

## 1. Introduction

The business has a requirement to identify and record all non-conformances.

## 2. Scope

This procedure ensures that non-conformances are identified, recorded, and that the appropriate root cause analysis and corrective action is undertaken.

## 3. Responsibilities

All NY Highways employees and North Yorkshire Council staff employed on the NY Highways contract are responsible for notifying the IMS of any identified non-conformance, this is done by the CSN Audit App.

The IMS team are responsible for distributing the NCR to the correct department who complete the Action Report form (FM000065) available in the Communication HUB/IMS/Forms.

All Managers are responsible for ensuring that the root cause is determined, corrective and preventative action is implemented. The non-conformance should be closed by updating the CSN Audit App.

## 4. Procedure

Individuals complete an NCR form, held on the CSN Audit App, with as much detail as possible, and where relevant any costs incurred to be recovered from third parties. Where an individual does not have access to the CSN Audit App, they should refer to their line manager so the NCR can be reported.

The IMS team to distribute to the correct department and agree an action plan. Where several reports are raised against the same supplier they will be collated and addressed collectively with the supplier concerned.

All NCRs recorded on CSN Audit App will automatically be registered in the NYH IMS report in Power BI.

Any outstanding actions are monitored by IMS team via the Power BI report.

GO HOME SAFE GO HOME HEALTHY	Document Ref: PROC000030	Document Owner: IMS	Document Version: 3
	File: Procedures	Review Date: Aug 2025	Page 1 of 1