Scrap and rework disposition

Manual | 10 steps | 4 roles | Created Aug 22, 2026 | Updated Aug 22, 2026 | v1

How a nonconforming item is reviewed and sent to rework, scrap, or use-as-is, with named sign-off on the decision.

TRIGGER

A quality inspector, operator, or customer identifies material that does not conform to specification.

10 STEPS

1. **Quality Inspector identifies the nonconforming material, stops its use, and applies a nonconformance tag stating the item, quantity, and defect found.**

   Tagging at the point of discovery is what stops a bad part re-entering the flow through a second, untagged handler.

2. **Materials Handler moves the tagged material to a physically separate quarantine area or bin.**

   Quarantine has to be physical, not just a note in a system, because whoever handles the material next often hasn't seen the system.

3. **Quality Inspector checks whether the item can be traced to a specific lot, batch, work order, or supplier shipment.**

   Traceable: Go to step 4: Quality Inspector records the nonconformance against the traceable lot or work order and identifies what else from that same lot is in stock or already shipped.
   Not traceable: Go to step 9: Quality Manager investigates further to establish the item's origin using production or receiving records, and records why traceability failed.

4. **Quality Inspector records the nonconformance against the traceable lot or work order and identifies what else from that same lot is in stock or already shipped.**

   This is the step that determines whether the problem is one part or an entire batch already in a customer's hands.

5. **Quality Manager reviews the nonconformance and decides disposition: rework to specification, use-as-is under a documented concession, or scrap.**

   Rework: Go to step 6: Line Supervisor arranges the rework to specification and submits the reworked item back to Quality Inspector for verification.
   Use-as-is concession: Go to step 7: Quality Manager records the use-as-is concession with named sign-off and the specific reason it's acceptable, and notifies the customer if the concession affects a shipped requirement.
   Scrap: Go to step 8: Materials Handler scraps the item following the scrap process, marking or destroying it to prevent reuse, and Quality Manager records the disposition and quantity.

6. **Line Supervisor arranges the rework to specification and submits the reworked item back to Quality Inspector for verification.**

   Submitted for verification: Go to step 10: Quality Inspector re-inspects the reworked item against specification and confirms it now conforms.

7. **Quality Manager records the use-as-is concession with named sign-off and the specific reason it's acceptable, and notifies the customer if the concession affects a shipped requirement.**

   A recorded sign-off is what separates a concession from someone deciding not to worry about it. That record is what an auditor asks for.

8. **Materials Handler scraps the item following the scrap process, marking or destroying it to prevent reuse, and Quality Manager records the disposition and quantity.**

   Physical destruction or marking matters because a scrapped part left in a general waste bin can be pulled back out and used.

9. **Quality Manager investigates further to establish the item's origin using production or receiving records, and records why traceability failed.**

   Origin established: Go to step 4: Quality Inspector records the nonconformance against the traceable lot or work order and identifies what else from that same lot is in stock or already shipped.
   Origin cannot be established: Go to step 8: Materials Handler scraps the item following the scrap process, marking or destroying it to prevent reuse, and Quality Manager records the disposition and quantity.

10. **Quality Inspector re-inspects the reworked item against specification and confirms it now conforms.**

   Conforms: Ends the procedure
   Still nonconforming: Go to step 5: Quality Manager reviews the nonconformance and decides disposition: rework to specification, use-as-is under a documented concession, or scrap.

ROLES INVOLVED

Quality Inspector | Materials Handler | Quality Manager | Line Supervisor

REVIEW CADENCE

Review the disposition authority levels annually, and immediately after any concession that later results in a customer complaint or return.

Name the person accountable for this procedure before you put it into use.

CHANGE THESE BEFORE YOU USE IT

- Name your actual scrap process and destruction or marking method.
- Define your concession approval authority: who can sign off use-as-is, and above what value or risk level it needs to go higher.
- Name your traceability system (lot tracking, work order system) referenced in steps 3 and 4.
- State how far the step 4 lot investigation has to reach: same shift, same day, or the full lot regardless of when it shipped.
- Decide whether a concession should automatically trigger a corrective action review, and name that process if so.

This is a free starting point from sendabrief.com, not compliance advice. It is written to be adapted.

Source: https://sendabrief.com/templates/scrap-and-rework-disposition