

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

Functional Area - Inspection Quality Management

Title	Manage and handle nonconforming inspection work
Code	105929L5
Range	This unit of competency (UoC) covers the abilities to examine nonconforming inspection work or departures from the policies and procedures in the management system and/or technical operations by evaluating the evidence collected in the inspection body, and recommend improvement measures to manage the nonconformities.
Level	5
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge of technical aspects of inspection procedures and documents of management system</p> <ul style="list-style-type: none"> <li>• Employ the concepts of inspection methods and describe inspection quality control procedures.</li> <li>• Describe the quality manual and documents relevant to the management system of the inspection body.</li> <li>• Devise suitable approach and procedures to identify nonconforming inspection work and inspection reports.</li> <li>• Interpret the requirements for control of nonconforming inspection work in relevant international standards and accreditation requirements.</li> </ul> <p>2. Manage and handle nonconforming inspection work</p> <ul style="list-style-type: none"> <li>• Identify nonconforming inspection work or departures from the policies and procedures in the management system and/or technical operations through a variety of activities, e.g.: <ul style="list-style-type: none"> <li>○ internal or external audits,</li> <li>○ management reviews,</li> <li>○ feedback from customers or complaints,</li> <li>○ staff observations / suggestions.</li> </ul> </li> <li>• Analyse the problems and evaluate the significance of nonconforming inspection work and impact of nonconforming inspection reports.</li> <li>• Take appropriate action immediately together with the decision about the acceptability of the nonconforming work.</li> <li>• Establish a mechanism to recall nonconforming inspection reports that have been issued.</li> <li>• Identify root causes of the nonconforming work and establish procedures for implementing corrective actions timely and effectively.</li> <li>• Recommend appropriate measures for continuous improvement of the inspection body.</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Collect sufficient evidence and analyse all necessary data/ documents/ records to identify nonconforming inspection work.</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• identify nonconformities in the management system and/or technical operations of the inspection body by applying suitable approach and procedures,</li> <li>• evaluate the significance of nonconformities and impact of nonconforming inspection reports,</li> <li>• recommend improvement measures and corrective actions to eliminate identified nonconformities in the inspection body.</li> </ul>

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Remark	<p>The relevant international standard and accreditation scheme involved in this UoC are as follows:</p> <ul style="list-style-type: none"><li>• ISO/IEC 17020 Conformity Assessment – Requirements for the Operation of Various Types of Bodies Performing Inspection</li><li>• HKIAS 003 Technical Criteria for Accreditation of Inspection Bodies</li></ul>
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