DTL-QA-PRO-0001

Non-Conformance & Corrective Action Procedure

DTL Quality Management System

Doc No: DTL-QA-PRO-0001 **Version:** 1.0 — Apr 2026 **Review:** Apr 2027
Owner: Annelize Van Tonder (Cost Controller)

Purpose: Describes how non-conformances (work, product or process not meeting requirements) are raised, investigated, corrected and closed to prevent recurrence.

1 · Purpose & Scope

Describes how non-conformances (work, product or process not meeting requirements) are raised, investigated, corrected and closed to prevent recurrence.

2 · Process

1. identify and raise a Non-Conformance Report (NCR) when work does not meet requirements;
2. contain the issue and quarantine affected work/product;
3. investigate the root cause (not who, but why);
4. agree corrective action, an owner and a due date;
5. verify the action is effective;
6. close the NCR and record it on the Non-Conformance Register.

3 · Responsibilities

- **Directors** — endorse and provide oversight.
- **Cost Controller / Management** — apply and maintain the records.
- **Workers & contractors** — follow and report non-conformances.

4 · References

- DTL-QA-REG-0001 Non-Conformance Register
- DTL-HSE-REG-0009 Corrective Actions Register

Approval

Approved for issue **Tyson Knight** — Director
27 May 2026

1.0 · Apr 2026 · Initial issue (new document) · A. Van Tonder