

QMSG | ISO 9001:2026 SME Implementation Toolkit

NONCONFORMANCE REPORT

Record of a nonconformity and its correction, root cause and corrective action.

Document No.	Title	Revision	Effective Date	Process Owner	Approved By
QMSG-FRM-08	Nonconformance Report	00	12-10-2026	Process Owner	Authorised approver

This form records a nonconformity and its correction, root cause and corrective action in accordance with the Nonconformity & Corrective Action Procedure (QMSG-PRC-09). Each report is logged in the Corrective Action Register (QMSG-REG-06). Complete the bracketed fields with your organisation's detail.

SECTION A — IDENTIFICATION

Nonconformity No.		Date Identified	
Department / Process		Reported By	

Source of nonconformity (tick one):

☐ Customer complaint	☐ Internal audit (QMSG-PRC-08)
☐ Monitoring result (QMSG-PRC-07)	☐ External provider (QMSG-PRC-06)
☐ Process / operational failure	☐ Product / service defect
☐ Employee observation	☐ Other:

Description of nonconformity (what, where, when, extent):

Severity:

☐ Minor	☐ Major	☐ Critical
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SECTION B — IMMEDIATE ACTION / CORRECTION

Take immediate action to control the nonconforming output and deal with the consequences, before deciding whether the cause needs to be removed.

Correction and containment taken:

How the nonconforming output was dealt with (tick all that apply — see QMSG-PRC-09 Section 6.2):

☐ Correction — rework, redo, repair or replace	☐ Segregation, containment, return or suspension
☐ Customer informed	☐ Accepted as it is under an authorised concession

Correction by		Date	
Decided / authorised by		Date	
Concession authorised by		Concession reference	
Corrected output re-checked?	☐ Yes ☐ No ☐ N/A	Re-checked by / date	

SECTION C — EVALUATION OF NEED FOR CORRECTIVE ACTION

Is corrective action required to eliminate the cause?	☐ Yes ☐ No
Do similar nonconformities exist or could they occur elsewhere?	☐ Yes ☐ No

If no corrective action is required, record the justification, close in Section F, and log the correction only in the Corrective Action Register (QMSG-REG-06).

SECTION D — ROOT CAUSE & CORRECTIVE ACTION (complete if Section C = Yes)

Root cause (method used, for example 5 Whys or cause-and-effect):

Corrective action(s) determined (proportionate to significance and effects):

Responsible Person		Target Completion Date	
Risk & Opportunity update required? (QMSG-PRC-03)	☐ Yes ☐ No	QMS change required?	☐ Yes ☐ No

SECTION E — VERIFICATION OF EFFECTIVENESS

Evidence that the corrective action was effective and the nonconformity has not recurred:

Effective?	☐ Yes — close ☐ No — re-evaluate and plan further action
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SECTION F — CLOSURE

Verified / Closed By		Position	
Date Closed		Corrective Action Register Reference (QMSG-REG-06)	

This completed form is a record and is retained and controlled in accordance with the Records Control Procedure (QMSG-PRC-02) and the Records Retention Register (QMSG-REG-01).