RJ International Limited
Trading As **BIOM New Zealand**
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RJ International Ltd T/A BIOM NZ ISO 9001:2008 Quality Manual	**Quality Management System Procedure** **Subject:** **Control of Nonconforming Product & Recall Procedure** **Revision** **4** **Rev. Date:** **18.01.2017**
Reference ISO 9001:2008 - **Control of Nonconforming Product and Recall Procedure**	**Total Pages: 5**

1.0 Introduction

RJ International Ltd T/A BIOM NZ has developed and implemented a quality management system to demonstrate its ability to consistently provide product that meets customer and applicable regulatory requirements, and to address customer satisfaction through the effective application of the system, including continual improvement and the prevention of nonconformity. The quality system complies with the international standard ISO 9001 (2008).

2.0 Purpose

2.1 The purpose of this manual is to define and describe the quality system, to define authorities and responsibilities of the management personnel involved in the operation of the system, and to provide general procedures for all activities comprising the quality system.

2.2 Another purpose of this manual is to present the quality system to our customers and other external interested parties, and to inform them what specific controls are implemented at RJ International Ltd T/A BIOM NZ to assure the quality of our products and services.

3.0 Scope

3.1 This procedure applies to all nonconforming products and materials detected, whether obtained from vendors, produced in-house, or in company stock.

3.2 This procedure applies to all employees.

4.0 Responsibility and Authority

4.1 The Quality Manager has responsibility and authority to ensure this procedure is followed. He or she may delegate tasks to qualified personnel as needed. All employees are responsible for knowing and following this procedure.

5.0 Procedure

5.1 Detection and disposal of nonconforming product.

5.1.1 Nonconforming product can be detected in many ways, by any person, at any time.

5.1.2 When nonconforming material is detected, it is immediately removed from the normal process flow and the following people are notified: Managing Director, Quality Control Manager and Sales Manager.

5.1.3 The product or material is removed from the normal process flow and with the designated HOLD tag being placed.

5.1.4 Nonconforming product or material is identified with a HOLD tag, which is filled out and attached to the affected item(s). The HOLD tag contains part number, quantity, description, reason for being on hold, name of the person who detected the problem, and the date.

5.1.5 Disposition of nonconforming products can be determined by any of the above 3 listed people and the Quality Control Manager will periodically go through all the items on the hold shelf to dispose of the products.

5.1.6 After product and materials are properly disposed of, the control of records must be detailing identification, storage, protection, retrieval, retention time and disposal of records and such control of records are kept by Quality Control Manager on file to assist with measurements of quality objectives.

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5.2 Corrective Action

5.2.1 Review and evaluate nonconformities. Plan an action to make correction and implementation and record results on the form.

5.2.2 Depending on the nature of the nonconformance, it may be necessary to generate a Corrective Action Request, and possibly a notation in the Supplier Tracking Log.

5.2.3 Depending on the nature of the nonconformance, it may be necessary to notify authorized certification body (for instance Organic Certificate with BIOGRO accredited in New Zealand) in the case of a non-compliant product being identified. Illustrate what necessary corrective actions and preventive actions are taken to continually improve Quality Management System.

5.3 Recall procedure for detected nonconforming product

5.3.1 When nonconforming product is detected after delivery or use, corrective action is taken appropriate to the nonconformance. Appropriate action may be in the form of parts and/or information sent to customers, a recall of the product, or other action deemed necessary by top management to correct the nonconformance and prevent its recurrence.

5.3.2 It is mandatory to inform authorized certification body (for instance BIOGRO Organic Certification Authority in New Zealand) as soon as possible in the case of a non-compliant product being recalled. Illustrate what necessary corrective actions and preventive actions are taken to continually improve Quality Management System.

5.4 Preventive Action

5.4.1 Top management need to take necessary actions to correct the nonconformance, eliminate potential nonconformities and prevent its recurrence.

5.5 Continual Improvement

5.5.1 Identify where improvements can be made to Quality Management System. Quality control manager and top

management of the company will ensure that this QMS is communicated and implemented at all levels of the organization. All staff will be required to comply with the contents of the Quality Manuals and will understand their own duties in relation to the manufacture of safe and legal products to the desired quality.

6.0 Quality Policy & Quality Objectives

6.1 The company aims to implement a good quality management system that complies with the international standard of good practice ISO 9001. We also commit to meet the requirements of our clients by providing reliable and safe products, meet quality control & legal and regulatory requirements and continually improve Quality Management System.

6.2 To conform to the company's objectives, requisite statutory and safety regulations. The company supports the full integration of Documented Quality Systems and ensures that the company can fulfil contractual and legal obligations by:

6.2.1 Ensuring that all activities which directly affect the safety, legality and quality of service and product are carried out under controlled conditions.

6.2.2 Continuous monitoring and analysis of Quality indicators which provide feedback to enable quality improvement against customer needs and expectations.

6.2.3 Documentation of all key areas relating to food safety and quality issues, thereby creating a system of due diligence.

6.2.4 Providing up to date instructions and training to all personnel together with the promotion of quality awareness.

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7.0 Revision History

Date:	Revision level:	Description of Revision:
10.12.2013	1	Initial released
30.06.2015	2	Revised
29.11.2016	3	Revised
18.01.2017	4	Revised