	<b>Control of Nonconformities and Corrective Actions Procedure</b>		Document No	TIU.QM.PR.002
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## 1. SUMMARY

- 1.1. This procedure defines the requirements for identifying, processing and dispositioning nonconforming service.
- 1.2. The following definitions are important for a clear understanding of this procedure.
- 1.2.1. **“Nonconforming service”** is any service provided to students which is found to not conform to requirements. These requirements may be Student requirements, statutory/regulatory requirements, or any other requirement deemed by Tishk International University.
- 1.3. Nonconforming service can be discovered at any time, by any person or organization, including employees, the Student, regulatory authorities, etc.


## 2. REVISION AND APPROVAL

This procedure is released, checked and approved as follows.

Prepared by	Reviewed by	Approved by
Rasha Alkabbanie Coordinator of QMS	Dr. Mehmet Ozdemir Vice president of Academic Affairs	Dr. Idris Hadi Salih

### Revision History

#	Date of Issuance	Ver.	Validity	Description of Change	Prepared by	Reviewed by	Approved by
1	15/05/2015	0	3 years	Original Release	Rasha Alkabbanie	Dr. Mehmet Ozdemir	Prof. Dr. Ahmet Oztas
2	01/12/2017	1	3 years	Some steps were eliminated, simplifying the text of the procedure, revision frequency was added, coding process and codes indicators were explained more	Rasha Alkabbanie Coordinator of QMS	Dr. Mehmet Ozdemir Vice president of Academic Affairs	Dr. Idris Hadi Salih

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### 3. CONTROLLING NONCONFORMING SERVICES

#### 3.1. Discovery and Reporting

3.1.1. Nonconformities at Tishk International University can be reported as the followings:

- Nonconformities found by students shall be submitted to the authorities by using Complaint/Petition Form.
- Nonconformities found by staff shall be submitted to the higher authorities by writing Petition Letters and forward it to the authorities to make decisions.
- Nonconformities found by the auditors during Internal Auditing shall be indicated in the Auditing Report.
- Nonconformities related to the Teaching Process will be specified through “Student Satisfaction Survey” and will be treated according to the “Quality Assurance Procedure”.

**Note:**


As mentioned above, the nonconformities can be reported as:

- Complaint/Petition Form.
- Petition Letter.
- In the Internal/External Auditing Reports.
- Students Satisfaction Surveys Reports.

We call these reports as “**NC Forms**”.

3.1.2. The **NC Forms** are sent to the related authorities (as defined in the following table) for review and initial confirmation of the nonconformance. If it is determined the nonconformance did not occur, this can be noted and the NSR closed without further action. If the issue is confirmed, the procedure shall continue.

NC Forms	NC Related Authorities
<b>Complaint/Petition Forms</b>	Submitted to the Heads of Departments
<b>Staff Petition Letters</b>	Submitted to the Heads of Departments/ Director of the Unit/ Deans/ Vice-Presidents/ President (according to the superiority)
<b>In the Internal/External Auditing Reports</b>	Submitted to the University Council
<b>Students Satisfaction Surveys Reports</b>	Submitted to the Director of Quality Assurance

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3.1.6. The NC Related Authorities shall then document details of the Nonconformity and conduct a root cause analysis, utilizing other personnel and resources as necessary. The NC Related Authorities may delegate this responsibility, if needed.

3.1.7. To Correct the Nonconformity, the followings are being applied:

NC Forms	Corrective Action
<b>Complaint/Petition Forms by Students</b>	<p>If the complaint is within the authority of the Head of Department, He/she would make a decision regarding the complaint and writes it on the Student Petition/Complaint Form. This shall be within one week of the petition's submission.</p> <p>If the complaint isn't within the authority of the Head of Department, he/she would forward it to the dean or to the vice-president.</p> <p>The complaint form will be forwarded back to the student with decision on.</p> <p>Also, the head of department would assign staff to be in-charge for correcting the NC.</p>
<b>Petition Letters by Staff</b>	The corrective action is similar to the one above.
<b>Nonconformities found during Internal Auditing</b>	<p>The nonconformities will be defined in the Auditing Report prepared by the Internal Auditing Committee. The Nonconformities shall be discussed during the Management Review Meeting then a Corrective Action Reports (CAR) will be prepared accordingly. The CAR should define the following points:</p> <ul style="list-style-type: none"> <li>• Details of Non-Conformance</li> <li>• Immediate Action (Correction)</li> <li>• Root Cause</li> <li>• Corrective Action</li> <li>• Verification</li> <li>• Status: Closed / Not Closed</li> </ul> <p>Then the Coordinator of QMS will follow-up the implication of the Corrective Action and set the status as "Closed" if it was applied.</p> <p>If not, the coordinator shall report this to the University Council to take the necessary actions.</p>
<b>Students Satisfaction Surveys</b>	Please refer to chapter (10.2) of the "Procedure of Quality Assurance".