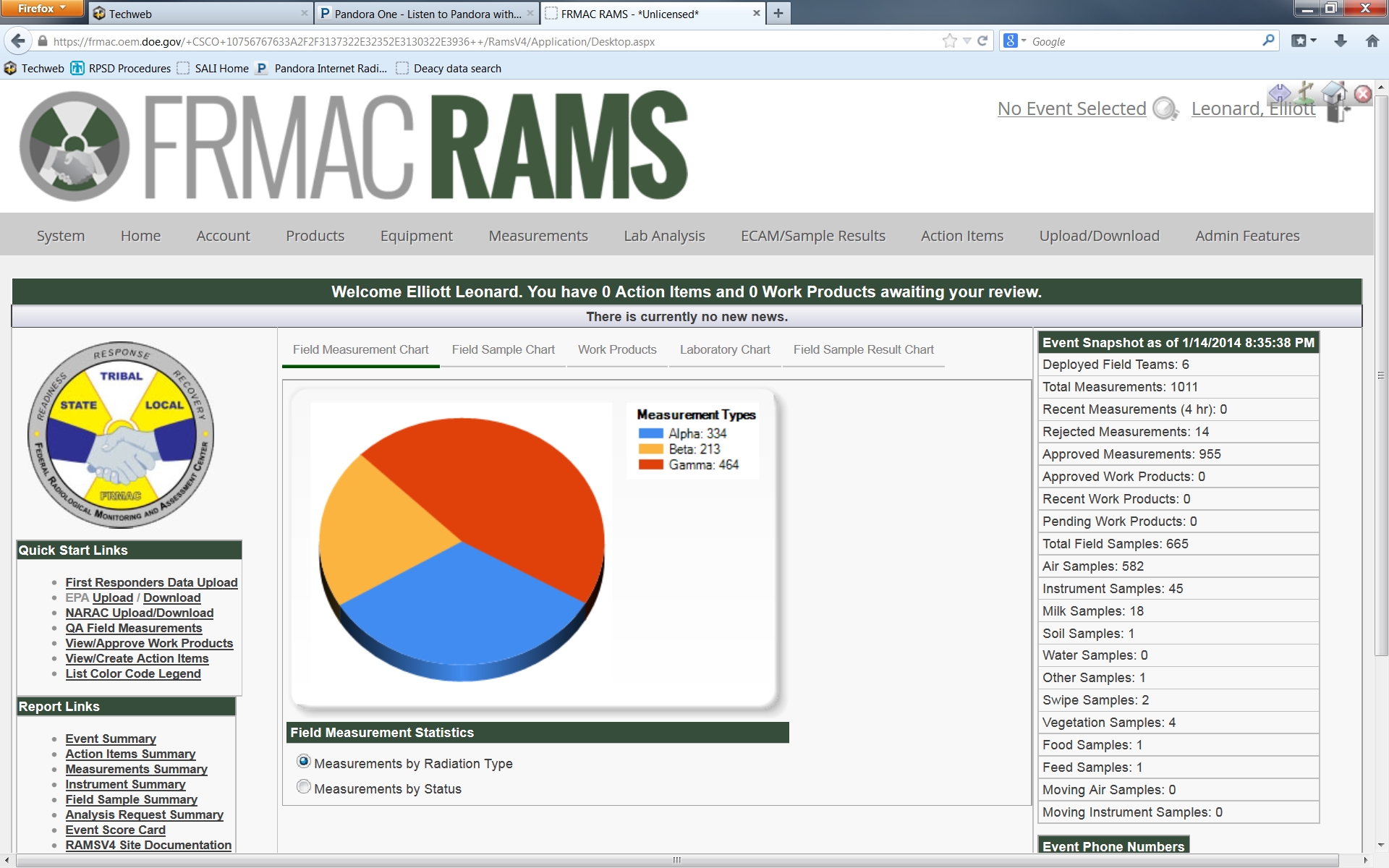
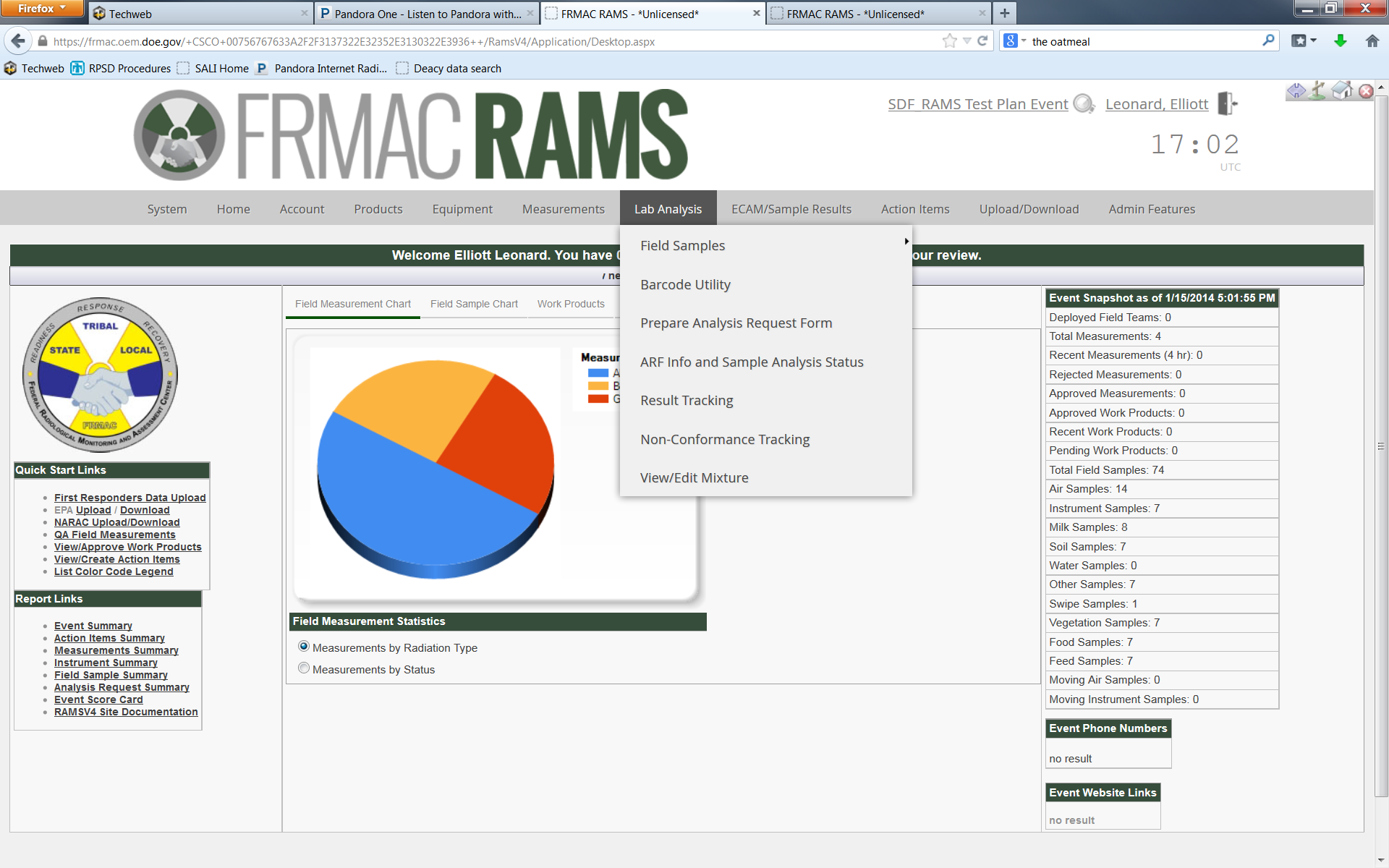
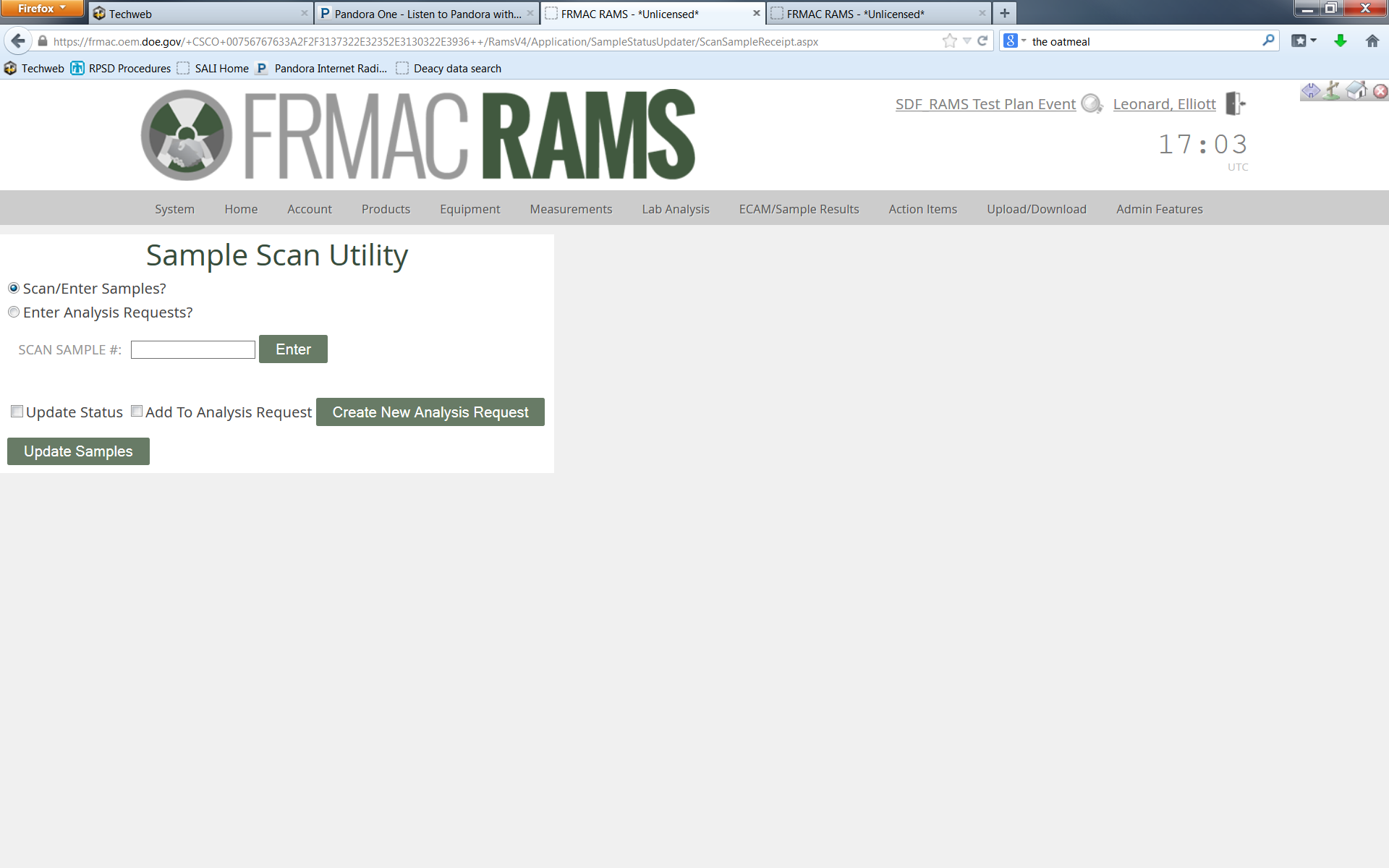
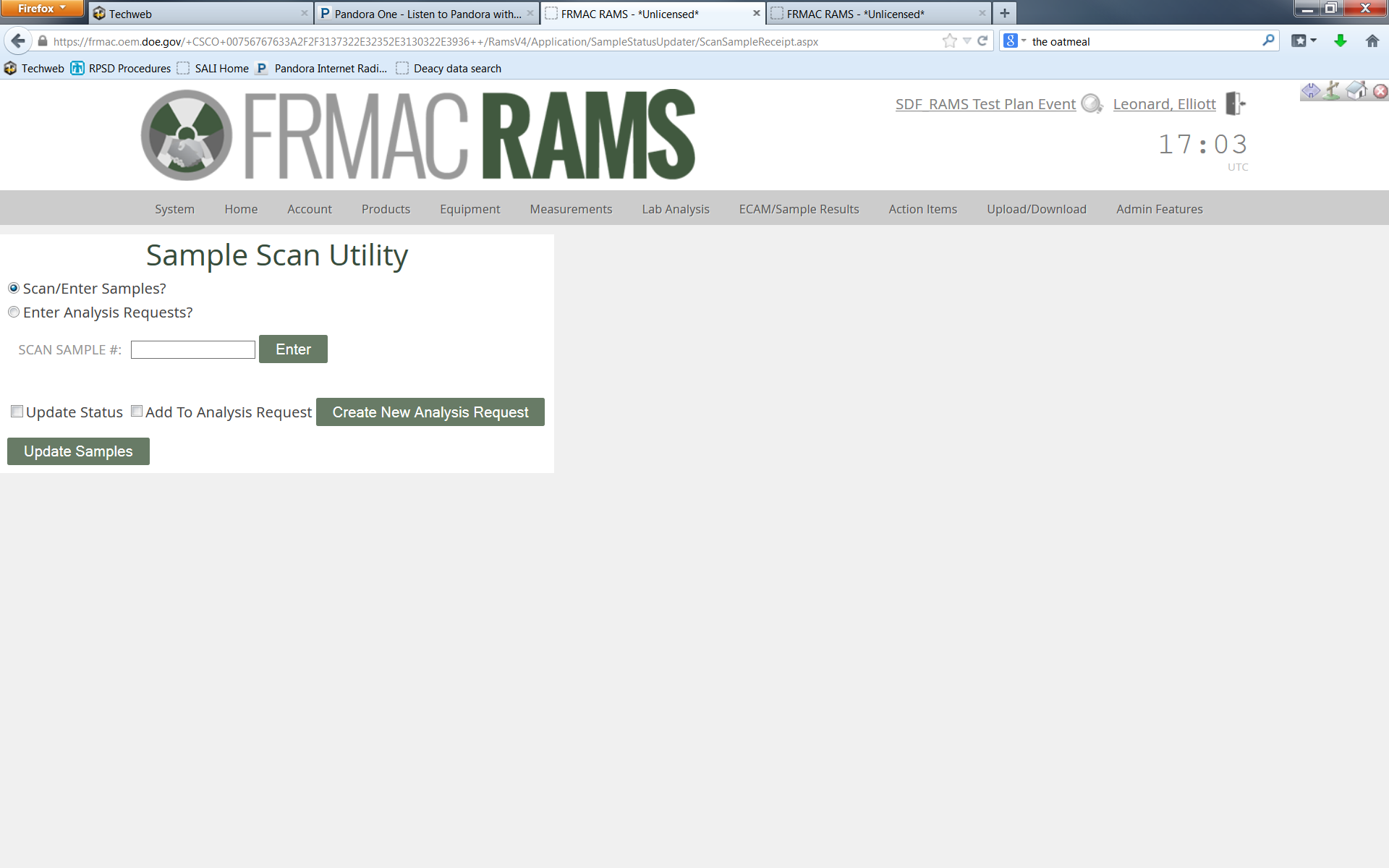
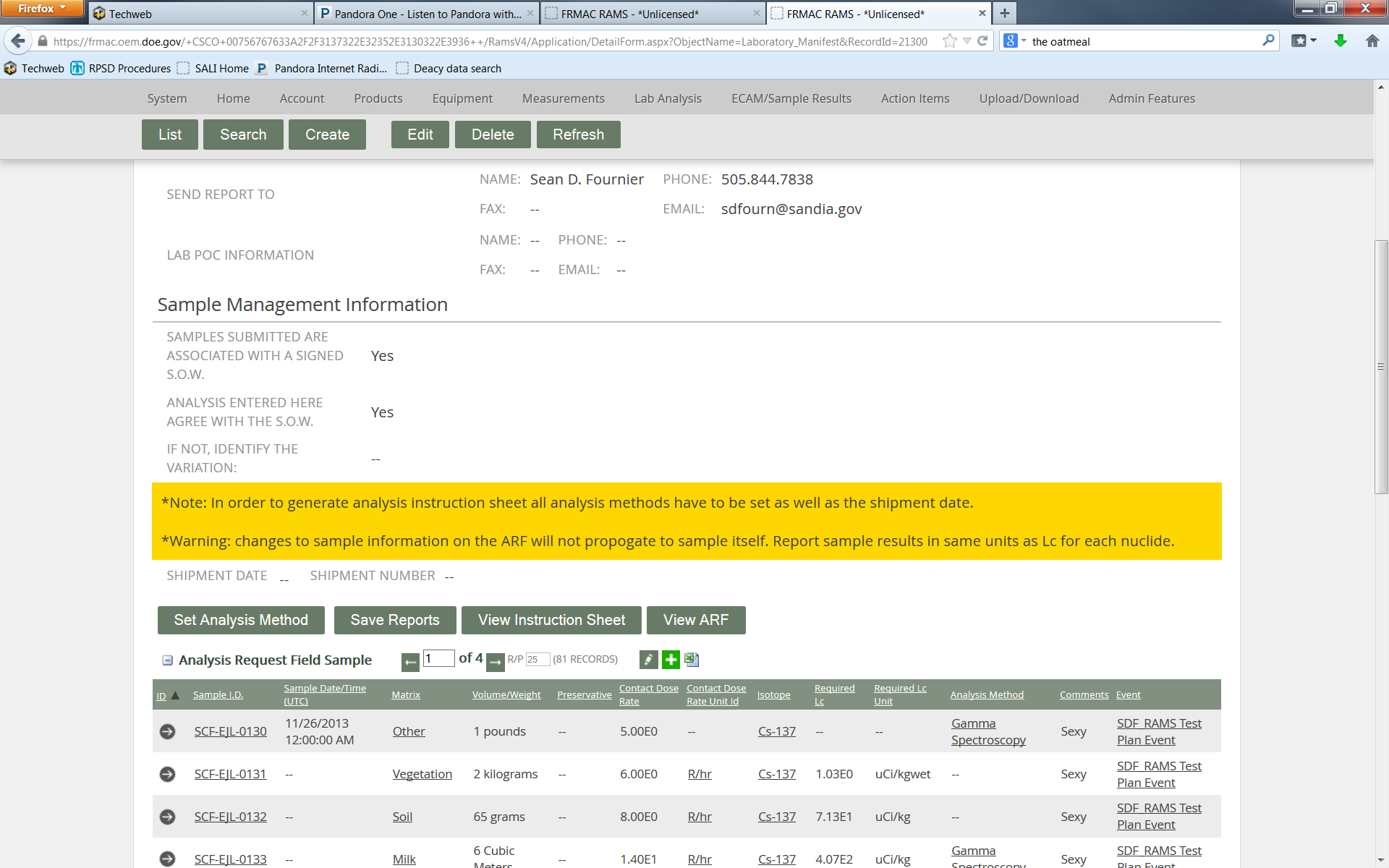
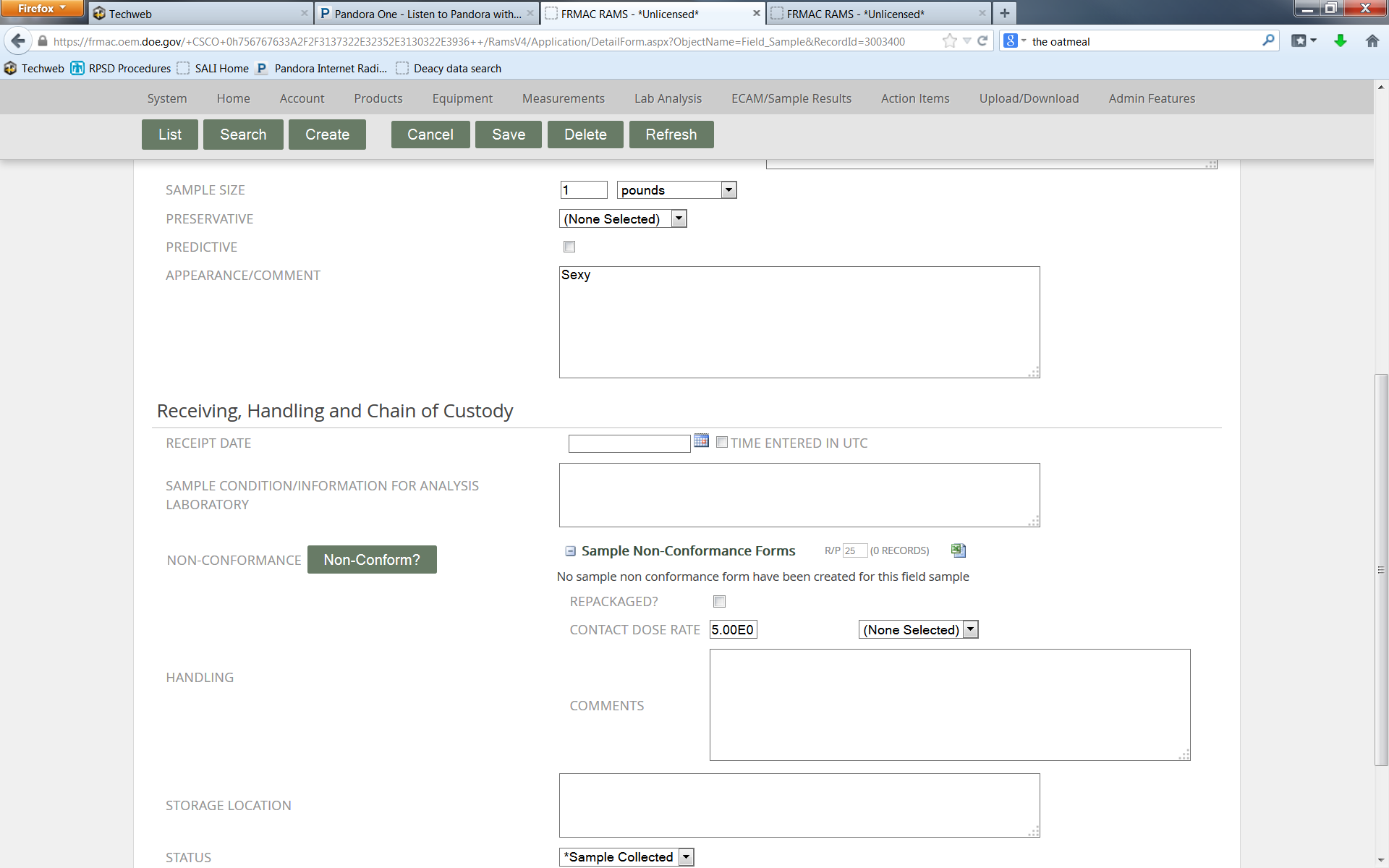
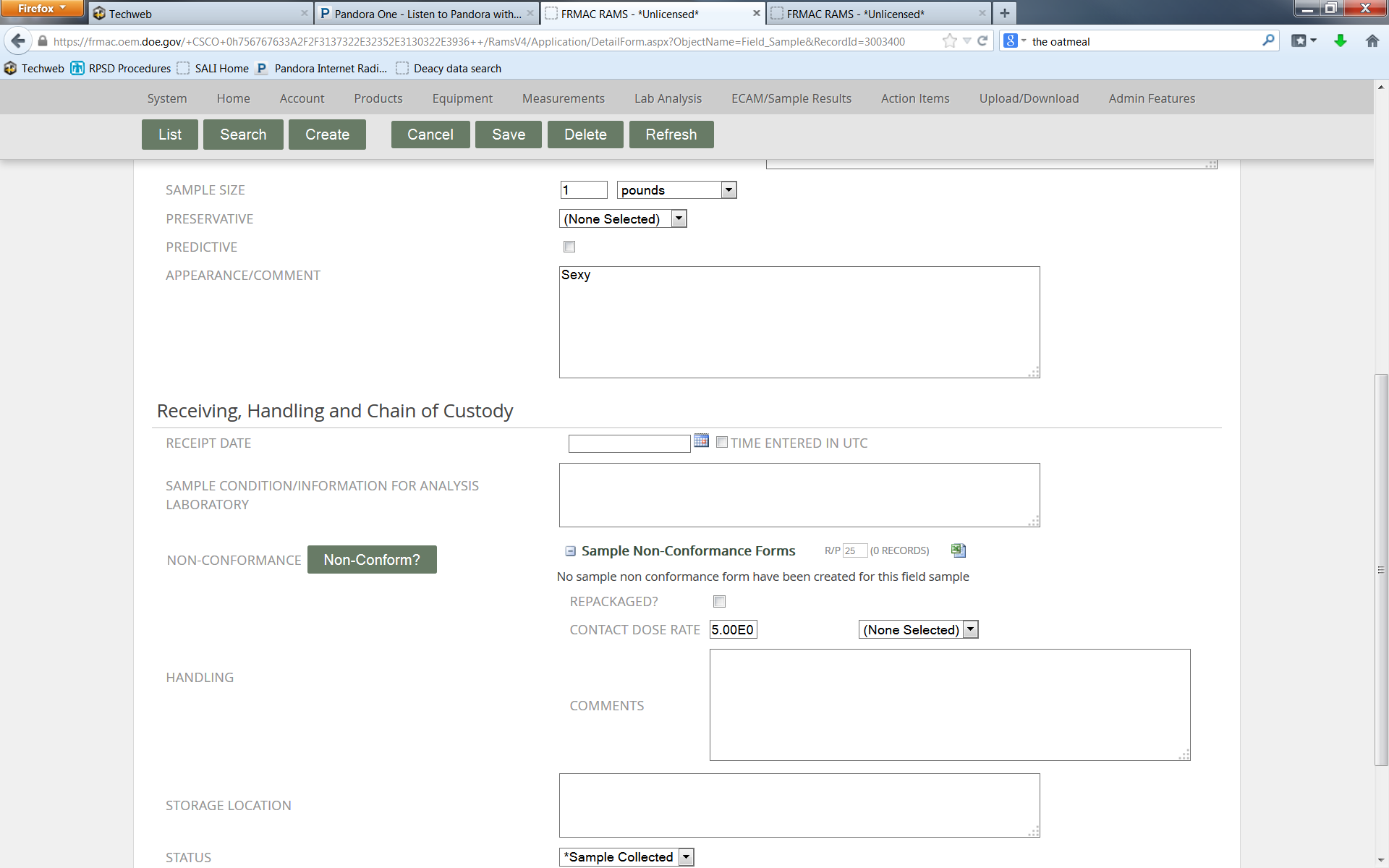
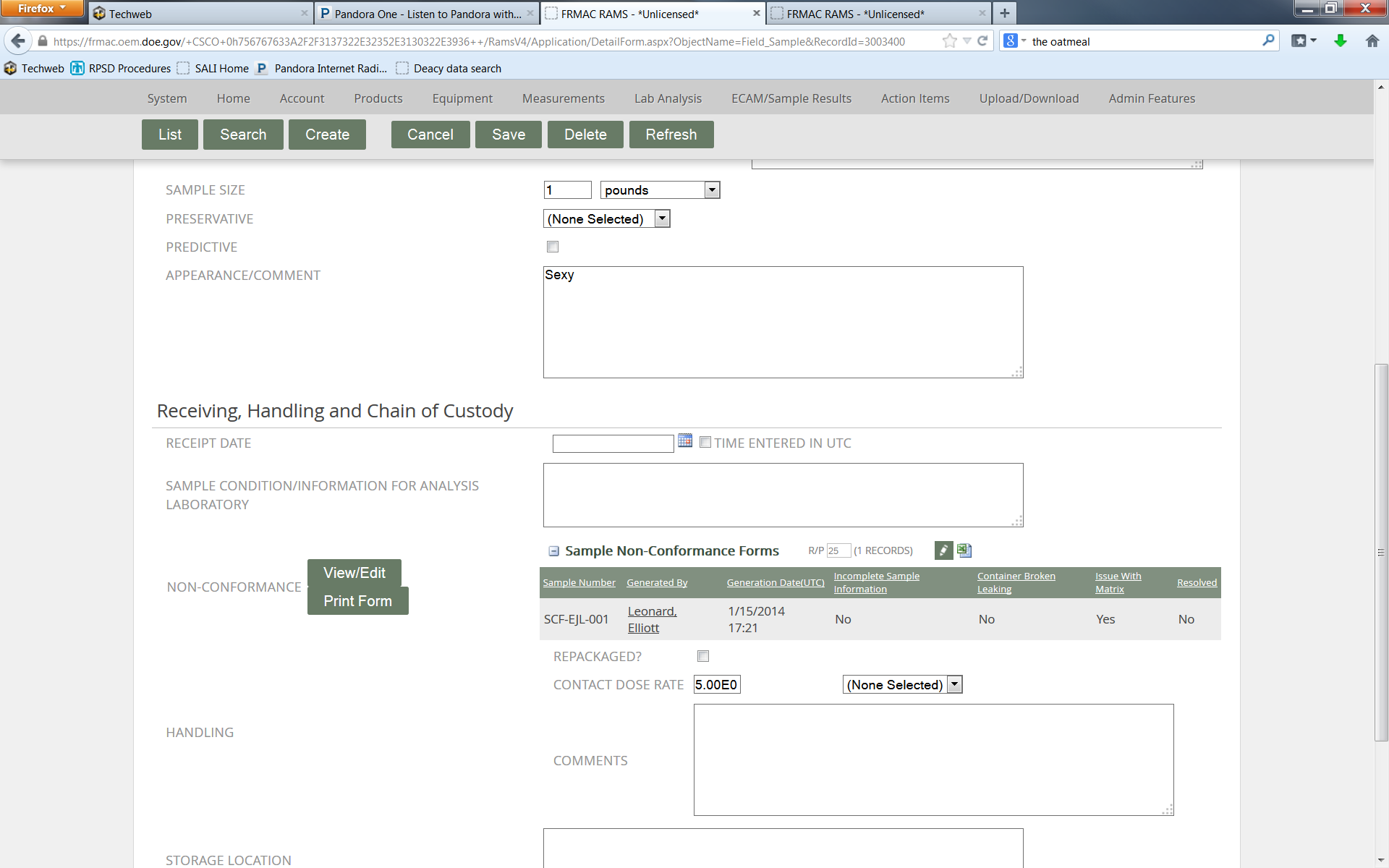
