

NCR PROCEDURE: PROGRAM NONCONFORMANCE, APPEALS & CUSTOMER COMPLAINTS

NPCA has adopted a NCR procedure to track and resolve program nonconformance, plant appeals, probationary issues and customer complaints for the NPCA Plant Certification Program. The tracking system will exist within the current electronic database where all historical and contact information resides. A unique sheet tab has been developed and labeled NCR under the Plant Certification Management tab.

NCR assignments will be made by the Plant Certification Manager and assigned to the Director of Quality Assurance Programs or members of the NPCA Technical staff or responsible party as these items are identified or arise.

The electronic form in the database provides entry for the following items and will be managed and tracked by the Manager of Certification Programs.

NCR#
Date Opened Date Closed
Responsible Party Reviewed by
Inspection Date Inspection Agency
Probation Customer Complaint
Appeal Other
Notes

DEFINITIONS:

Probation – Certified plants that earn an overall score between 75 and 80% and/or earn a score of less than 75% on any critical section requirement on their annual unannounced audit. See Section 5 of the Plant Terms and Conditions.

Customer Complaint – Any customer concern related to the satisfaction or quality of their experience with the NPCA Plant Certification Program (examples: concerns with the audit or auditor, customer service).

Appeal – In the event a plant disagrees with the scoring of their plant or a plant earns probation they may follow the Appeal Procedure appearing in Section 6 of the Plant Terms and Conditions.

Other – This category is reserved for customer related concerns or complaints that are not covered by Probation, Customer Complaints, and the Appeals processes.

The notes section is reserved for specific details or pertinent information specific to the occurrence.

Applicable program data and information will be pulled and downloaded into MS Excel and analyzed periodically as part of Management Review.

Appeals and complaints are reviewed by the NPCA QA Review Subcommittee as necessary. In cases where hearings take place the decision of the Review Subcommittee is final.

NCR's from internal audits will be entered on the NCR tab in the NPCA database by the Manager of Plant Certification Manager or Director of Quality Assurance Programs.

For additional assistance or to file a nonconformance, a formal appeal, or a customer complaint, [click here](#) to fill out a form or contact Phil Cutler, director of quality assurance programs, at pcutler@precast.org or at **(317) 571-9500**.

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