

### Overview

This unit addresses the competence required to report, record, resolve and manage non conformances that arise, with regard to water treatment programmes, within the individual's limit of authority.

This unit deals with the following:

- 1 reporting and recording non conformances
- 2 identifying the appropriate resolution of the non conformance
- 3 initiating corrective actions
- 4 monitoring the adoption of corrective actions
- 5 identifying any improvement actions that can be taken to minimise any re-occurrence of the non conformance

### Previous Version

Adapted from Unit 1.13 of Chemical, Pharmaceutical and Petro-Chemicals Operations NOS – version May 2005.

# COGWT22

## Handle non conformances

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### Performance criteria

- You must be able to:*
- P1 record non conformance in accordance with company operating procedures
  - P2 report non conformance to the relevant people
  - P3 within the limits of your knowledge and experience identify the corrective actions that can be taken to resolve the non conformance
  - P4 if corrective actions required are outside of your knowledge and experience, identify who has this knowledge and experience and report the non conformance to them
  - P5 within the limits of your knowledge and experience assess the most suitable corrective action to take in accordance with company operating procedures
  - P6 identify if no suitable corrective action can be taken and report to the relevant people
  - P7 within the limits of your authority initiate the corrective action and report to the relevant people in accordance with company operating procedures
  - P8 if corrective actions required are outside of your authority, identify who is the authorised person for their initiation
  - P9 communicate the requirement for corrective actions to the authorised person
  - P10 record the corrective action taken in accordance with company operating procedures
  - P11 monitor the progress of the corrective action in accordance with company operating procedures
  - P12 record the completion of the corrective action in accordance with company operating procedures
  - P13 within the limits of your responsibility, assess any improvements that can be made to company operating procedures to minimise the re-occurrence of the non conformance, and report to the relevant people

# COGWT22

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### Knowledge and understanding

*You need to know and understand:*

- K1 what your personal responsibilities with regard to health and safety in the working area are
- K2 what your legal responsibility for your own health and safety, and the health and safety of others is
- K3 what working practices ensure that the working environment is conducive to good health
- K4 what the approved codes of practice/working practices are and why it is important to follow them
- K5 how and when to complete a work task risk assessment
- K6 when specific site requirements are in place and what to do to comply with them
- K7 what represents a non conformance
- K8 the company operating procedures
- K9 who the relevant people are
- K10 the limits of your knowledge and experience
- K11 what corrective actions can be taken to resolve the non conformance
- K12 how to assess the most suitable corrective action
- K13 who has the knowledge and experience required to correct a non conformance and how to report the non conformance to them
- K14 how to identify if no suitable corrective action can be taken and who to report this to
- K15 the definition of authority within the organisation
- K16 how to check whether you have the required authority
- K17 who has authority if you do not
- K18 how to initiate corrective actions and how to report to the relevant people
- K19 how to communicate the requirement for corrective actions to the authorised person
- K20 how and where to record corrective actions taken
- K21 how to monitor the progress of corrective actions
- K22 how to record the completion of corrective actions
- K23 what improvement actions are and how they are taken
- K24 how to assess improvements that can be made
- K25 the limits of your responsibility with regard to improvement of company operating procedures
- K26 how to report improvements for initiation

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### Additional Information

#### Glossary

##### **Authorised person**

The person within the organisation with the required level of permission to perform the activity

##### **Limit of authority**

The individual's limit of permission to perform the activity involved

##### **Limit of responsibility**

The individual's limit of responsibility to consider changes to the company operating procedures

##### **Non conformance**

Includes technical, chemical, physical, mechanical, on-site, internal, external, sub contractors

##### **Regulations and guidelines**

Includes relevant health, safety and environmental regulations, COSHH, Codes of Practice, British, European and International standards, site procedures

##### **Company operating procedures**

Includes company requirements, instructions and method statements

##### **Relevant people**

As defined in the written scheme, risk assessment, log book, company procedures, customer file

##### **Water treatment programme**

Can include for any water system: chemical and non chemical processes, monitoring and inspection, sampling, equipment provision and servicing, legionella risk assessment, cleaning operations, remedial engineering works, other products and services associated with water systems

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### **Communicate**

This may include all forms of communication including spoken, written, electronic

### **Documentation**

Includes analysis/report sheets, log book records, certification, exception reports, condition reports

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**Relevant occupations** Engineering and manufacturing technologies; Manufacturing technologies; Process, Plant and Machine Operatives; Process Operatives

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**Suite** Water Treatment Management

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