Non-Conformance Notice

The Non-conformance Notice form in ProjectTeam is used to notify a vendor of an issue of non-conformance with their contract.

Non-conformance Notices are created by the DGS Project Manager and assigned to the relevant vendor. Assignment to the vendor is accomplished by creation of an Action Item in ProjectTeam for each Non-conformance Notice created. Assignment of the Action Item automatically notifies the vendor via email that they have been issued a Non-conformance Notice and need to respond and correct the issue. Instructions for creating and assigning Action Items can be found in the QRG for [Action Items, Workflows, and Recent Activity].

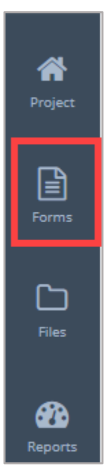
The Non-conformance Notice Log is used to manage Non-conformance Notices throughout the life of the project and the status of these notices should be discussed during each progress meeting with the vendor, at minimum.

A Merge Template for Non-conformance Notices exists in ProjectTeam, and a merge document can be created from each record if a copy of the record is needed for DGS users outside of ProjectTeam (such as C+P or DGS Legal).

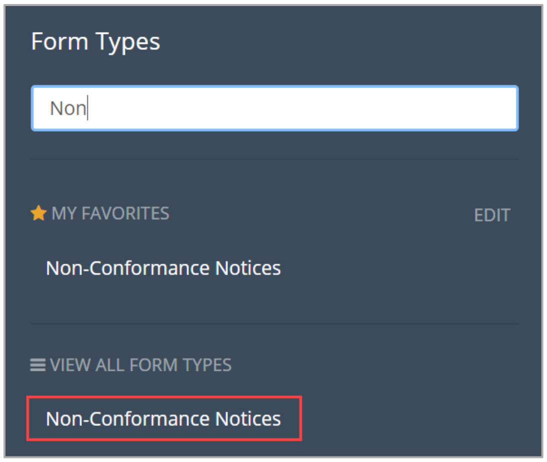
> **Note** - Vendors should update the Non-conformance Notice with their responses and remedy information which is then signed off by the DGS Project Manager to complete and close the issue.

Creating a Non-Conformance Notice

1. Within the project, click the **Forms** icon on the left navigation pane.



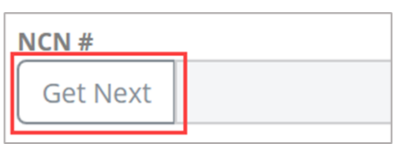
2. In the search field, begin typing **Non** and the form will appear in the forms list. Click the **form name** to open the log.



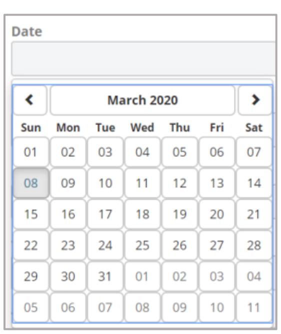
3. To create a Non-Conformance Notice document, click the **New** button.

4. Enter a title for the Non-conformance Notice in the **Subject** field. The title should be short but descriptive of the issue.

