 ISO 9001-2008 PROCEDURE	PROCESS OWNERS Director of Engineering / Director of Operations			
PROCEDURE TITLE: Control of Nonconforming Product	DOCUMENT NUMBER: ISO_8-3	REVISION LEVEL: Final Draft	REVISION DATE: 04/22/09	Approval: Managing Director

Purpose/Scope:

This procedure addresses how nonconformance related to road construction and maintenance projects is controlled including all related supplies, materials and components. For the purpose of this procedure the term “product” is defined as the outcomes and results of road projects.


Responsibility:

The Directors of Engineering and Operations are responsible for oversight and adherence of this procedure relative to their respective areas of responsibility.

ISO 9001:2008 Reference: 8.3 - Control of Nonconforming Product

Procedure:

- 1.0 All roadway projects including maintenance and construction must be performed to the specifications, requirements and standards of the Michigan Department of Transportation (MDOT).
- 2.0 Construction specifications must be compliant with MDOT regulations and standards and are documented in each construction project contract and maintenance project plan.
- 3.0 All materials and components used in road projects must also be compliant with MDOT standards. Road construction and maintenance materials must be purchased from approved sources and be certified (ISO 7.4 Purchasing Process).
- 4.0 Materials found to be noncompliant (nonconforming) are immediately removed from construction sites to prevent usage. Components and equipment (e.g., signs and signals) that are nonconforming are removed from the site and either salvaged or returned to the source.
- 5.0 Control of nonconformance is controlled with issuance of a “Permit to Place” authorization.
- 6.0 Each stage of a construction project is reviewed for compliance to contract requirements and standards including use or placement of materials. Each project stage must be approved. Further project work may not commence without issuance of a Permit to Place.
- 7.0 If nonconformance is found it must be remedied and / or reworked prior to issuance of a Permit to Place.

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- 8.0 Contractors are responsible for maintaining inspection, test and permit records and be able to produce them upon demand. Duplicate records are maintained by WCRC.
- 9.0 Daily inspection reports are performed and identified problems or nonconformance are documented and addressed.
- 10.0 Final review and inspection of road projects are performed and documented using standard punch lists. All nonconformance must be corrected prior to completion of the project.
- 11.0 Final inspection and approval of state let construction projects are performed by MDOT.