

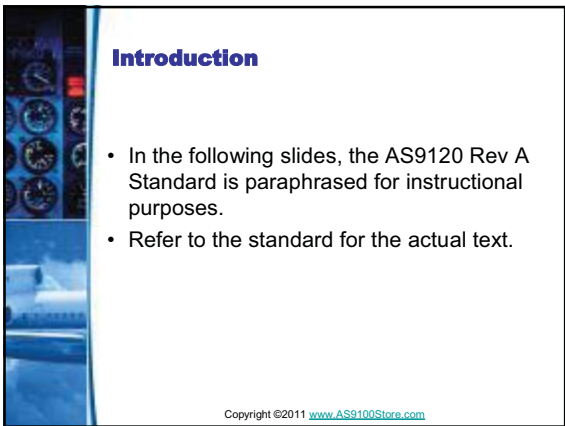
AS9120 Rev A

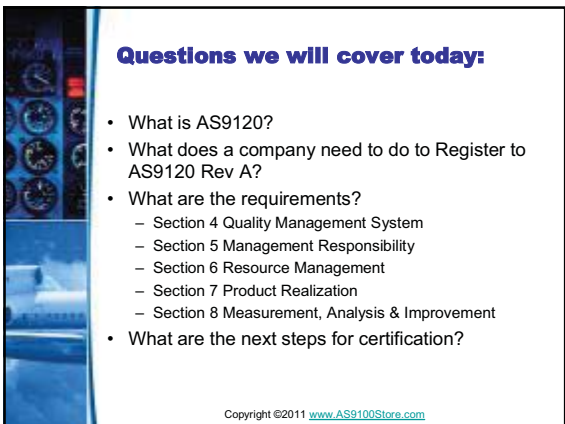
Presentation Materials



Student Guide










8.3 Control of Nonconforming Product

- Any nonconforming product that is delivered must be reported in a timely manner.
- Action needs to be taken to contain the effect of the nonconformity on other products or processes.
- Products dispositioned to scrap must be marked permanently or positively controlled until physically rendered unusable


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8.4 Analysis of Data

- Data identified in 8.1 must be analyzed and include information on:
 - Customer satisfaction
 - Conformance to customer requirements
 - Characteristics of processes, product and their trends
 - Suppliers

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8.5 Improvement

8.5.1 Continual Improvement

- Improve the effectiveness of your system through the use of the quality policy, quality objectives, audit results, analysis of [data, corrective and preventive action](#) and management review
- Monitor the implementation of improvement activities and evaluate the effectiveness of the results.

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