



	Kusile Power Station Project NC Process Flow	Document Identifier	240-132156363	Rev	4
		Effective Date	August 2023		
		Review Date	August 2026		

Definitions	
Deficiency	The lack of something that is needed to meet a particular standard or level of quality. Deficiency and Non-conformance are used interchangeably.
Non-conformance (NC)	It is a deviation from requirements
Root Cause Analysis (RCA)	Is a systematic process for identifying root cause of problems or events and an approach to responding to them. An RCA requires that the root cause of failure is identified, identify corrective action(s) to correct the failure and preventative action(s) to prevent re-occurrence are identified
Disposition	Process to deal with the nonconforming product, It is an action of identifying what to do with each nonconforming product to make it useful, or to dispose of it.
Rework	The process by which an item is made to conform to original requirements by completion or correction.
Repair	The process of restoring a nonconforming characteristic to a condition such that the capability of an item to function reliably and safely is unimpaired, even though that item still does not conform to the original requirement.
Scrap	To destroy non-conforming parts or equipment to make sure it is not used.
Concession	A specific written authorization to accept an item, which during manufacturing or having been submitted for inspection is found to depart from specified requirements but is considered suitable for use “as is” or after approved rework. Concessions are approved by KET Systems Engineer.
RFI Process	Formal process where contractor requests KET Quality to inspect part of or completed contractor works to ascertain that works conforms to requirements.
Corrective Action	Action to eliminate the cause of a detected non-conformance or other undesirable situation. Corrective action is taken to prevent recurrence.
Cross Functional Team	A team made up of Quality and disciplines representatives. The team is responsible for reviewing submitted NCR Disposition, RCA, and corrective actions.
Validity	The quality of being logically or factually sound; soundness or cogency.
Process Owner	Is a person or group responsible for a specific business process or procedure. Their role includes creating and managing procedures, identifying areas of improvement, and monitoring performance. They also act as a single point of contact for any specific process-related questions or issues.

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorized version on the system. No part of this document may be reproduced in any manner or form by third parties without the written consent of Eskom Holdings SOC Ltd, © copyright Eskom Holdings SOC Ltd, Reg No 2002/015527/30

	Kusile Power Station Project NC Process Flow	Document Identifier	240-132156363	Rev	4
		Effective Date	August 2023		
		Review Date	August 2026		

<h2>Roles and Responsibilities</h2>

Contractor	<ul style="list-style-type: none">• Acknowledges receipt of the NCR• Proposes disposition including root cause and corrective actions in accordance with the Contract• Rectifies notified NCRs and provides rectification report to Contracts Manager through the official communication.• Conducts plant walk downs with the KET Engineer and Quality to verify rectified NCRs.• Proposes voiding of invalid NCRs where required.• References KET NCR Register on Contractor’s Internal NCR Register.	Originator (KET)	<ul style="list-style-type: none">• Identifies a deficiency.• Discusses the validity of the deficiency with KET Systems Engineer, Contractor, and Discipline Quality Lead.• Ensures that the NCR form is fully completed.	KET Quality Department	<ul style="list-style-type: none">• Ensures the compliance and implementation of the NC Process Flow• Check NCR form for completeness and accuracy• Register the NCR – Issue NCR Number, capture NC details on the NCR Register.• Communicates the completed and registered NCR form to the responsible Contracts Manager.• Reviews the Contractor’s proposed disposition, RCA, and Corrective Actions together with Cross Functional Team.• Verify the implemented disposition and corrective actions through RFI Process/ Plant Walk down/ Document Review.• Close NCR and update the NCR Register, Issue closed NCR to Contractor via Contracts Management.• Ensures completeness and accuracy of the Kusile NCR Register.• Ensures that NC are tracked on the Kusile NCR Register.• Produces monthly/weekly NC reports.• Ensures storage, retrieval, and preservation of NC records
Contracts Manager	<ul style="list-style-type: none">• Issues instruction to Document Control Management to transmit received NCRs to responsible Contractor.• Ensures that the contractor responds to the NCR within the stipulated contractual timelines• Ensure that open NCRs are converted to defects at Take-over phase and issue Take-Over Certificate (TOC) to the Contractor with the list of outstanding defects whenever applicable.	KET Systems Engineer	<ul style="list-style-type: none">• Verifies the validity of NCRs before they are issued to the Contractor.• Reviews the proposed contractors disposition RCA, and corrective actions together with the cross functional team• Reviews and approve concessions. <i>NB: An Engineer can close an NCR without a RCA provided that a risk assessment has been conducted on exceptional cases</i>		
		Discipline Quality Lead	<ul style="list-style-type: none">• Discusses the validity of the deficiency with KET Systems Engineer, Contractor, and the originator.• Validates the discussed and agreed upon deficiency on the NCR Form• Reviews the Contractor’s proposed disposition, RCA, and Corrective Actions together with Cross Functional Team. <i>NB: In cases of NCR disputes, the Contracts Management processes will be followed.</i>• Verify the implemented disposition and corrective actions through RFI Process/ Plant Walk down/ Document Review.• Approve closure of the NC on the NCR Form.		

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorized version on the system. No part of this document may be reproduced in any manner or form by third parties without the written consent of Eskom Holdings SOC Ltd, © copyright Eskom Holdings SOC Ltd, Reg No 2002/015527/30