsibility. 2. Support the consultation process. 3. Recommend change or improvement to this procedure as required.

Workers	1. Ensure they are familiar with the procedure. 2. Comply with this procedure at all times. 3. Maintain currency of training and any competencies where required for specified work tasks. 4. Recommend change or improvement to this procedure as required.

is the responsibility of the following personnel to ensure that non-conformances are identified and corrected, the root causes are addressed, and the necessary records are maintained.

a.	Customer Complaints.	SMS Representative
b.	Product/Service Non-Conformances.	SMS Representative
c.	Integrated System Non-Conformances.	SMS Representative

5 PROCEDURE

5.1 Non-Conforming Products & Services

Routine verification and monitoring at all stages in the work process should be aimed at identifying any non-conforming or defective products or services. All personnel must report non-conformances. All identified non-conforming products/services are labelled to prevent inadvertent use, if appropriate. All non-conforming services are dealt with promptly to prevent the deficiency becoming worse or affecting the customer.

The non-conformance is corrected by the most appropriate and cost-effective method. Non-Conformances are recorded together with the action taken to correct them. They must be reviewed to allow identification of the root causes and trends. Where concessions are required from the customer, regulatory body or other organisations, this is recorded.

5.2 Non-Conformity & Corrective Action

When non-conformity occurs, including those arising from customer complaints KGL Resources takes the following steps:

- React to the non-conformity (NC) and take action to control and contain the immediate situation and correct the situation and deal with the consequences.
- Evaluate the need for action to eliminate the causes of the NC in order that it doesn't recur or occur elsewhere by reviewing the NC, determining the causes of the NC and determine if similar NCs exist elsewhere.
- Implement any corrective actions required.
- Review the effectiveness of any corrective actions taken.
- Update risks and opportunities determined during planning, if necessary.
- Make any necessary changes to the quality management system.

Corrective actions will be appropriate to the effects of the non-conformity that occurs. However, it may be impossible to completely eliminate the causes of the NC although corrective actions may reduce the likelihood of recurrence.

Details of each reported non-conformity is recorded using the appropriate document. This document allows for the recording of the NC as well as appropriate corrective actions.

The list of NCs is maintained in the Non-Conformance Register.

These documents are retained for future reference purposes and for use at Management Review meetings.

6 CONSULTATION

This procedure has been developed and implemented in consultation and co-operation with KGL Resources' workers.

7 RELATED DOCUMENTATION

JER-8000-MGT-FM-0010	Non-conformance Report Form
JER-8000-MGT-FM-0011	Incident Form
JER-8000-MGT-FM-0012	Corrective Action Request Form

8 MONITORING, EVALUATION AND REVIEW

VERIFICATION	
Monitoring	Compliance with this procedure will be monitored through training and regular audits.
Evaluation & Review	The risk rating is low, reviewed every 3 years. A review will be undertaken sooner if there are changes to legislation, standards and industry codes, or following a SMS review, changes as defined by WHS Regulators, or to ensure continual improvement.
Version Control	Version 1: May 2026

9 APPROVAL

Konrad Litfin
Project Director