

Procedure PR-PRO-004

Control of Nonconforming Service

1. SUMMARY

- 1.1. This procedure defines the requirements for identifying, processing and dispositioning nonconforming service.
- 1.1.1. “**Nonconforming service**” is any service provided to customers which is found to not conform to requirements. These requirements may be customer requirements, statutory/regulatory requirements, or any other requirement deemed by Pure Rail.
- 1.2. Nonconforming service can be discovered at any time, by any person or organization, including employees, the customer, regulatory authorities, etc.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
1	01/01/16	Original issue.	Kyle Devine
2	23/11/2021	Updated document number, formatting and references to relevant controlled documents added.	Kyle Devine

3. CONTROLLING NONCONFORMING SERVICES

3.1. Discovery and Reporting

- 3.1.1. When nonconforming services are discovered by employees, this shall be documented on the **PR-FRM-025 Nonconforming Service Report**. If the nonconforming service is reported by a third party, including a customer, the appropriate employee shall capture the information provided by the third party on the **PR-FRM-025 Nonconforming Service Report**, including referencing any applicable notes, emails, or other documentation.
- 3.1.2. The **PR-FRM-025 Nonconforming Service Report** is sent to the Director(s) for review and initial confirmation of the nonconformance. If it is determined the nonconformance did not occur, this can be noted and the NSR closed without further action. If the issue is confirmed, the procedure shall continue.
- 3.1.3. The Director(s) shall then document details of the NMIH and conduct a root cause analysis, utilizing other personnel and resources as necessary using the **PR-FRM-010 Incident Report Form**. The Director(s) may delegate this responsibility, if needed.
- 3.1.4. The Director(s) will then oversee an investigation of the nonconforming service. This will be documented utilizing the **PR-FRM-010B Investigation Report Form**.
- 3.1.5. Any Corrective Actions required to address this incident should be documented on the **PR-FRM-008 Corrective Action Request (CAR) Form** and documented in the **PR-REG-007 Corrective Action Register**.

- 3.1.6. If customer approval is sought for the disposition, this shall be recorded on the NSR; if the customer approval is provided in another document or email, this shall be reference on the NSR instead.

4. NONCONFORMANCE DATA ANALYSIS & TRENDING

The Operations Manager will present service quality trend data to top management as part of periodic Management Review Meetings.