

Construction Nonconformance Report and Corrective Action Record

Blank quality workflow record | Enter only project-defined actions and events supported by current records

Scope

Included: Cross-trade construction quality reporting for an identified departure from a contract, specification, approved drawing, approved submittal, ITP or other project-controlled requirement. Records the source requirement, objective evidence, affected extent, notifications, project-directed controls, authorised disposition, action evidence, recheck and closure decision.

Excluded: Designing a remedy, deciding whether work complies, authorising a concession or use-as-is, issuing an engineering or contractual direction, assigning statutory responsibilities, setting test criteria, or releasing work for concealment or follow-on activity. Use the project process and the person with authority under the contract.

Use and project setup

Project field: Project / contract / contractor _____

Project field: NCR number / issue date / revision _____

Project field: Trade / subcontractor / responsible contact _____

Project field: Area / level / grid / asset / lot _____

Project field: Requirement source / document revision / clause _____

Project field: Related ITP / inspection / test / drawing / submission _____

Project field: Notification route / project response reference _____

Before inspection: Project NCR procedure and status definitions — Use the current project forms, required response times, notification rules, roles and closure sequence. This record does not replace them.

Before inspection: Exact requirement and affected extent — Identify the controlled requirement and revision, observed departure, location, quantity or limits, affected records and evidence. Do not infer a breach from an unverified requirement.

Before inspection: Project-directed immediate controls — Record any instruction actually issued for identification, segregation, access, protection or work sequencing. A control or stop-work condition is not assumed by this form.

Before inspection: Disposition authority and review needs — Confirm who may direct correction, rework, repair, concession, rejection or another project-defined outcome and what design, client or independent review is required.

Before inspection: Action evidence, recheck and separate release route — Identify the actual required action and evidence, who checks it, the applicable acceptance source and whether a separate ITP or contract release remains open.

How to use

1. Open a traceable record using the project NCR numbering process. Identify the actual requirement, document revision and location before describing the departure.
2. Record objective evidence and the known affected extent. Separate observed facts from suspected cause, responsibility or risk conclusions.
3. Record who was notified, when and by what project route. Enter temporary controls only when a responsible project role has directed them or another applicable site process requires them.
4. Leave the disposition blank until the role authorised by the project has issued a written decision. Link the instruction, conditions, reviewer and revision.
5. Record actions as performed with dated evidence. Record cause analysis or preventive action only where required by the project process; do not mark them complete because a correction was made.
6. Record the actual recheck against its authorised criteria and identify any further issue. Close only through the project-defined closure authority.
7. Track contractual hold-point release, permission to conceal or next-work authorisation separately in the governing ITP or contract record.

Important: Blank record. The project must define its NCR process, responsible roles, notification routes, status terms, response times and closure authority. No condition, cause, containment action, disposition, acceptance, recheck or release is prefilled. Closing an NCR does not itself release a contractual hold point, approve design or certify compliance.

Quality workflow record

Project: _____ Location / room / element: _____ Lot / area: _____

NCR-01 Requirement and finding identity

What to observe	Identify the requirement against which the reported departure was observed.
How to check	Record the controlled source, revision and relevant clause or drawing detail. Describe what was actually observed, where and when, and attach a source photo, inspection or test reference.
Acceptance basis	The report links an objective observation to an identifiable project requirement. A suspicion or incomplete reference is marked for clarification rather than treated as a confirmed technical conclusion.
Reference to verify	Project NCR procedure, contract, specification, approved drawing, submittal, ITP or other controlled requirement.
Project criterion / actual approved document and revision	_____

Record field	Actual value / reference
Requirement document / revision	_____
Clause / drawing detail	_____
Observed condition / date	_____
Location / grid / level	_____
Photo / inspection / test reference	_____
Reported by / role	_____
Workflow stage / action status (project-defined)	
Entry by / role / date	
Supporting record / evidence reference	
Next action / linked issue or separate release reference	