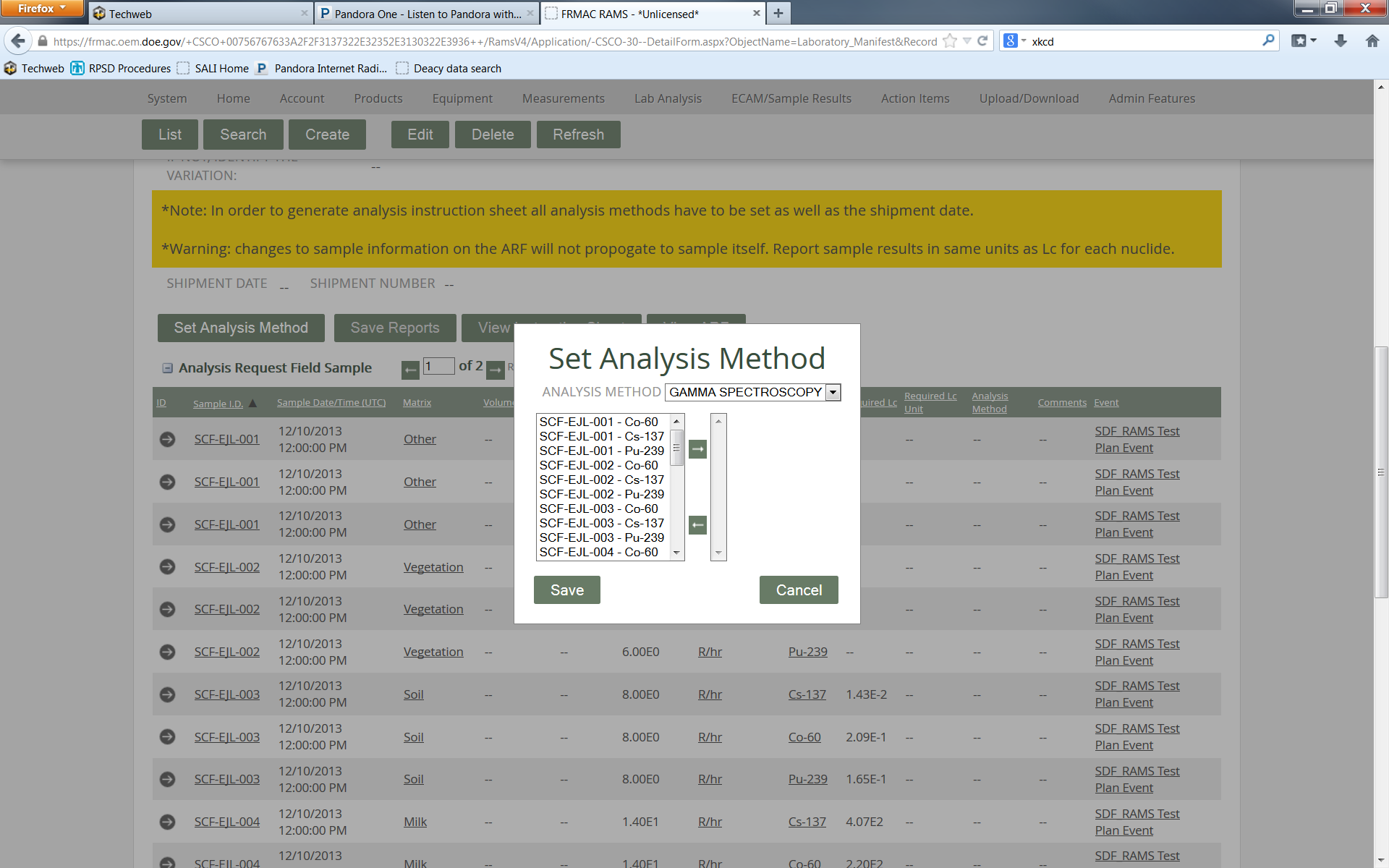
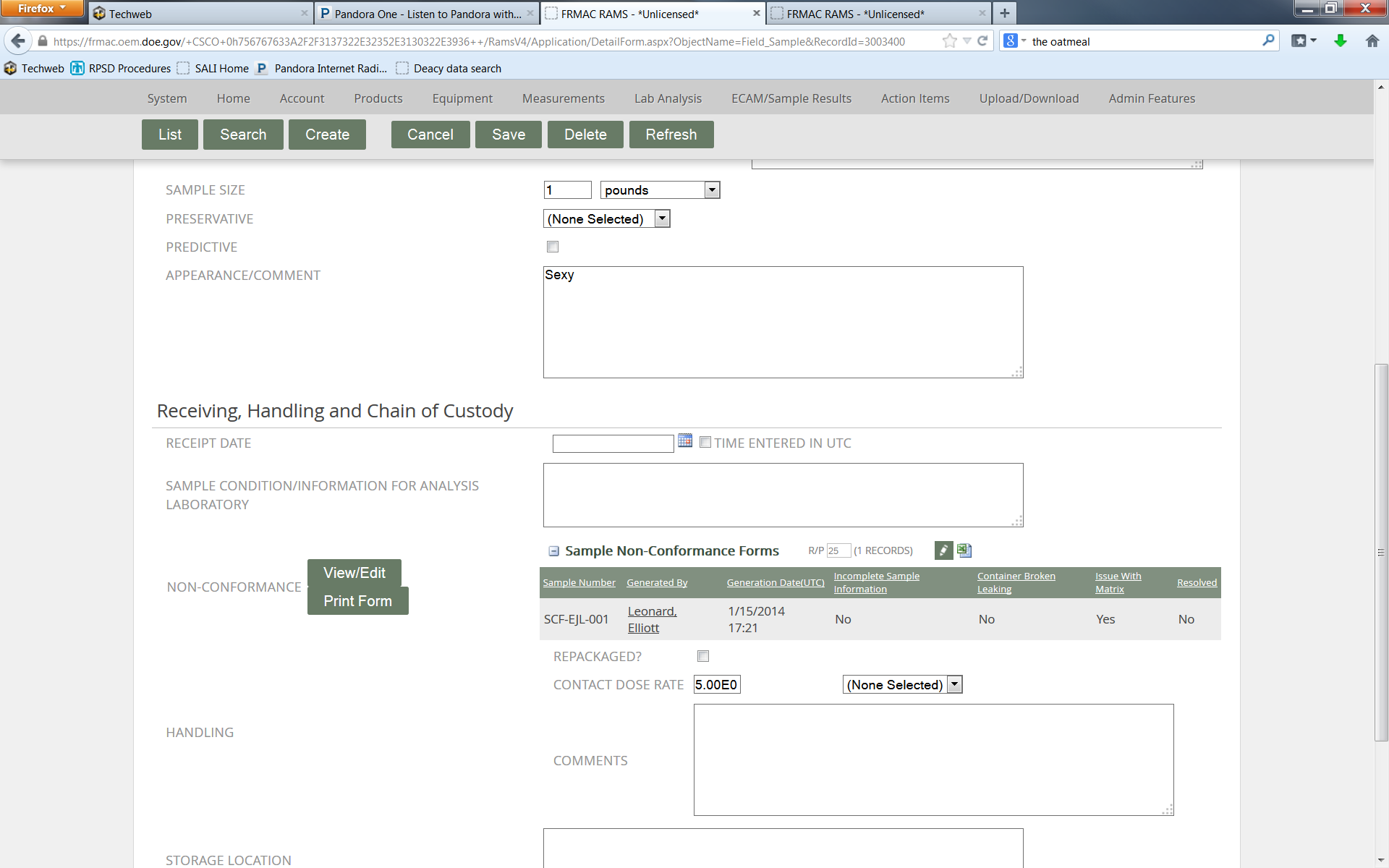
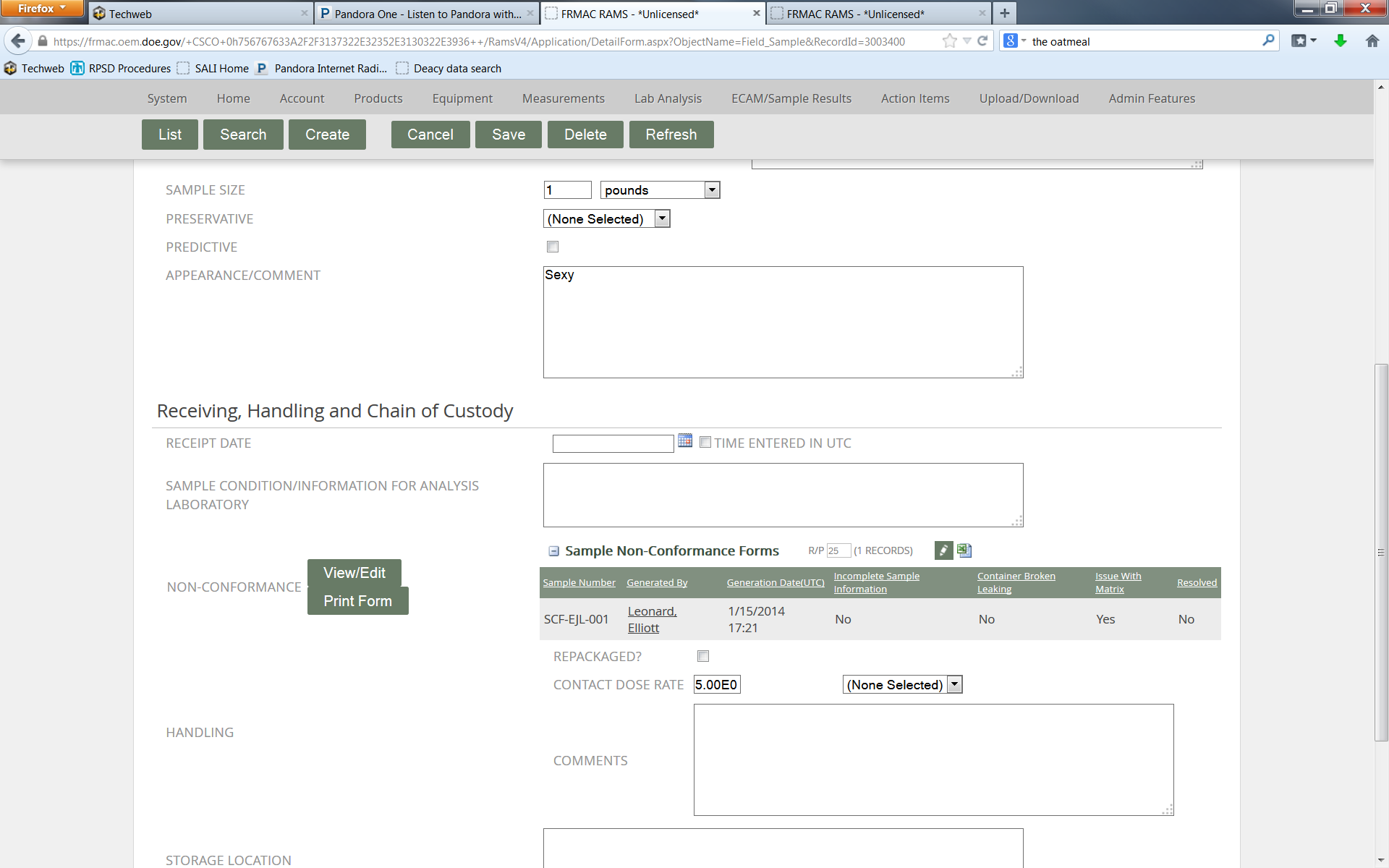
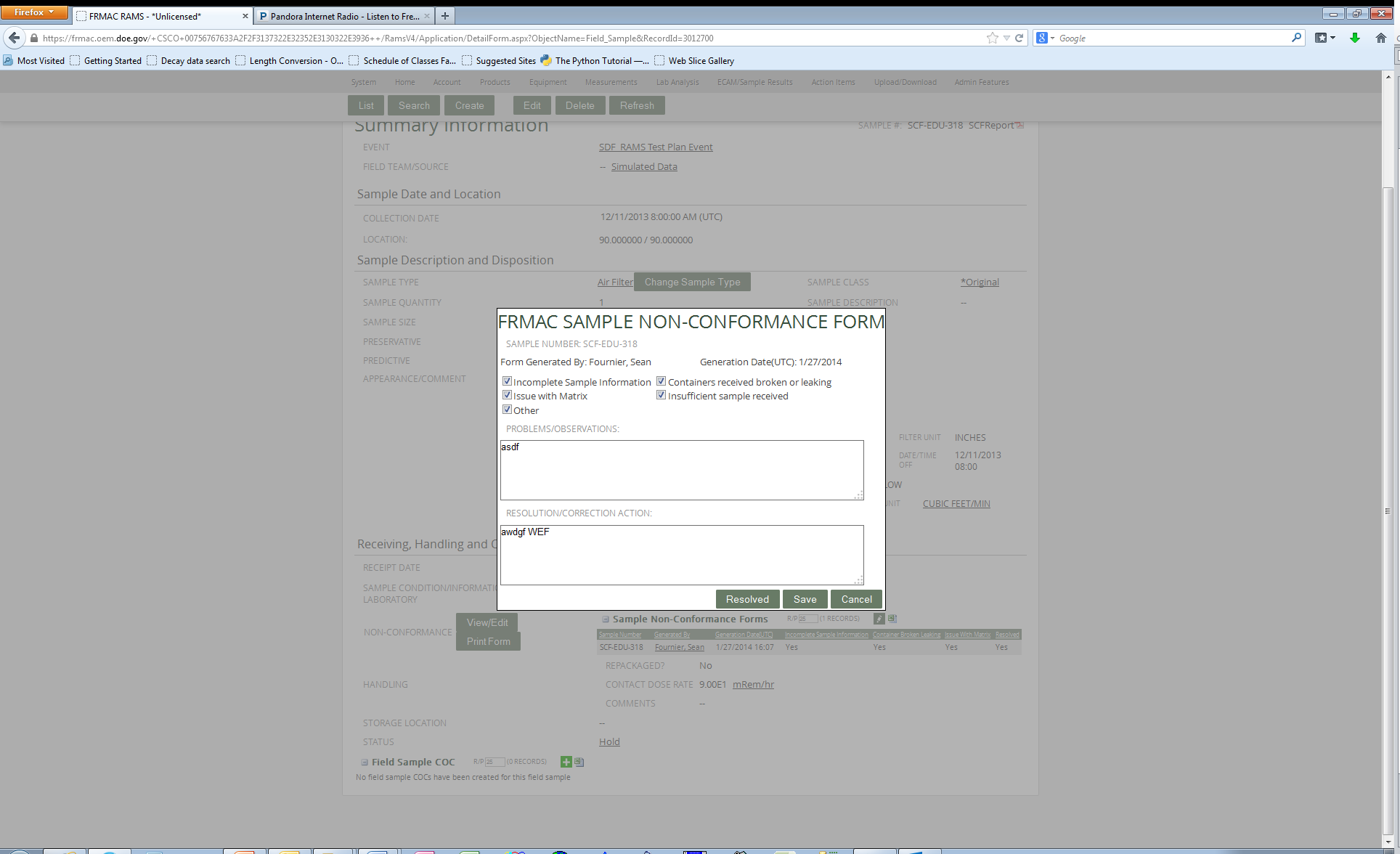
**Job Aid – Creating a Non-conformance Form**

1. Hover over the  tab and click on ,
   1. OR navigate to Lab Analysis, Field Samples and click Search to enter a custom search filter go to step 4
