

Nonconformance report

Use one report per nonconformity. Related requirement: ISO 9001:2015 clause 10.2, Nonconformity and corrective action (clause number and title only; the standard's text is not reproduced, and ISO has replaced the 2015 edition with ISO 9001:2026, so check clause numbers against the edition you use). Fill in sections 1 to 4 the same day, sections 5 to 7 once the cause is known, and 8 and 9 after the check.

1 Identification

NCR number	Date raised	Raised by (name, role)	Site or area
Process, line or department	Product, part, service or document affected (reference)		Lot, batch or serial
Source of the report ☐ Internal process ☐ Incoming supplier material ☐ Customer complaint ☐ Internal or external audit ☐ Other			

2 Where and how it was detected

Stage where found ☐ Incoming ☐ In process ☐ Final inspection ☐ Storage or delivery ☐ At the customer ☐ Audit ☐ Other		
Date and time found	Found by (name, role)	How found (inspection, test, audit, complaint, other)
Requirement not met (specification, drawing, procedure, contract or order clause, with revision) _____ _____		

3 Description and evidence

What was found, compared with what was required (facts only, no opinion on cause) _____ _____ _____ _____		
Quantity affected	Quantity checked	Extent checked (other lots, shifts, sites)
Evidence attached ☐ Photos ☐ Measurements or test results ☐ Inspection record ☐ Customer or supplier correspondence ☐ Sample retained ☐ Other		
Evidence references (file names, record numbers, sample location) _____ _____		

4 Containment and disposition

Immediate action to stop the problem spreading	Owner	Date done
Decision for the affected product or service ☐ Use as is (with concession) ☐ Rework ☐ Repair ☐ Scrap ☐ Return to supplier ☐ Re-grade ☐ Other		
Decision authorised by (name, role)	Date	Customer informed? ☐ Yes ☐ No ☐ Not needed
		Date informed

5 Severity and classification

Severity (use the classes in your own procedure)

☐ Minor ☐ Major ☐ Critical

Why this class (effect on fitness for use, on safety or on a legal or contract requirement)

Cause category (provisional)

☐ Material ☐ Method or procedure ☐ Equipment ☐ Measurement ☐ People or training ☐ Environment ☐ Design ☐ Supplier
☐ Other

Occurrence

☐ First time

☐ Repeat

Earlier NCR numbers if repeat

Similar nonconformities exist or could occur elsewhere? Where

6 Root-cause analysis (why-chain)

Problem statement (one sentence: what, where, how often)

Step	Why did this happen? Write the answer to the line above	Evidence that confirms it	Confirmed?
Why 1			
Why 2			
Why 3			
Why 4			
Why 5			

Method used

☐ 5 whys ☐ Cause-and-effect diagram ☐ Fault tree ☐ Other

Root cause (the deepest cause the organisation can change)

Why was it not detected earlier? (control that should have caught it)

7 Corrective and preventive action

No.	Action (what will change, so the cause does not recur or occur elsewhere)	Type	Owner	Due	Done

Updates needed

☐ Risks and opportunities ☐ Procedure or work instruction ☐ Control plan or FMEA ☐ Training ☐ Supplier agreement
☐ Quality system documents ☐ None

Where else was the action applied (lines, sites, products)?

8 Effectiveness verification

Check due date	Verified by (name, role)	Method (re-inspection, sample size, audit, trend of the rate)
What result will show the action worked (decided before the check)		
Result of the check (record, dates, quantities)		
Effective? ☐ Yes ☐ No	If no: new NCR or action number, and reason	

9 Closure and sign-off

Role	Name	Signature	Date
Raised by			
Action owner			
Quality representative			
Approver (management)			
Date closed	Where the records are kept (system, folder, location)	Next review of this report type	