



Republic of the Philippines  
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS  
**CENTRAL OFFICE**  
Manila

097-13 DPWH  
04.22.2022

22 APR 2022

DEPARTMENT ORDER )  
NO. 61 )  
Series of 2022 )  
4/22/2022

**SUBJECT: Control of Nonconforming Outputs  
and Corrective Action Procedures**

In connection with the implementation of the Department's Quality Management System (QMS) and its provisions, the DPWH shall evaluate the need for action to eliminate the identified nonconformity and its causes so it does not recur or occur elsewhere. This shall be done by reviewing and analyzing the nonconformity, determining the causes of the nonconformity and determining if similar nonconformities exist, or could potentially occur. Further, the DPWH shall implement any action needed and review the effectiveness of any corrective action taken. With this, the Control of Nonconforming Outputs and Corrective Action procedures and pertinent forms are hereby established.

This Order, which supports the QMS requirement on Nonconformity and Corrective Action, shall take effect immediately and shall supersede the Mandatory Procedures DPWH-QMSP-04 and DPWH-QMSP-05 as stated in Department Order No. 43, series of 2019.

**ROGER G. MERCADO**  
Acting Secretary


Encl: Control of Nonconforming Outputs and Corrective Action procedures and pertinent forms

1.3 JGT/AGC

Department of Public Works and Highways  
Office of the Secretary



WIN2A04415

	<b>Department of Public Works and Highways</b> Quality Management System  <b>Control of Nonconforming Outputs and  Corrective Action Procedures</b>	Issue Date:	
		Doc. Code:	DPWH-QMSP-18
		Revision No.:	05
		Page No.	Page <b>1</b> of <b>7</b>

## 1.0 Purpose

To define a system for identifying nonconforming outputs and applying the necessary control to prevent its unintended use or delivery and establish standard procedure in identifying nonconformities, determining the cause/s of nonconformities, and providing action to ensure that nonconformities do not recur.

## 2.0 Definition of Terms

<b>Correction</b>	Refers to an action or measure taken immediately or in the near term to deal with the Non-Conformity. Shall be approved by the QMS-Core Team Leader prior to implementation.
<b>Corrective Action</b>	Refers to an action to be taken to eliminate the root cause of the Non-Conformity and prevent its recurrence. This includes the steps to be taken for the action to be implemented and requires carrying out a root cause analysis prior to the formulation of the action. It shall be feasible, appropriate and system-focused. Shall be approved by the Process Owner prior to implementation.
<b>Disposition</b>	Refers to action taken concerning the detected nonconforming output.
<b>Nonconformity (NC)</b>	Refers to findings that are non-compliant to established QMS standards (i.e., ISO 9001:2015 clauses, Department policies and/or Laws) or failure to perform the standard process as evident from the failure to present the documented evidence during the audit period.
<b>Nonconforming Output</b>	Refers to a good or service that DPWH is mandated to deliver that does not meet established QMS standards (i.e., Department policies and/or Laws).
<b>Process Owner</b>	An office (i.e., Bureau, Service or Cluster) or group of offices that has the authority and jurisdiction to standardize the processes that are covered by the QMS. Standardization is made thru issuance of policies, manuals and guidelines.
<b>Root Cause Analysis (RCA)</b>	<p>The various tools that generally identify the causal or contributing factor/s that sets in motion the cause-and-effect chain which resulted to a problem. If performed correctly, would prevent recurrence of the identified problem. RCA may be considered in any number of situations, but not limited to:</p> <ul style="list-style-type: none"> <li>– Involving an unexpected risk event</li> <li>– Process or product failure</li> </ul>



## Department of Public Works and Highways

Quality Management System

### Control of Nonconforming Outputs and Corrective Action Procedures

Issue Date:

Doc. Code:

DPWH-QMSP-18

Revision No.:

05

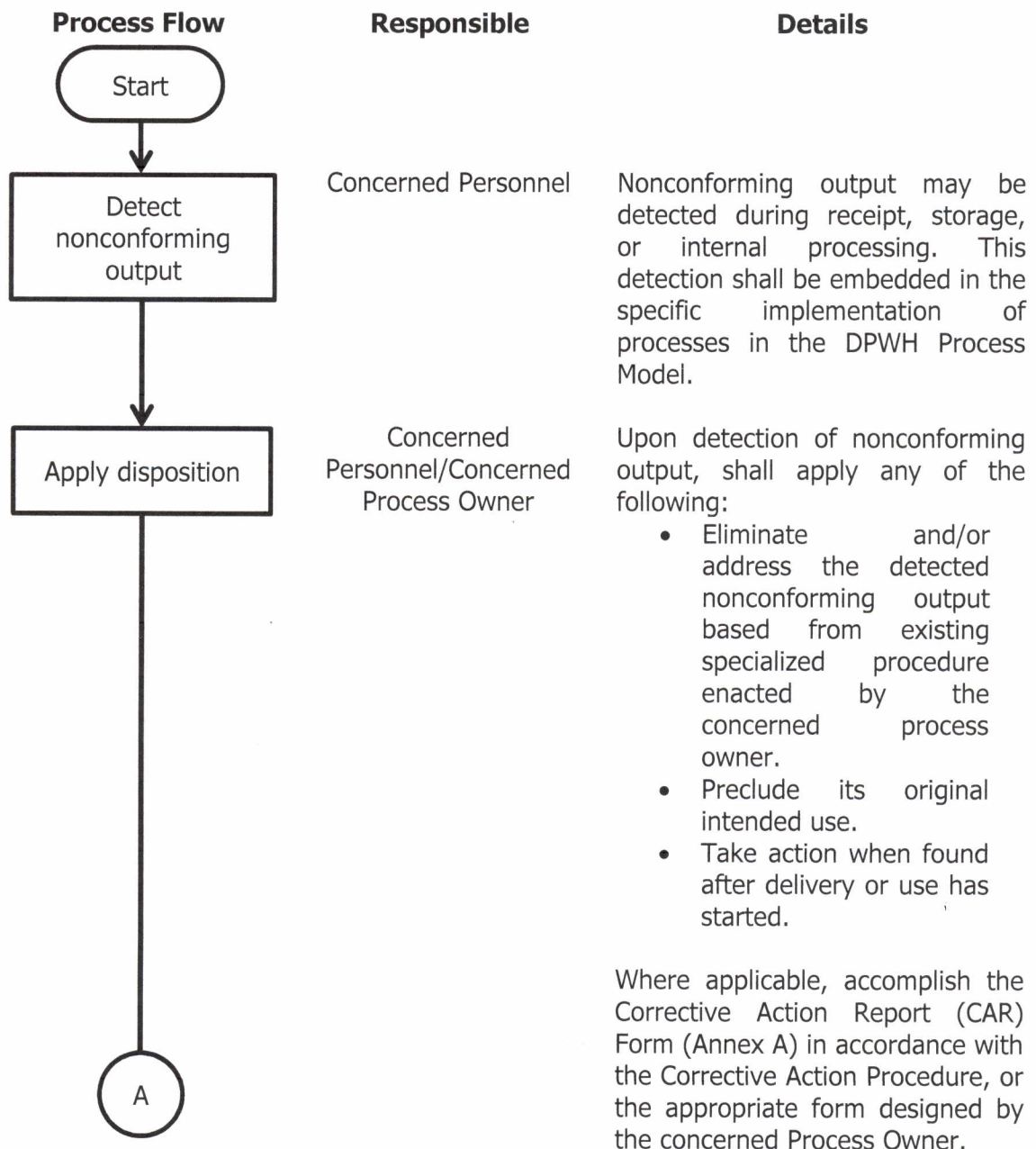
Page No.