2. Verify that the  radio button is selected.
3. Scan or manually type the sample # into RAMS. Click on . If the sample exists in the system, the sample information will populate the table on the screen.
4. Click on the sample #.
5. Click on .
6. Scroll down to the  header.
7. Click on the  button. (Note: If a nonconformance report already exists, this button will not be available. Click on the  button in the “Non-Conformance section” instead.)
8. Check the box most closely associated with the reason for the non-conformance.
9. Provide the details of the non-conformance in the “Problems/Observations” box.
10. Click on . NOTE: This automatically changes the status to “HOLD”.
11. Click on . A box will appear asking if you want to open, save, or cancel this action.
12. Click on . The pdf form of the report will open.
13. Look over the form to ensure it is complete and accurate.
14. Print the form and attach it to the “SCF-XXXXX” form.
15. Place the sample data package in the non-conformance pile.
16. The Deputy Laboratory Analysis Manager will either resolve the issue or determine that the issue cannot be resolved. The Deputy Manager will write what needs to be done in the “Resolutions/Correction Action” section of the form and provide his/her signature of approval.
17. Obtain the completed non-conformance form and enter the resolution into RAMS.
18. Open the sample information using steps 1 – 6 above.
19. Click on the  button in the “Non-Conformance section”.
20. Enter the resolution in the section titled, “Resolution/Correction Action.”
21. Click on .
22. After the corrective action has been completed or the resolution has been implemented, ***i.e.***, if a resolution is possible, change the sample status to “Sent To Storage” using the “Changing Sample Status” job aid.
23. If the problem cannot be corrected, change the sample status to “Not Usable.”
24. File the signed non-conformance report with the SCF.