

International Tower Lighting, LLC identifies and controls the occurrence of nonconforming product to prevent its inadvertent use, shipment or inclusion in conforming items. Nonconforming product is promptly identified and segregated from normal work operations. Clearly marked holding areas are provided for nonconforming materials. Written instructions are used for repair, rework, and disposition. Items that are reworked or repaired must be re-inspected for compliance with applicable test procedures.

All ITL, LLC personnel are responsible for identifying nonconforming material that relates to their job function. Upon identification of nonconforming material the process below will be followed:

- 1) Clearly identify the nonconforming material with a red Nonconformance Tag. Fill out the tag completely as shown in the example below and attach to nonconforming material.
- 2) Physically segregate nonconforming material from the normal work process.
- 3) Bring the nonconforming material to the attention of the Quality Assurance Representative.
- 4) The Quality Assurance Representative will determine if corrective action is required.
- 5) Should corrective action be required a Corrective Action Request form should be completed. See SOP12: Corrective Action Program.
- 6) If nonconforming material cannot be immediately dispositioned the material should be moved to the Nonconforming Material Holding Room and locked.
- 7) Completely document any defects or incompleteness of the nonconforming material in the Corrective Action Request form.
- 8) Reworked and repaired product must re-inspected for compliance with applicable test procedures.
- 9) The quality assurance representative will review previous Corrective Action Request forms pertaining to the nonconforming material to identify trends and repetitive discrepancies.

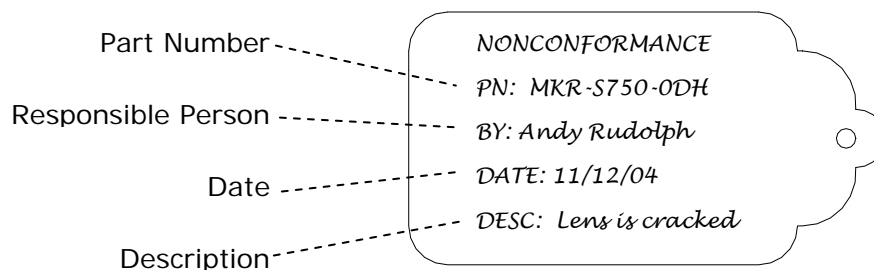


Figure 1. Example Nonconformance Tag (tag is red)

## Reference

SOP12: Corrective Action Program  
SOP13: Handling, Packaging & Storage  
Corrective Action Request form



International Tower Lighting, LLC  
1001 Centre Pointe Drive, Suite A  
La Vergne, TN 37086

Standard Operating Procedure 11:  
**CONTROL OF  
NONCONFORMING MATERIAL**

Revision	Description of Change	Date	Preparer / Approval
1	Initial Release	9/9/04	Prepared By: Andy Rudolph Approved By: Roberto Schipp
2	Clarified step 9	6/21/05	Prepared By: Andy Rudolph Approved By: Roberto Schipp
3	Updated Address	1/10/11	Prepared By: Andy Rudolph Approved By: Roberto Schipp
4	Updated ITL Logo and address	6/1/12	Prepared By: Elke Hinson Approved By: Andy Rudolph