



Who are the clients?

- For internal projects, the client is represented by the GL. The CDIR approval is mentioned and dated on the project monitoring form. It is to be considered as an internal contract.
- For external project, the clients are the organisations that sign the contract. They can be national or international granting organisations, others private or public institutions, or a mixture of them.

Identification of any abnormality on a product, in a specification, procedure, process, etc. by

- any PT member, stakeholder, legal survey, auditor, vendor, CRPP member.
- Abnormality forms can be**
- any verbal or written client's or supplier's claim
- any observed or found out inconsistency versus regulations, specifications, scope, goal, schedule, budget, PMP, etc.
- any minutes from any meeting related to a project.

Appraisal of the abnormality by a panel team defined by TR and or QR according to the abnormality object

- Panel: TR, QR, other persons chosen by TR or QR according to WBS, as needed.
- The panel must quickly appreciate what is in question: a non conformance or anything else.
- In case of non conformance, it must be determined if it is a major one with regards to the client's criteria or not.

Segregation process is activated only if the non conformance relates to a product.

- The product must be clearly identified and segregated in a safe stock to avoid any misuse.
- The defective product will stay segregated waiting on a definitive decision.
- A NC report is edited, an internal NC report for minor non conformance, a specific NC report for major non conformance.
- The minor and major non conformances are registered on separate lists specific to the project. These lists are part of the ADP.

Process for minor or major non conformances

- The two processes are different and separated:
- Decision for the minor non conformance are taken by the internal management on the basis of the NC report, that includes proposed corrective actions.
- Decision for major non conformance are only taken by the client on the basis of the NC report sent to the client's RO. NC report includes proposed corrective actions.
- While waiting on the decision of the client, the related part of the running execution process is stopped.
- The NC report traces the NC up to its resolution, including curative actions.

Curative process includes two main actions:

- Corrective actions that will be applied to the defective product in order to make it conform to the specifications or accepted by the client.
- Preventive actions, that will be applied to avoid such NC occurring again.

Configuration issue

- Definition: Configuration is a relative arrangement of parts or elements, related to the products, services, results or components to deliver.
- Configuration issue is any change of any kind to the configuration of the project deliverables.
- A positive answer to this question implies to start a change control procedure.
- On the opposite, the abnormality indicates a vagueness in the project management process or quality management system, that must be solved.

The project management plan, the project scope statement, and other deliverables must be maintained by carefully and continuously managing changes, either by rejecting changes or by approving changes so those approved changes are incorporated into a revised baseline.

Change control process includes:

- Identifying that a change needs to occur or has occurred.
- Reviewing and approving requested changes, maintaining the integrity of the baselines and the related configuration and planning documentation
- Reviewing and approving all recommended corrective and preventive actions.
- Controlling and updating the scope, cost budget, schedule and quality requirements by coordinating changes across the entire project and documenting the complete impact of requested changes.
- Validating defect repair
- Controlling project quality to standards based on quality reports.

Improvement process includes control of:

- Process boundaries (purpose, start, end, inputs, outputs of the process, data required, owner and stakeholders)
- Quality of interfaces (Process configuration / flowchart)
- Over status of processes (Process metrics)
- and defines the targets for improved performances

Glossary

- ADP, Acceptance Data Package (documentation linked with the deliverable)
- CDIR, CRPP Direction
- CQMS, CRPP Quality Management Electronic System
- GL, Group Leader
- CPL, CRPP-Planner
- PM, Project Manager
- PMP, Project Management Plan
- PT, Project team

- QM, Quality Manager of CRPP
- QR, Quality Representative for the project
- RO, Responsible Officer
- SEC, Secretary
- TR, Technical Representative
- WBS, Work Breakdown Structure
- WPC, Work Package Controller
- Approval, validation by client
- Review, internal critical presentation to peers & GL
- Validation, internal validation by hierarchy

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Rel.	Date	Designation	Author	Checked
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ABNORMALITY MANAGEMENT PROCESS