Quality workflow record

Project: _____ Location / room / element: _____ Lot / area: _____

NCR-02 Affected extent and traceability

What to observe	Record the known work, lots, materials, installed items and related records that may be affected.
How to check	Link location drawings, lot and batch references, installation periods, adjacent areas and earlier or later inspection records where evidence supports the connection. Mark unverified boundaries for investigation.
Acceptance basis	The affected extent and remaining unknowns are visible and traceable. The form does not assume the issue is isolated or that adjacent work is unaffected.
Reference to verify	Project lot, material traceability and record-control procedures; approved drawings and actual inspection records.
Project criterion / actual approved document and revision	_____

Record field	Actual value / reference
Affected area / quantity / lot	_____
Material / batch / asset reference	_____
Related work dates / records	_____
Known boundary / map reference	_____
Extent still under review	_____
Investigation owner / next update	_____
Workflow stage / action status (project-defined)	
Entry by / role / date	
Supporting record / evidence reference	
Next action / linked issue or separate release reference	

Quality workflow record

Project: _____ Location / room / element: _____ Lot / area: _____

NCR-03 Notification and immediate controls

What to observe	Document the actual notification and any project-directed control of the affected work.
How to check	Enter the recipient, role, route and date. Record a stop, tag, segregation, protection or sequencing instruction only when it was actually issued, with its source and responsible person.
Acceptance basis	Notifications and controls are evidenced. The blank record does not itself impose a hold, issue a site direction or establish who has authority.
Reference to verify	Project NCR, communication, safety and ITP procedures; actual instruction and notification records.
Project criterion / actual approved document and revision	_____

Record field	Actual value / reference
Notified person / role / date	_____
Project route / message reference	_____
Control actually directed	_____
Instruction source / issuer	_____
Affected work identification	_____
Current condition / follow-up	_____
Workflow stage / action status (project-defined)	
Entry by / role / date	
Supporting record / evidence reference	
Next action / linked issue or separate release reference	

Quality workflow record

Project: _____ Location / room / element: _____ Lot / area: _____

NCR-04 Authorised disposition

What to observe	Link the written disposition issued by the project-authorised role.
How to check	Record the decision, scope, conditions, accepting authority, date, source revision and any required design/client/independent review. Distinguish a proposed action from the decision authorising it.
Acceptance basis	No corrective work or concession is deemed approved by this record. The disposition and authority are evidenced in a separate current project document.
Reference to verify	Project NCR procedure, contract authority matrix, approved design instruction or written project disposition.
Project criterion / actual approved document and revision	_____

Record field	Actual value / reference
Disposition document / revision	_____
Decision and affected scope	_____
Author / authority / date	_____
Conditions and criteria source	_____
Required reviewers / evidence	_____
Proposal still awaiting decision	_____
Workflow stage / action status (project-defined)	
Entry by / role / date	
Supporting record / evidence reference	
Next action / linked issue or separate release reference	

Quality workflow record

Project: _____ Location / room / element: _____ Lot / area: _____

NCR-05 Correction and corrective action evidence

What to observe	Record the action actually completed and any separate cause or preventive-action work required by the project process.
How to check	Link dated work records, changed documents, material traceability, photographs and assigned reviews. Identify cause analysis as confirmed, under review or not required under the project procedure.
Acceptance basis	Action completion is supported by evidence. A correction does not by itself demonstrate that a cause was addressed or recurrence prevention was reviewed.
Reference to verify	Authorised disposition, project corrective-action procedure and actual work records.
Project criterion / actual approved document and revision	_____

Record field	Actual value / reference
Action taken / completion date	_____
Work area / quantity / lot	_____
Materials / document revisions	_____
Photo / work record / evidence ref	_____
Cause analysis status / source	_____
Further action / owner / due date	_____
Workflow stage / action status (project-defined)	
Entry by / role / date	
Supporting record / evidence reference	
Next action / linked issue or separate release reference	