Page 2 of 7

- Asset damage or loss
- Production stoppage
- Safety incident
- Quality degradation
- Customer dissatisfaction

### 3.0 General Procedure

#### 3.1 Control of Nonconforming Output







## Department of Public Works and Highways

Quality Management System

### Control of Nonconforming Outputs and Corrective Action Procedures

Issue Date:

Doc. Code:

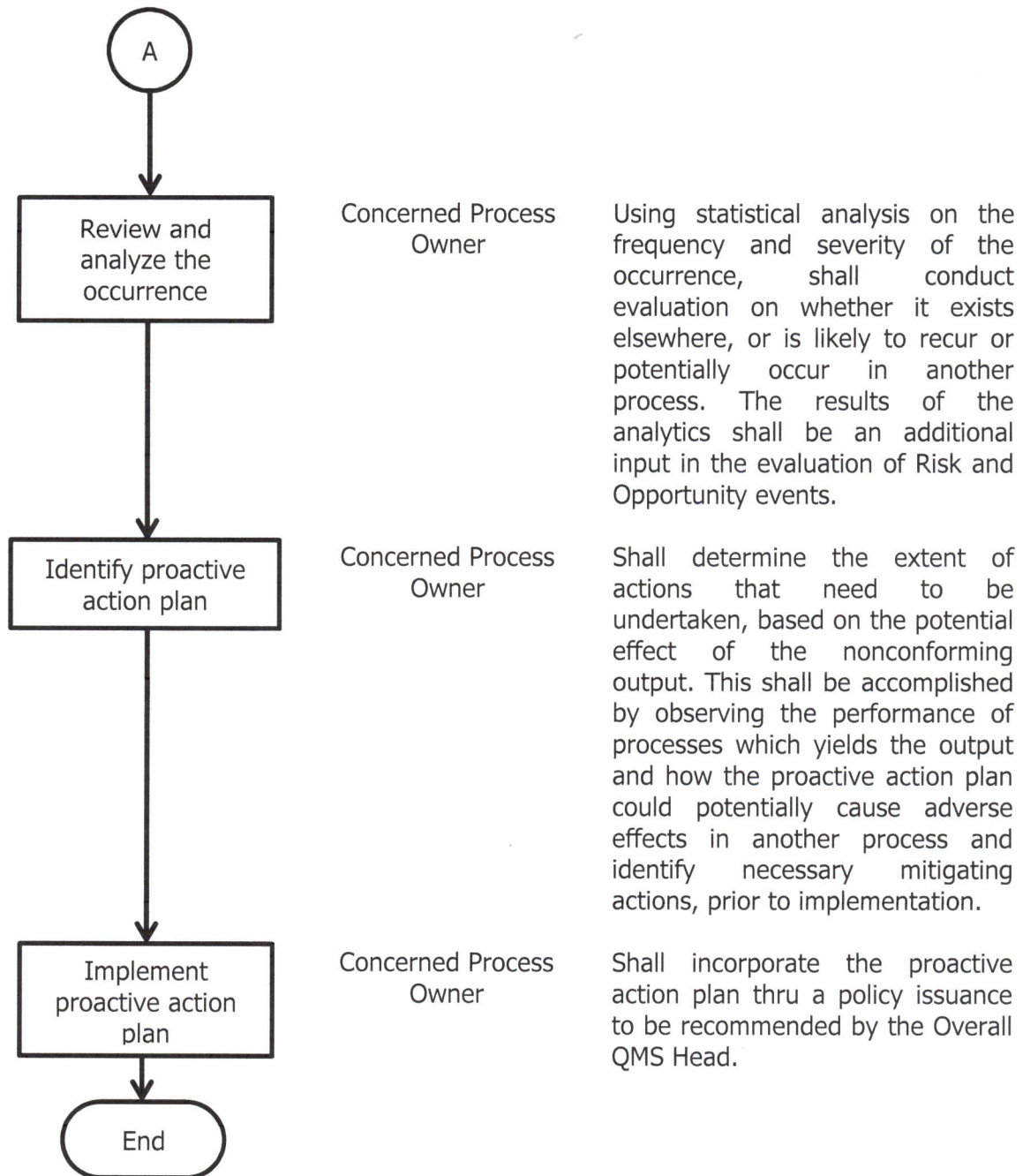
DPWH-QMSP-18

Revision No.:

05

Page No.