5. Click the **Get Next** button to add the next in sequence **NCN #**. A number can also be typed if necessary.



6. Click inside the Date field and select today's date from the calendar.

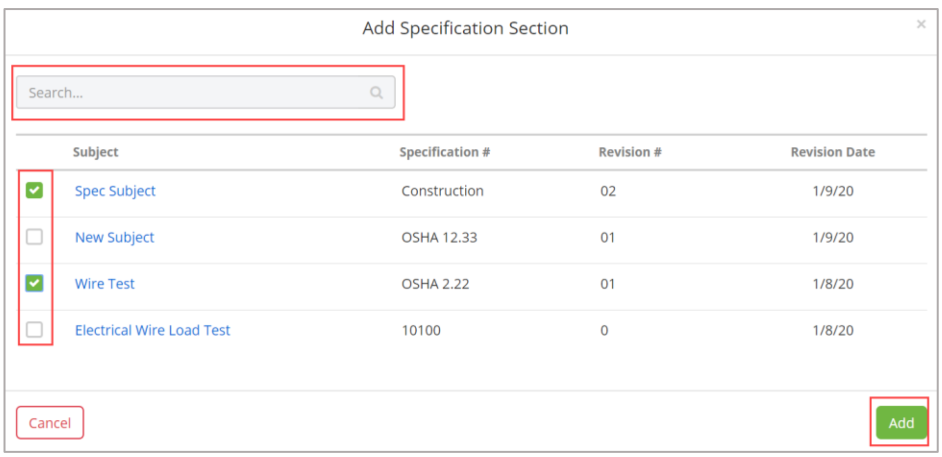


7. Click inside the **To Contact** field and select a contact name from the list.

8. Click inside the To Company field and select the receiving company's name.

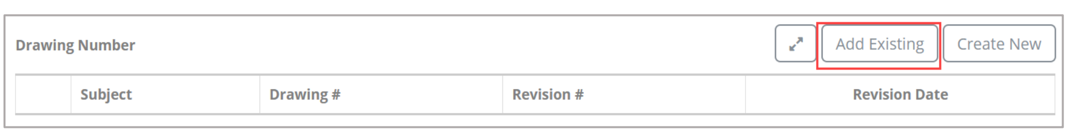
9. To add an existing specification, click the **Add Existing** button in the Specification Section table.

   a. If you would like, use the **search** feature to find a specific specification. Click the **checkbox(es) beside each specification** you wish to add and click the **Add** button.

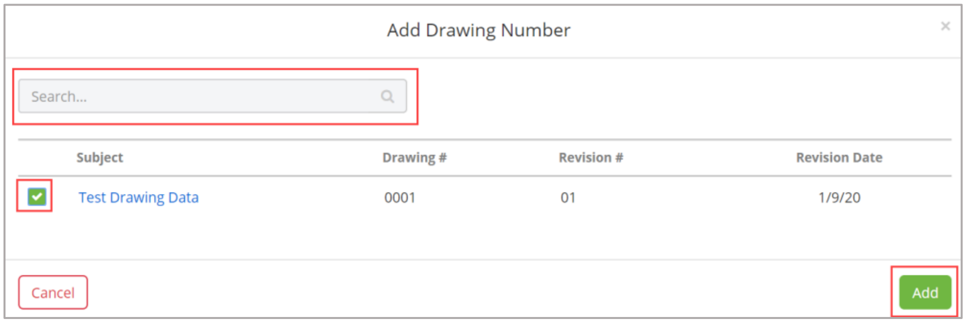


10. Enter the **Paragraph #**.

11. To add drawings which exist in ProjectTeam to the Non-Conformance document, click the Add Existing button.



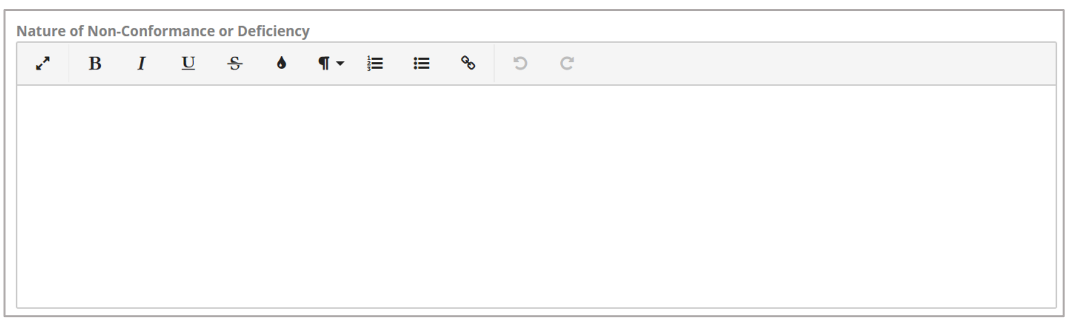
   a. If you would like, use the **search** feature to find a specific drawing. Click the **checkbox(es) beside each drawing** you wish to add and click the **Add** button.



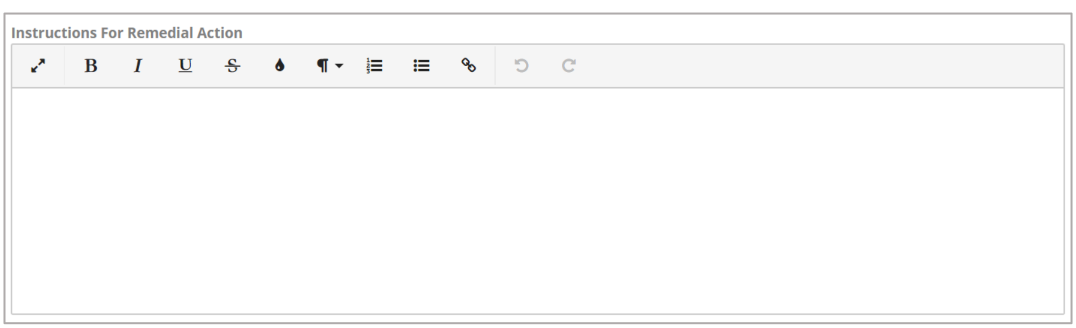
12. Enter the drawing **Detail #**.

