
SB
Smith Brothers
PIPE

Administrative Change Management

Version	Date	Approved By	Summary of Changes
01	6/4/2026	Wesley King	Initial Release

1 Introduction

In the event of defective or substandard products produced during pre and/or post inspection and post-completion, the nonconforming activities need to be identified, managed, and corrected to prevent potential customer complaints or continued nonconformity. The causes need to be identified, reviewed, and addressed to prevent recurrence.

2 Scope

This procedure includes recognition, documentation, analysis, and corrective actions associated with nonconformances in service delivery, adherence to company requirements and the requirements of the company's ISO standards. Scope includes nonconformities arising from customer complaints.

3 Responsibility

Top management is responsible for ensuring that nonconformances are corrected, that root causes are identified, addressed and that necessary records are maintained.

4 Procedure

Nonconforming activities

- Product deliverables and their supporting processes and resources are monitored and measured to identify defects, potential defects, and noncompliance to required documentation. Such recognized nonconformances are addressed to eliminate service delivery issues and reoccurrence.
- All personnel are required to report nonconformances.
- Nonconforming activities are documented, brought to management's attention, and addressed as soon as appropriate to prevent continued occurrence.
- Documentation is developed and retained that describes the nonconformity, actions taken to address it and any concessions agreed to with the customer.
- Nonconformances will be corrected by the most appropriate and cost-effective method

Nonconformance & Corrective Action

4.1 We take the following steps when a nonconformance occurs, including those arising from customer complaints:

- React to the nonconformity and take action to control and contain the immediate situation, correct the situation and deal with the consequences.
- Evaluate the need for action to eliminate the cause(s) and ensure that it doesn't recur or occur elsewhere.
- Implement corrective actions.
- Review the effectiveness of corrective actions.
- Make any necessary changes to our management and operational practices.

4.2 Corrective actions will be appropriate to the effects of the nonconformity that occurs. It may be impractical to eliminate the causes of the nonconformity although corrective actions may reduce the likelihood of reoccurrence.

4.3 Details of each nonconformity or customer complaint are documented along with the cause and corrective action taken to prevent it from recurring.

4.4 Nonconformance and corrective action records are retained for reference, analytical purposes and are presented at management review meetings.

5. Related Documentation

QMS REC 12 Customer Compliant Form
QMS REC 07 Non-conformance and Corrective Action Report
Product Inspection Process – QMS Folder 07 – Smith Bros Pipe SOPs