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What to Do When the Contractor Receives an NCR: Action Guide

What to do when the contractor receives an NCR: use our interactive checklist to manage containment, corrective actions, and closeout; fully commentable and export as PDF/Excel.

Project:
Date:
Filled by:

Receipt & Logging	
1	Acknowledge NCR receipt within 2 h via email or CDE; log number, date, location, and work package in the NCR register. Evidence: timestamped acknowledgment and register entry signed by QA lead.
2	Review NCR scope against drawings, specifications, and ITPs per approved project specifications and authority requirements; annotate discrepancies on a copy. Evidence: marked-up PDF and reviewer initials.
3	Assign a responsible NCR Owner and define due dates for response, correction, and verification. Evidence: responsibility matrix updated; dates visible in CDE dashboard.
4	Issue a controlled work stop for the affected activity using tag-out and signage within 2 h. Evidence: photos of tags/signs and supervisor confirmation.

Containment & Risk Control	
5	Quarantine nonconforming materials in a red-tag zone; record quantities (kg or units), batch/heat numbers, and storage location. Evidence: photos and inventory log.
6	Make the area safe using barriers, lockout/tagout, and signage; brief crew in a 10■minute toolbox talk. Evidence: TBT attendance sheet and site photos.
7	Assess impact on safety, quality, schedule, and cost using a 5×5 risk matrix. Acceptance: risk rating documented and reviewed by PM and QA lead.

Root Cause & Evidence	
8	Capture evidence: calibrated measurements (mm, N·m), test results, environmental conditions (°C, %RH), and as-built photos. Acceptance: traceability to lot/batch achieved.
9	Interview installers, inspectors, and supplier reps within 24 h; record factual statements. Evidence: signed interview notes and attendance list.
10	Compare actual work to drawings/specifications and approved method statements per approved project specifications and authority requirements; highlight variances. Evidence: side-by-side markup and checklist.
11	Determine root cause using 5■Why or fishbone; identify contributing factors (people, process, materials, environment, equipment). Acceptance: single primary cause stated and agreed by team.

Correction & Preventive Actions	
12	Develop correction plan options (repair/rework/replace) with method statement, resources, and hold points. Acceptance: engineer/client approval documented before work restarts.
13	Quantify rework scope and duration; update look■ahead schedule (h) and cost impact (currency). Evidence: revised programme excerpt and cost note approved by PM.
14	Execute correction using calibrated tools; verify dimensions/tolerances (e.g., ±2 mm, torque per spec). Evidence: test reports, photos, and tool calibration certificates.
15	Define preventive action (training, revised ITP checkpoint, supplier change, jig/guide). Acceptance: updated ITP and training records signed by QA lead.

Communication & Approvals	
16	Submit formal NCR response with cause analysis, correction plan, evidence pack, and programme impacts through CDE. Evidence: transmittal ID and submission timestamp.
17	Coordinate inspection/witness/hold points; provide ≥24 h notice to client/engineer. Acceptance: signed inspection report or punchlist closeout.
18	Record client decision (accept/reject/clarify) and actions; respond within agreed timeframe. Evidence: decision log and correspondence filed.

Verification & Closeout	
19	Perform verification tests (e.g., NDT, leak test, functional check) per approved project specifications and authority requirements. Acceptance: results within tolerance ranges; reports attached.
20	Release or dispose of quarantined materials per waste procedures; record mass (kg) and carrier. Evidence: waste manifest and weighbridge ticket.
21	Update as■builts, QA records, and NCR register; link photos, reports, approvals. Acceptance: QA Manager digital sign■off and final status set to Closed.
22	Hold a 20■minute lessons■learned huddle; add actions to risk register with owners and due dates. Evidence: minutes and action log.

Comments:

Filled by:

Signature:

Introduction	How to use this checklist
What to do when the contractor receives an NCR is a practical, step-by-step response plan for construction teams facing a nonconformance report, non-compliance notice, or quality deviation. This checklist focuses on immediate containment, factual root cause analysis, corrective and preventive actions, and transparent closeout—without drifting into unrelated scopes. By following a structured approach, you reduce rework, avoid safety incidents, protect delivery dates, and maintain a defensible contractual position. Every step emphasizes objective evidence: calibrated measurements, annotated photos, batch numbers, inspection reports, and signatures. You will find guidance for logging, isolating affected work, coordinating hold points, and aligning with stakeholder expectations per approved project specifications and authority requirements. The result is a clear record demonstrating control of the nonconformance, verification of the fix, and prevention of recurrence. Start in interactive mode to tick items, add comments, attach files, and export your record as PDF/Excel with a QR link for quick field access.	1. Preparation: Gather NCR document, approved drawings/specifications, ITPs, method statements, calibrated measurement tools, camera/mobile device, barrier tape/signage, red tags, PPE (helmet, gloves, eye protection), and access to the common data environment with permissions. 2. Using the Interactive Checklist: Start interactive mode, tick items as completed, add comments with photos, link batch numbers and test reports, tag responsible persons, and track due dates. Export interim status to PDF/Excel for reviews when requested. 3. Sign-Off: On completion, capture digital signatures from the NCR Owner, QA Manager, and Client/Engineer. Export the final, commentable record as PDF/Excel and archive it in the CDE. Authenticate the record using the embedded QR code.