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NCR CLASSIFICATIONS

1. Major Nonconformance:
   - The absence of, or systemic breakdown of, the Process Control and/or Quality Management system.
   - Any non-conformance where the effect impacts or has the potential to impact the integrity of the product.

2. Minor Nonconformance:
   - A non-systemic lapse in conformance to the Process Control and/or Quality Management system.
## MTL Top 10 NCR Paragraph References

### AC7006 – Overall Findings

<table>
<thead>
<tr>
<th>Top NCR</th>
<th>Paragraph Ref</th>
<th>Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>5.10.2.1-e.</td>
<td>Each test report or calibration certificate shall include at least the following information, unless the laboratory has valid reasons for not doing so: e. identification of the method used;</td>
</tr>
<tr>
<td>2</td>
<td>4.9.1-e</td>
<td>The laboratory shall have a policy and procedures that shall be implemented when any aspect of its testing and/or calibration work, or the results of this work, do not conform to its own procedures or the agreed requirements of the customer. The policy and procedures shall e. the responsibility for authorizing the extension of the test or calibration work already performed, and for reviewing the results of the work after it has been performed.</td>
</tr>
<tr>
<td>3</td>
<td>5.10.2.1-h.</td>
<td>The management of the laboratory personnel. The laboratory shall personnel. The training program the training actions taken shall be</td>
</tr>
<tr>
<td>4</td>
<td>5.2.2</td>
<td>Equipment and its software used and shall comply with specified and shall be established for key quantities or it meets the laboratory’s specific checked and/or calibrated before</td>
</tr>
<tr>
<td>5</td>
<td>5.5.2</td>
<td></td>
</tr>
</tbody>
</table>

![Graph](image-url)
RESPONDING TO NON-CONFORMANCES

- Immediate Corrective Action Taken (Containment Actions)
- Root Cause of Nonconformance
- Impact of all Identified Causes and the Root Cause
- Action Taken to Prevent Recurrence
- Objective Evidence is required on ALL findings
- Effectivity Date