

Non-Conformance And Corrective Action Procedures

The Company defines all non-conforming goods as a serious incident that effectively prevents the company meeting its customer requirements relating to Health and Safety and legal obligations, particularly relating to relevant CE/UKCA marks, and our policy and procedures to ensure such goods are not allocated to stock or processed are set out as follows:

As set out in our ISO9001 analysis document, the Quality Manager is responsible for ensuring all relevant personnel understand and apply this procedure and are aware of the required markings and documentation.

Goods In Procedure

- Goods arriving at our warehouse locations are inspected against the suppliers' advice note for compatibility with the relevant Bryson Purchase Order details and specifications, including UKCA/CE markings.
- Checks carried out relate to Quality, Performance, Packaging, and Damage and also to ensure relevant CE/UKCA markings and documentation.
- Where faulty goods must be accepted from the carrier, the suppliers' advice note is marked with rejection details and passed to the Procurement Manager for relevant action and the Accounts Payable department to place the invoice in query.
- A reject report will be raised and sent to the supplier.
- The non-conforming stock will be placed in the Quarantine Area and marked and labelled accordingly, awaiting confirmation of either a) return b) rework c) disposal in an environmentally responsible way.

Customer Originated Complaints

- We monitor customer satisfaction by keeping records of customer complaints, customer compliments, number of product returns each year, repeat business, new customers, NPS scores and lost customers. All complaints and compliments must be forwarded to the Managing Director or nominated deputy, who will determine the need for corrective action and maintain the records. Customer satisfaction data are reviewed at the annual Management Review.
- Where non-conformance information is received by the Customer Service Team from customers, these are verified with the Operations and Quality Managers, who will immediately mark the goods as quarantined pending further investigation, and details forwarded to the Procurement Manager for query.
- Warehouse staff are also instructed to withhold further order processing of these items.
- Should the goods be verified as non-conforming or not be certified with required CE/UKCA markings, the company sales records will be checked, and customers who have received goods from the batch concerned will be issued with a recall letter.

Test Procedures

- Relevant tests and performance checks are carried out at appropriate intervals, samples being randomly taken from bulk batches to verify conformance. These are tested by in-house calibration equipment and physical checks on Quality/Durability/UKCA/CE markings and documentation/damage. If specific specialist tests are required, the items are despatched to a relevant UKCA/CE-approved laboratory/ test facility for testing for conformance to the relevant standard.
- Self-inspection by Warehouse staff and Order processors are also carried out upon order processing to ensure goods match the description on Bryson customer orders.

Records

- All procedures above are maintained on Company Quality records that give evidence of all goods and materials which have been rejected, and these are available for inspection by our customers on request.
- Datasheets such as COSSH and other certifications are stored and regularly updated with our suppliers and are available to download on our website.

Master copies of the following forms are kept in our ISO9001 files:

- Inspection Report
- Reject Report
- Warehouse Procedures
- Test Procedures
- Worksheets

Management Involvement

- Senior Management initiates and receives all records of procedures and results.
- Management also allocates responsibilities and actions required.

Training

Product training on relevant requirements and UKCA/CE markings is arranged by the Quality Manager in conjunction with the Procurement and Sales Teams.

PPE For Internal Use

- These items required by HSE legislation for the Companies' own employees and transport staff are taken from inspected and verified stock,
- All items used by our own staff are from stock also sold to customers, as we are distributors of these products.

For and on behalf of Bryson Products Ltd


Signed:



Mark Reiner
Chairman

Date: 13 September 2023

Review Date: 12 September 2024

 020 8660 9119

 Sales@bryson.co.uk

 www.bryson.co.uk