



LOAD RESTRAINT

NON CONFORMANCE PROCEDURE

PURPOSE

Lachlan Commodities is committed to improving the safety of road transport. This procedure provides the detail for identifying any incidental non-conformances and the associated reporting requirements, including necessary corrective and/or preventative actions if applicable.

All Lachlan Commodities staff and other relevant personnel including contractors engaged in services that have or may have an impact on the proper load restraint management must comply with this procedure;

PROCEDURE

1. Defining Non-conformance

A non-conformance in relation to any incident which is considered to be an action or omission that does not conform with:

- The Heavy Vehicle National Law Act 2012
- National Transport Commission Load Restraint Guide 2004
- Lachlan Commodities Transport Safety Pack

2. Identifying Non-conformance

Non conformances may be identified in one of the following ways:

- Incidents and/or accidents
- Through monitoring and/or reporting
- Management System audits
- Communications/feedback



3. Reporting Non-conformance

Non-conformances must be investigated and reported to the management at Lachlan Commodities.

The following details must be included as a minimum:

- Details of the person reporting the non-conformance
- Description of the non-conformance including time, date and location
- Summary of the non-conformance including personnel involved, cause and impact on proper road restraint management
- Summary of actions taken to remediate the situation and mitigate further impact
- Further action required and personnel involved to prevent future non-conformances
- Alternatively, a Non-Conformance Reporting (NCR) Form can be used.

4. Recording Non-conformances

Following the investigation and reporting (as described above), a summary of the non-conformance must be recorded in the Non-Conformance Register.

5. Review of the Non-conformance Register

The Non-Conformance Register will be formally reviewed half yearly in line with this procedure.

*All records relevant to these procedures are to be maintained in a Lachlan Commodities recordkeeping facility for a minimum 3 years.



NON CONFIRMANCE REPORT (NCR)

Identification

Originator		Date	
Organisation		Report Number <small>(* official use only)</small>	

Non Conformance Description

(Describe the nonconformance; ensure the applicable requirements, planned activities, procedures, specifications, drawing, standards, serial numbers, etc. are noted. Indicate who documented the nonconformance.)

Steps to Prevent Inadvertent Use of the Item or Process

Corrective/Preventive Action and Disposition

(Describe for each cause what action(s) will be taken with the item or process, including, as applicable, the completion dates, disposition of material, and responsible staff for each action. Describe, as applicable, what actions are needed to prevent recurrence of the identified nonconformance, such as process improvement, procedure revisions, training plan, etc., and include completion dates and responsible staff for each action.)

Person(s) Responsible for the Corrective/Preventive Action and Disposition		Date / /
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Closing the Non Conformance

Action Completed

Name _____	Date / /
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