Page 3 of 7





## Department of Public Works and Highways

Quality Management System

### Control of Nonconforming Outputs and Corrective Action Procedures

Issue Date:

Doc. Code:

DPWH-QMSP-18

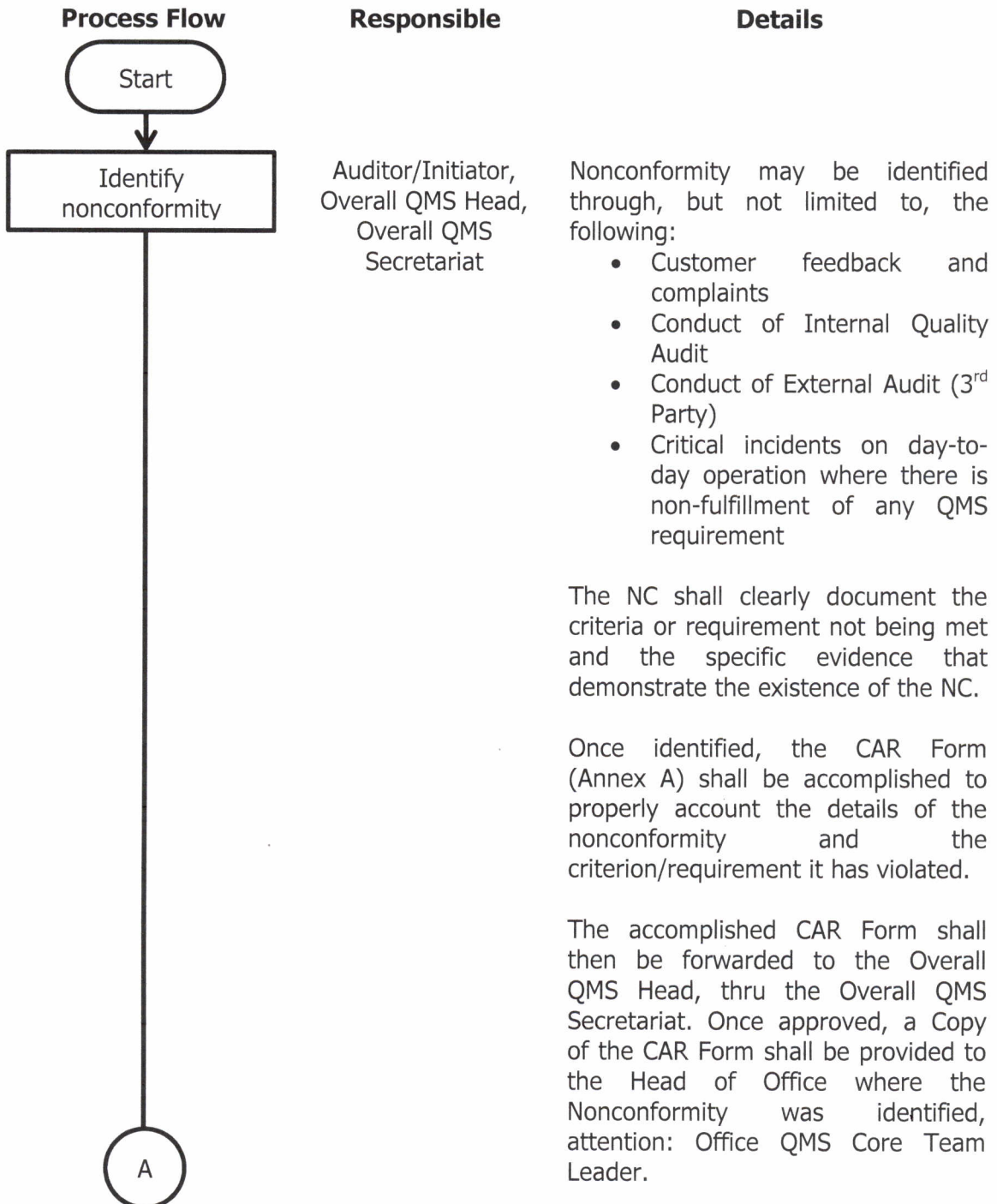
Revision No.:

05

Page No.