13. Add the **Applicable Standards**.

14. Enter the **Nature of the Non-Conformance or Deficiency**.



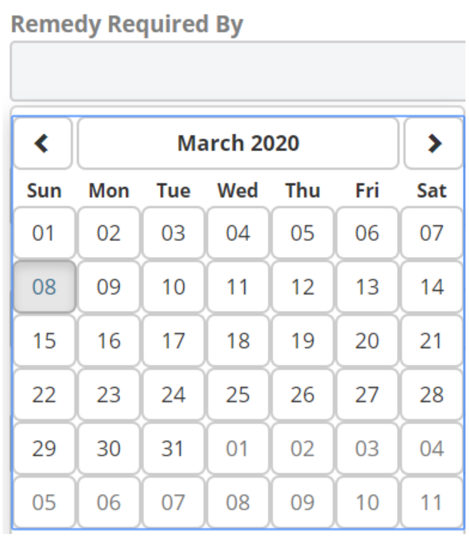
15. Enter the **Instructions for Remedial Action**.



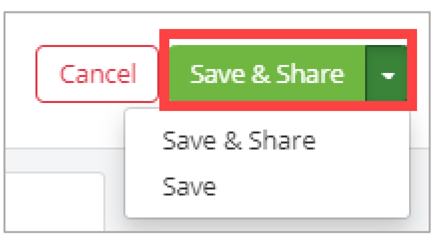
16. Select the date in which a response from the vendor is required by in the **Response Required By** field. This response is typically a precursor to the remedy or correction of the issue and requires

the vendor to provide a written response to the issue regarding mitigation or correction strategy and/or timeframe for completion.

17. Click inside the **Remedy Required By** field and select the date which the remedy or correction is required to be completed by.



18. Click the dropdown arrow beside the **Save & Share** button located in the top right corner. Select the affected vendor's share group by role and any other relevant share groups, then save the record.

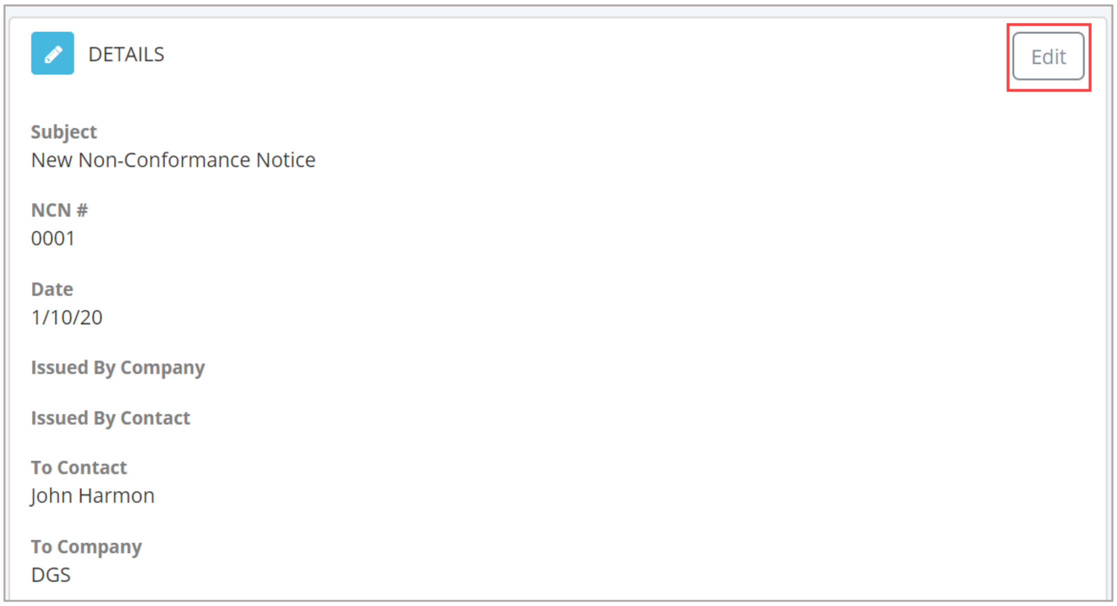


Editing and Sign-off on completed Non-Conformance Notices

Once the vendor has completed the remedy for the Non-conformance Notice issue and entered their remedy information in ProjectTeam, the DGS Project Manager needs to confirm that the issue has been successfully resolved and sign-off on the remedy to complete and close the issue.

1. Open the Non-Conformance Notice register and click the **title of the record** you wish to edit.

2. Click the **Edit** button in the Details section of the document.



3. Click inside the **Signed of By Company** and select DGS from the list.

Click inside the **Signed Off by Contact** field and select your name from the list.

4.

5. Click the Save & Share button and click **Save.**