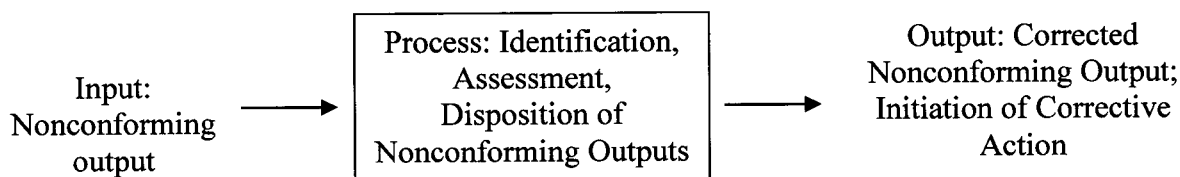




## QUALITY SYSTEM PROCEDURE

<b>TITLE</b>	<b>CONTROL OF NONCONFORMING OUTPUTS PROCEDURE</b>
<b>PURPOSE</b>	To define the process of ensuring ICC Secretariat's compliance to the prevention of unintended delivery of nonconforming outputs.
<b>SCOPE</b>	This procedure describes the activities from identifying and controlling nonconforming outputs, including the disposition actions and responsibilities in implementing corrective actions.
<b>DEFINITION OF TERMS</b>	<ol style="list-style-type: none"> <li><b>Nonconforming output (NCO)</b> – an output that does not conform to customer, legal, and NEDA-ICC requirements.</li> <li><b>ICC Secretariat</b> – It consists of the different NEDA Evaluating Staffs and the NEDA regional offices (NROs) involved in providing technical support to the ICC.</li> <li><b>ICC Core Secretariat</b> - It coordinates the provision of support to the ICC. On the operational level, the ICC Core Secretariat provides technical and administrative support for the effective functioning of the ICC-TB and ICC-CC.</li> </ol>

**PROCESS DESCRIPTION:** This process defines the controls for handling nonconforming outputs to ensure unintended delivery or use.



### PROCESS FLOW

STEP NO.	PROCESS / STEPS	DETAILS	RESPONSIBLE PERSON	REFERENCE / INTERFACE
	<b>START</b>			
1.	Identification of NCOs	Identify the NCOs as specified, but not limited to, in Table 1.	Concerned Process Owner	
2.	NCO Evaluation	Assess the identified NCO and take appropriate disposition. Refer to Table 1 below.	Concerned Division Chief/ Process Owner	
3.	Disposition Action Implementation	Implement and record the implementation of disposition action in the NCO Log Sheet.	Concerned Responsible Person	Non-conforming Output Log Sheet
4.	Verification of implemented disposition action	Ensure that required disposition action is implemented.	Concerned Division Chief / Process Owner	
5.	Nonconformity recording	Fill out the Corrective Action Report Form.	Concerned Division Chief /	Corrective Action Report Form



## QUALITY SYSTEM PROCEDURE

		Record the Corrective Action Report number in the Non-conforming Services Log Sheet.	Process Owner	Nonconforming Output Log Sheet
6.	Implement Corrective Action	Refer to Corrective Action Procedure	Concerned Process Owner	Corrective Action Procedure
7.	Retain Documented Information	Retain all records generated in accordance with the Records Control Procedure	Concerned Process Owners (Document Controller?)	Records Control Procedure
	<b>END</b>			
<b>RECORDS GENERATED</b>		<ol style="list-style-type: none"> <li>Accomplished Non-conforming Output Log Sheet</li> <li>Accomplished Corrective Action Report Form</li> </ol>		

**Table 1. Nonconforming outputs**




Nonconforming outputs	Action to be Taken	Responsible Person
1. Failure to refer proponent agency submissions to appropriate NEDA Evaluating Staff/NRO within the prescribed timelines, due to ICC Core Secretariat lapses.	Expedite transmittal; Provide ES/NROs advanced copies of agency submissions;	ICC Core Secretariat: Director, Division Chief, Desk Officer
2. Failure to provide complete and timely advice to proponent agencies on matters related to project approval and appraisal, (i.e., acknowledgement letters and ICC Action letters).	Expedite transmittal to proponent agency;	ICC Core Secretariat: Director, Division Chief, Desk Officer;  and/or  Evaluating Staff/NRO: Director, Division Chief



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**QUALITY SYSTEM PROCEDURE**

3. Errors and inconsistencies reflected in ICC minutes due to Secretariat oversight.	Validate, take note, and revise the document, prior to representation of the revised minutes to the ICC.	ICC Core Secretariat: Director, Division Chief, Desk Officer  Evaluating Staff/NRO: Director, Division Chief
4. Errors and inconsistencies reflected (e.g., ICC-approved costs, approval dates, past ICC decisions/instructions, etc.) in PER due to Secretariat oversight.	Validate, take note, and DISCUSS with PIS DCs.	Evaluating Staff/NRO: Director, Division Chief
5. Failure to provide timely and satisfactory logistical assistance due to ICC Secretariat internal lapses.	Expedite provision of necessary logistics;  Take note of issues encountered;  Identify solutions to issues	ICC Core Secretariat: Division Chief, Administrative Secretary

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