Page 4 of 7

### 3.2 Corrective Action





## Department of Public Works and Highways

Quality Management System

### Control of Nonconforming Outputs and Corrective Action Procedures

Issue Date:

Doc. Code:

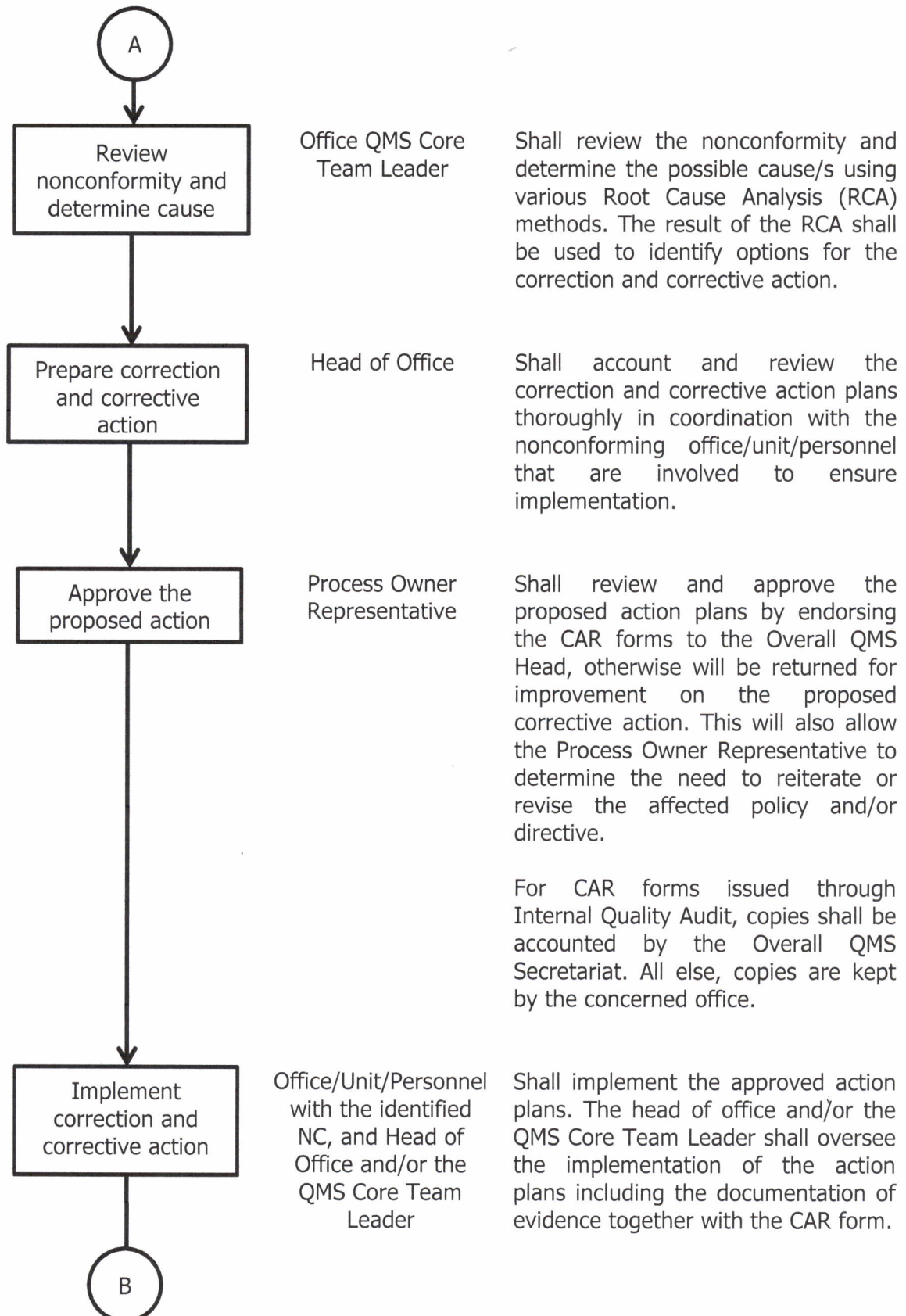
DPWH-QMSP-18

Revision No.:

05

Page No.

