1.8 Non-conforming Outputs Process Map

**Defective outputs**
(Separated from the workflow and identified with a REJECT label)

Disposition

- **Return to Supplier**
  - Return-note or credit note
  - Update NC Log

- **Rework**
  - Agree rework method

- **Concession**
  - Raise a concession

- **Scrap**
  - Enter details onto NC log
  - Place into scrap bins/area
  - Arrange disposal
  - Update NC Log

**Is customer agreement required?**

- **YES**
  - Apply for concession

- **NO**
  - Update REJECT label with agreed rework method. Rework as defined

**Reinspect**

- **NOT OK**
  - Scrap defective parts
  - Update REJECT Label
  - Update NC Log

- **OK**
  - Sign off rework
  - Use non-defective parts
  - Update NC Log

**Update NC Log**

**Defective outputs**
(Separated from the workflow and identified with a REJECT label)