Quality workflow record

Project: _____ Location / room / element: _____ Lot / area: _____

NCR-06 Recheck and verification

What to observe	Record the separate check of completed action against the disposition and actual project criteria.
How to check	Identify the reviewer and role, applicable criterion and revision, method actually used, observed result and linked evidence. Record any further finding as a new or reopened issue under the project procedure.
Acceptance basis	A completed action is not marked verified unless the required project reviewer records the actual result. No result or test requirement is prefilled.
Reference to verify	Authorised disposition, project ITP and actual reinspection/test records where specified.
Project criterion / actual approved document and revision	_____

Record field	Actual value / reference
Recheck requirement / source revision	_____
Method / date / location	_____
Actual observation / result	_____
Verifier / role / date	_____
Photo / report / test reference	_____
Further issue / follow-up reference	_____
Workflow stage / action status (project-defined)	
Entry by / role / date	
Supporting record / evidence reference	
Next action / linked issue or separate release reference	

Quality workflow record

Project: _____ Location / room / element: _____ Lot / area: _____

NCR-07 NCR closure and contractual release

What to observe	Record closure under the project NCR process while keeping ITP, concealment and contractual release decisions identifiable as separate controls.
How to check	Link required action and verification evidence to the person authorised to close the NCR. Separately state any outstanding hold point or release record and its actual status.
Acceptance basis	NCR closure does not by itself certify compliance, approve design or release work for concealment or the next activity. Each separate decision follows the project authority and record route.
Reference to verify	Project NCR closure procedure, ITP, contract notice and release records.
Project criterion / actual approved document and revision	_____

Record field	Actual value / reference
NCR closure basis / authority	_____
Closure date / status	_____
Open condition / linked NCR	_____
ITP control point / status	_____
Separate release authority / reference	_____
Final dossier / register reference	_____
Workflow stage / action status (project-defined)	
Entry by / role / date	
Supporting record / evidence reference	
Next action / linked issue or separate release reference	

NCR action and review history

Enter dated events only when they occur. Keep each event linked to the NCR and supporting project record. Leave every entry blank until the event is real.

Project / contract: _____ Element / pour / lot: _____ Date / shift: _____

Location / area: _____ Record reference / revision: _____

Date / time	Stage / status	Entry by / role	Action or decision reference	Evidence / affected scope	Next action / assigned role

Issues and corrective action

Project: Location / room / element: Inspection date:

Item / date	Issue and immediate action	Disposition / corrective instruction	Recheck evidence / date	Responsible role / reference

Unresolved items: identify affected area, status, person notified, instruction / NCR reference and any condition before concealment or next work.

NCR closure review

Project: _____ Location / room / element: _____ Date: _____

Project NCR status

☐ Open or action underway

☐ Action complete and awaiting required review

☐ Closed by the project-authorised role

Select only the state supported by the project record. NCR closure is separate from any ITP hold-point release, permission to conceal or contractual release.

Handover roles and references

NCR owner / role / date _____

Disposition authority / written reference _____

Action verifier / role / date _____

Closure authority / decision reference _____

Separate ITP or contract release / status _____

Signatures record the named person's stated role and entry only. They do not by themselves approve design, certify compliance, release a contractual control point or authorize the next activity.

Source notes

References explain topic and record design only. They do not supply universal project acceptance values. Confirm contract documents, jurisdiction and approved product/system.

NSW Government, Quality management guidelines for construction

Role: Official NSW Government construction procurement guidance. Its scope describes NSW Government projects. It gives quality-management examples involving nonconformity, corrective/preventive action, document control, records management and example GC21 contract clauses. Those sample clauses apply only when adopted by the actual contract. It does not prescribe universal NCR authority, acceptance criteria or closure requirements.

Locator: Use the page headings "Scope and purpose" and "Contents of a quality management plan" for NSW Government context, quality-plan content and record management. Under the sample contract clauses, see the GC21 examples concerning quality records, conformity registers, nonconforming work and handover. These examples are NSW/GC21-specific and apply only when adopted by the project contract. Appendix D is linked on the page, but its DOCX body was not verified.

Source URL: <https://www.info.buy.nsw.gov.au/resources/construction/quality-management-guidelines-for-construction>