

# QMT116-02\_GNCR\_LABORATORY\_INSTRUCTIONS

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This text is intended to be provided to laboratories which have received a GNCR.

Attached is the original GNCR referral email, an invoice and instructions for clearing GNCRs from IECEE CTL PTPs.

In accordance with IECEE OD-5004, at the end of the 3 month PTP corrective action monitoring period, IFM refers outstanding corrective actions to the IECEE Secretariat for determination of GNCR issuance. It should be noted that at the point of the IFM referral to the IECEE Secretariat, IFM's corrective action monitoring ceases. Any correspondence received after the referral date will not be considered by IFM.

Once the IECEE Secretariat has made their determination based on the above noted referrals, and issued the respective Laboratory related GNCR, IFM will then manage the clearance of the Laboratory related GNCR.

Laboratories issued with a GNCR must submit all required information to IFM for consideration in the clearance of the GNCR. For efficient clearance of GNCRs:

1. Correspond ONLY with the IFM email address [GNCR@ifmqs.com.au](mailto:GNCR@ifmqs.com.au)
2. Do not copy any other IFM staff on GNCR correspondence.
3. Complete corrective actions using the following guide:  
[https://proficiency.ifmqs.com.au/dropbox/information/QMT086\\_Corrective\\_Action\\_Management.pdf](https://proficiency.ifmqs.com.au/dropbox/information/QMT086_Corrective_Action_Management.pdf)
4. Submit the corrective action information as ONE package once everything has been completed. The package must contain:
  - a. Appropriate corrective action report including root cause analysis for the technical matter that caused the original PTP outlier.
  - b. Appropriate corrective action report including root cause analysis for the Laboratory's quality management failure to complete the PTP corrective actions within the prescribed deadline.
  - c. Completed PT outlier corrective action checklist  
[https://proficiency.ifmqs.com.au/dropbox/information/QMT813\\_Corrective\\_Action\\_Checklist.docx](https://proficiency.ifmqs.com.au/dropbox/information/QMT813_Corrective_Action_Checklist.docx)
  - d. Proof of payment of the IFM GNCR Administration Fee.
  - e. Completed IECEE GNCR in WORD format.

Once the Laboratory related GNCR is cleared, IFM will notify the IECEE Secretariat with copy to concerned parties.

It should be noted that a separate Quality Management System related GNCR is also issued by the IECEE Secretariat to the NCB for its failure to adequately supervise the PTP process of Laboratories under the responsibility of the NCB.