



**CAR Control No. : CAR-22-044**

**Date:** March 3, 2022

**Issued to:**

Department of Agronomy

Issued by: QMR

NONCONFORMANCE / PROBLEM DESCRIPTION / OPPORTUNITY FOR IMPROVEMENT	
1	1. The first nonconformance is related to the lack of a formalized process for the identification and management of risks. The current process is ad-hoc and does not provide a systematic approach to risk management.
2	2. The second nonconformance is related to the lack of a formalized process for the identification and management of risks. The current process is ad-hoc and does not provide a systematic approach to risk management.
3	3. The third nonconformance is related to the lack of a formalized process for the identification and management of risks. The current process is ad-hoc and does not provide a systematic approach to risk management.
4	4. The fourth nonconformance is related to the lack of a formalized process for the identification and management of risks. The current process is ad-hoc and does not provide a systematic approach to risk management.
5	5. The fifth nonconformance is related to the lack of a formalized process for the identification and management of risks. The current process is ad-hoc and does not provide a systematic approach to risk management.
6	6. The sixth nonconformance is related to the lack of a formalized process for the identification and management of risks. The current process is ad-hoc and does not provide a systematic approach to risk management.
7	7. The seventh nonconformance is related to the lack of a formalized process for the identification and management of risks. The current process is ad-hoc and does not provide a systematic approach to risk management.
8	8. The eighth nonconformance is related to the lack of a formalized process for the identification and management of risks. The current process is ad-hoc and does not provide a systematic approach to risk management.
9	9. The ninth nonconformance is related to the lack of a formalized process for the identification and management of risks. The current process is ad-hoc and does not provide a systematic approach to risk management.
10	10. The tenth nonconformance is related to the lack of a formalized process for the identification and management of risks. The current process is ad-hoc and does not provide a systematic approach to risk management.

A nonconformity was raised regarding the non-submission of grades for the First Semester School Year 2021-2022 on the following subjects:

- **Agro 291 (AG73), Agro241e (MB04), AGRO 300.3 ( AG75)**
- **AGRO291 (AG72), AGRO299 (MB05, AG65), AGRO220e (MB61), AGRO 300.1 (AG67), AGRO 300.2 (AG78), AgSc 11 (C004, C102, C103, C105, C108, C211), Agro 199-A (C278), Agro 200.1 (CT07), Agro 200.2 (CT11)**
- **Agro 21 (C002, C003, C007, C292), AGRO213 (AG62), AGRO213e (MB02)**
- **AGRO215e (MB01), AGRO214e (MB49), Agro 115e (MB58)**
- **AgSc 12 (P005)**

The late submission of grades has been a recurring nonconformity during the Certification Audit (CA), 2<sup>nd</sup> Internal Quality Audit, 2<sup>nd</sup> IQA, FSA, and 3<sup>rd</sup> Internal quality Audit. One of the action plans to be implemented is the issuance of CARs to the unit/department whose faculty members fails to submit the grades after the set deadline which will be implemented effective end of First Semester 2020-2021. In adherence to ISO Clause 10.2.1a which states that "When a nonconformity occurs, including any arising from complaints the organization shall react to the nonconformity and, as applicable take action to control and correct it", and Clause 10.1, The organization shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction. These shall include, a) improving products and services to meet requirements as well as to address future needs and expectations by; b) correcting, preventing or reducing undesired effects.

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Date: March 3, 2022

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