Page 5 of 7





## Department of Public Works and Highways

Quality Management System

### Control of Nonconforming Outputs and Corrective Action Procedures

Issue Date:

Doc. Code:

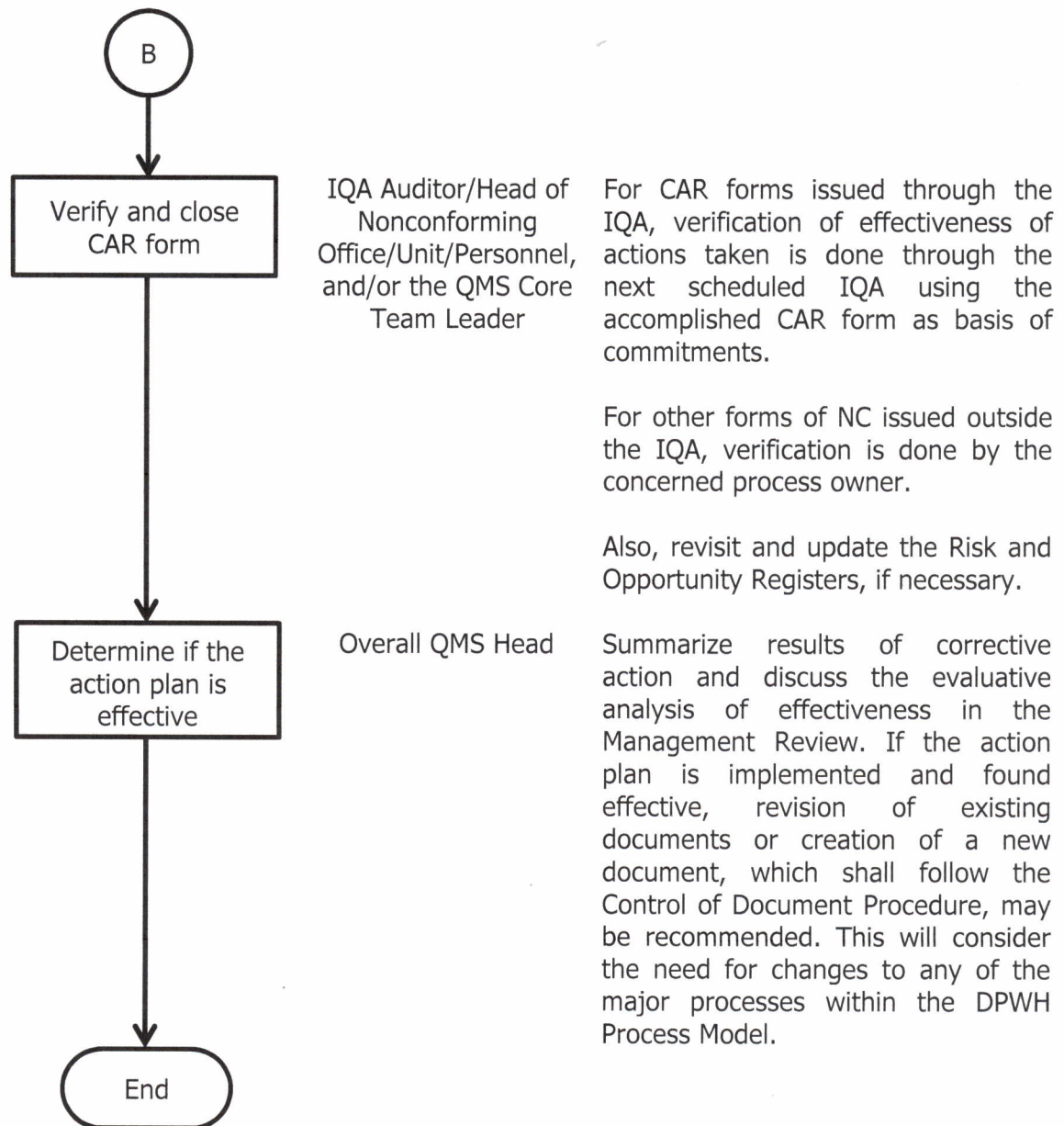
DPWH-QMSP-18

Revision No.:

05

Page No.

