

BAI ensures that Products or Services or other process outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The controls for such non-conformances are defined in GP BAI-20 Control of Nonconforming Product and Service.

BAI takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This also applies to nonconforming products and services detected after delivery of products, during or after the provision of services.

BAI deals with nonconforming outputs in one or more of the following ways:

- Correction;
- Segregation, containment, return or suspension of provision of products and services;
- Informing the customer; and
- Obtaining authorization for acceptance under concession.

Conformity to the requirements are verified when nonconforming outputs are corrected.

BAI retains documented information that:

- a. Describes the nonconformity;
- b. Describes the actions taken;
- c. Describes any concessions obtained; and
- d. Identifies the authority deciding the action in respect of the nonconformity

Prepared by:	Reviewed/Approved by:
FELIPE P. REOLALAS, JR.	PAOL C. LIMSON, DVM
Quality Management Representative	Top Management