

Specification of Competency Standards
for the Testing, Inspection and Certification Industry
Unit of Competency

Functional Area - Testing Quality Management

Title	Manage and handle nonconforming testing work
Code	105901L6
Range	This unit of competency (UoC) covers the abilities to investigate nonconforming testing work or departures from the policies and procedures in the laboratory management system and/or technical operations by evaluating the evidence collected in a testing laboratory, and recommend improvement measures to manage the nonconformities.
Level	6
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge of technical aspects of testing procedures and documents of management system</p> <ul style="list-style-type: none"> • Command the concepts of test methods and apply testing and quality control procedures. • Comprehend the quality manual and a broad range of documents relevant to laboratory management system. • Devise suitable approach and procedures to identify and investigate nonconforming testing work and test reports. • Interpret the requirements for control of nonconforming testing work and test reports in relevant international standard and laboratory accreditation requirements. <p>2. Manage and handle nonconforming testing work</p> <ul style="list-style-type: none"> • Identify and investigate nonconforming testing work or departures from the policies and procedures in the laboratory management system and/or technical operations through a variety of activities, e.g.: <ul style="list-style-type: none"> ○ internal or external audits, ○ management reviews, ○ feedback / complaints from customers, ○ staff observations / suggestions. • Critically evaluate the significance of nonconforming testing work and the impact of nonconforming test reports. • Recommend appropriate measures for continuous improvement of the laboratory. • Establish a mechanism to recall nonconforming test reports that have been issued. • Establish policy and procedures for implementing corrective actions to eliminate identified nonconformities. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Collect sufficient evidence and analyse all necessary data / documents / records to identify and investigate nonconforming testing work and test reports.
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • investigate nonconformities in laboratory management system and/or technical operations by applying suitable approach and procedures, • critically evaluate the significance of nonconformities and impact of nonconforming test reports, • recommend improvement measures and corrective actions to eliminate identified nonconformities in the laboratory.
Remark	The relevant international standard and laboratory accreditation scheme involved in this UoC are as follows:

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	<ul style="list-style-type: none">• ISO/IEC 17025 General Requirements for the Competence of Testing and Calibration Laboratories• HOKLAS 003 Technical Criteria for Laboratory Accreditation
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