Page 6 of 7




#### 4.0 References

ISO 9001:2015 Standards

#### 5.0 Attachments

(Annex A) Corrective Action Report (CAR) Form



	<b>Department of Public Works and Highways</b> Quality Management System  <b>Control of Nonconforming Outputs and  Corrective Action Procedures</b>	Issue Date:	
		Doc. Code:	DPWH-QMSP-18
		Revision No.:	05
		Page No.	Page <b>7</b> of <b>7</b>

## 6.0 Approval

Prepared by:

**JUMAR G. TABLANDO**

Planning Officer IV

Team Leader, Overall QMS Secretariat

Reviewed by:

**MEDMIER G. MALIG**

Director IV

Team Leader, Overall QMS Core Team

Approved by:

**ADOR G. CANLAS, CESO III**

Assistant Secretary for Mindanao Operations

Head, Overall QMS

1.3 JGT/AGC



**Department of Public Works and Highways**

Quality Management System

**Corrective Action Report (CAR) Form**

Issue Date:

Doc. Code:

Page No.

DPWH-QMSP-18-01-  
Rev05Page **1** of **2****SECTION 1 – DETAILS OF NONCONFORMITY***(The auditor/initiator is to provide detailed evidence of the non-conformance)*

<b>SITE</b>		<b>CAR NO:</b>		<b>DATE RAISED:</b>	
<b>Reference:</b>		<b>Clause Code</b>		<b>CAR __ of __</b>	

**Identified thru:** \_\_\_\_ Customer Feedback/Complaint \_\_\_\_ Internal Quality Audit \_\_\_\_ Critical Incident \_\_\_\_ Others (specify)Description of the Nonconformity: *(Include Evidence)*

Issued by:

\_\_\_\_\_  
*Signature over Printed Name*Issued to: *(Head of Office)*\_\_\_\_\_  
*Signature over Printed Name***SECTION 2 – CLIENT RESPONSE AND PLANNED ACTIONS***(The client should conduct a thorough investigation of the circumstances to correctly identify the Root Cause(s) involved and provide a relevant response to address the Root Cause)***CORRECTION Proposed by Client***(What do you intend to do to correct the immediate problem)*

Target Completion Date: \_\_\_\_\_

Proposed By –  
(Client Rep):\_\_\_\_\_  
Name and SignatureDate by which  
correction will be  
implemented:**Client Analysis of the Root Cause***(What do you think caused the problem in the first place, and why?)*

Analyzed by:

\_\_\_\_\_  
Name and Signature

**Department of Public Works and Highways**

Quality Management System

**Corrective Action Report (CAR) Form**

Issue Date:

Doc. Code:

Page No.

DPWH-QMSP-18-01-  
Rev05Page **2** of **2****Client Description of the specific Corrective Actions taken, or planned to be taken***(What do you intend to do to address the Root Cause that you have identified above?)*Proposed By –  
(Client Rep):\_\_\_\_\_  
Name and SignatureDate by which  
corrective action will  
be implemented:Approved By –  
(Process Owner  
Rep):\_\_\_\_\_  
Name and SignatureDate approved for  
implementation:**SECTION 3 – VERIFICATION OF EFFECTIVENESS***(For any response to non-conformance offered by the client during the actual audit, the validating auditor must carefully consider whether the rapid actions do indeed identify the correct Root Cause. In all case the CARs shall be raised and decision with evidence recorded in the following section)*Auditor has reviewed and verified the correction and  
corrective actions proposed and objective evidence of  
implementation

YES: \_\_\_\_\_

NO: \_\_\_\_\_

Objective Evidence Presented

*Justification for the above decision:*

I hereby declare that the issued CAR, defined, corrected and validated by this form, CLOSED

Verified by :

\_\_\_\_\_  
Name and Signature of Validating Auditor

Verification Date:

Acknowledged by:

\_\_\_\_\_  
Name and Signature of QMS Head

Closing Date: