



## NCR Training Guide

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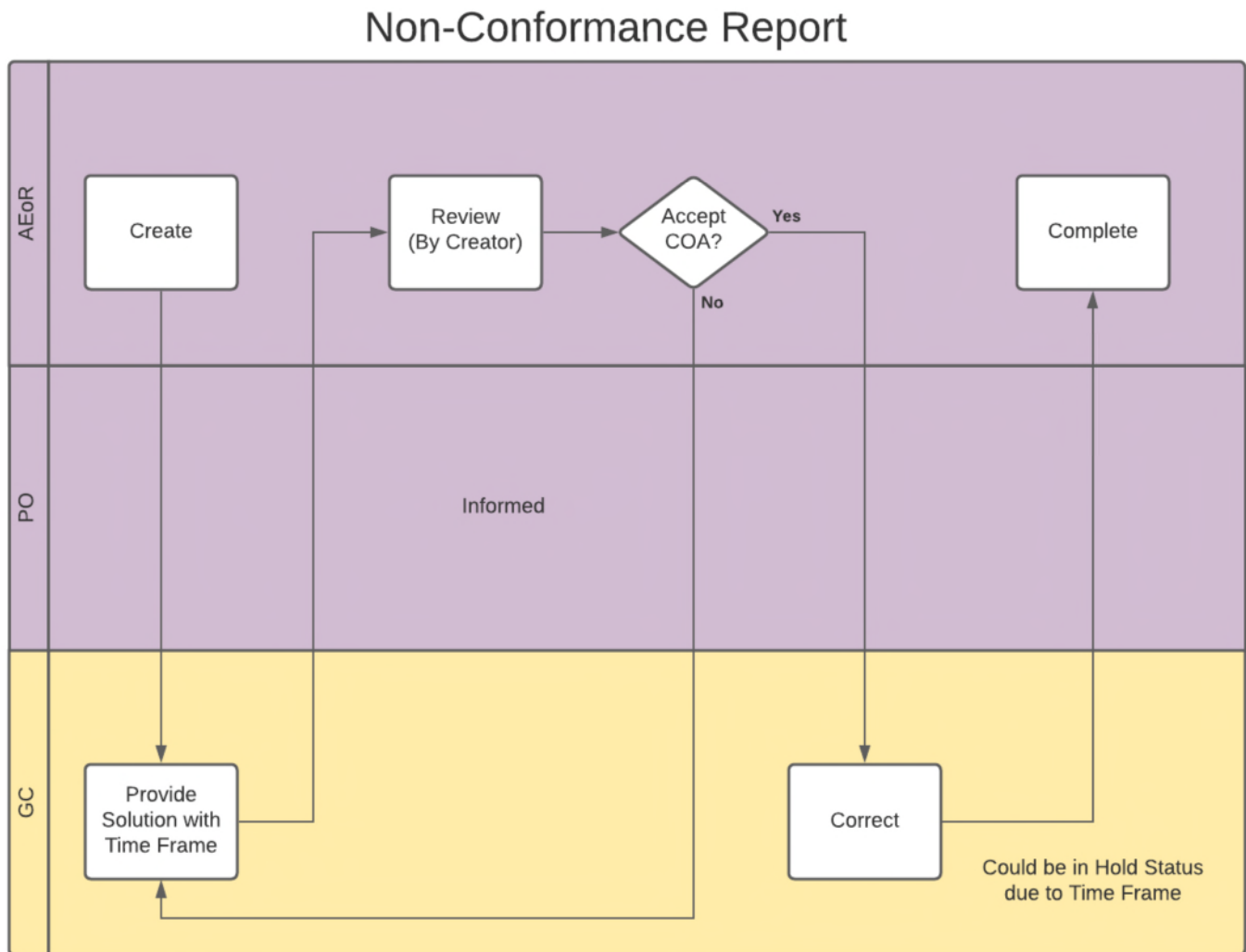
## About

A Non-Conformance Report informs project participants of significant deviations from contract specifications. The NCR is created and managed by the AEoR. Notifications are provided to the CM PM.

## Note

While the NCR process is consistent for all project types, the terms CM Firm and CM PM are specific to Requirements projects. The CM Firm acts on behalf of the General Contractor and the CM PM is in the role of the Project Officer.

## Workflow Diagram



## Process Overview

The AEoR creates the NCR, which is sent to the CM Firm to provide a solution and projected time frame. The AEoR reviews the solution and either accepts the course of action (COA) or sends it back to the CM Firm to revise and re-submit. Once the AEoR accepts, the notification is sent back to the CM Firm to begin correction work. Due to the varying time frames, this can be placed 'On Hold.' Once the CM Firm completes the correction, a notice is sent to the AEoR for closure.

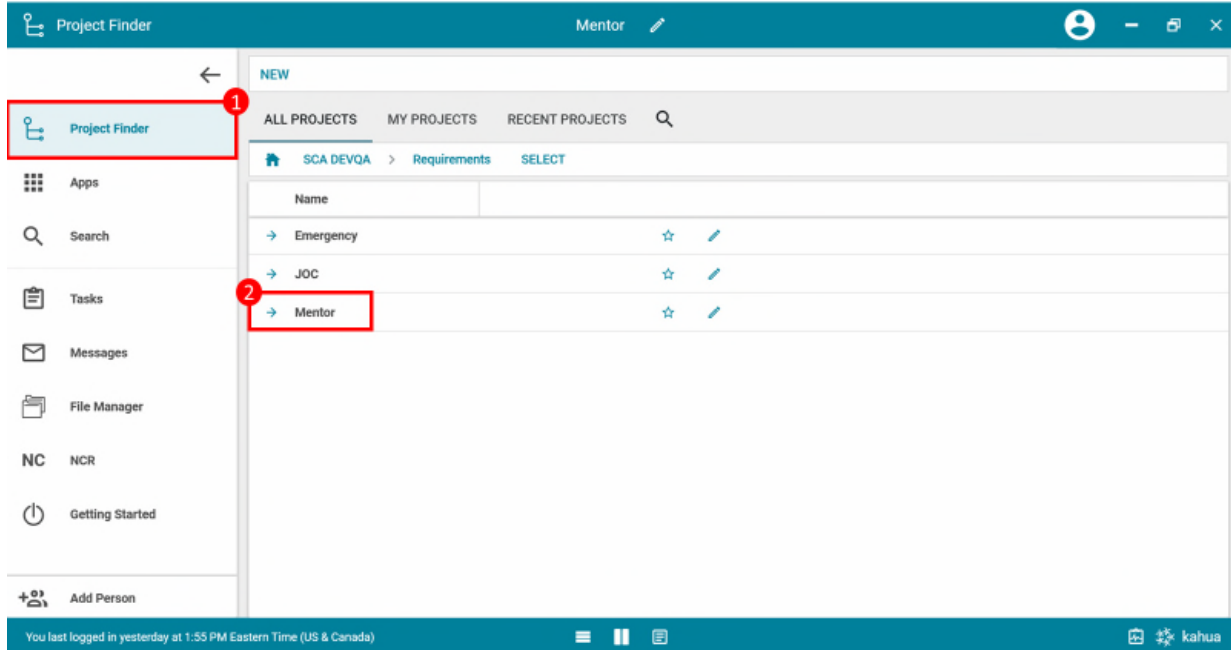
# Step-by-Step Instructions

## Create and Submit NCR

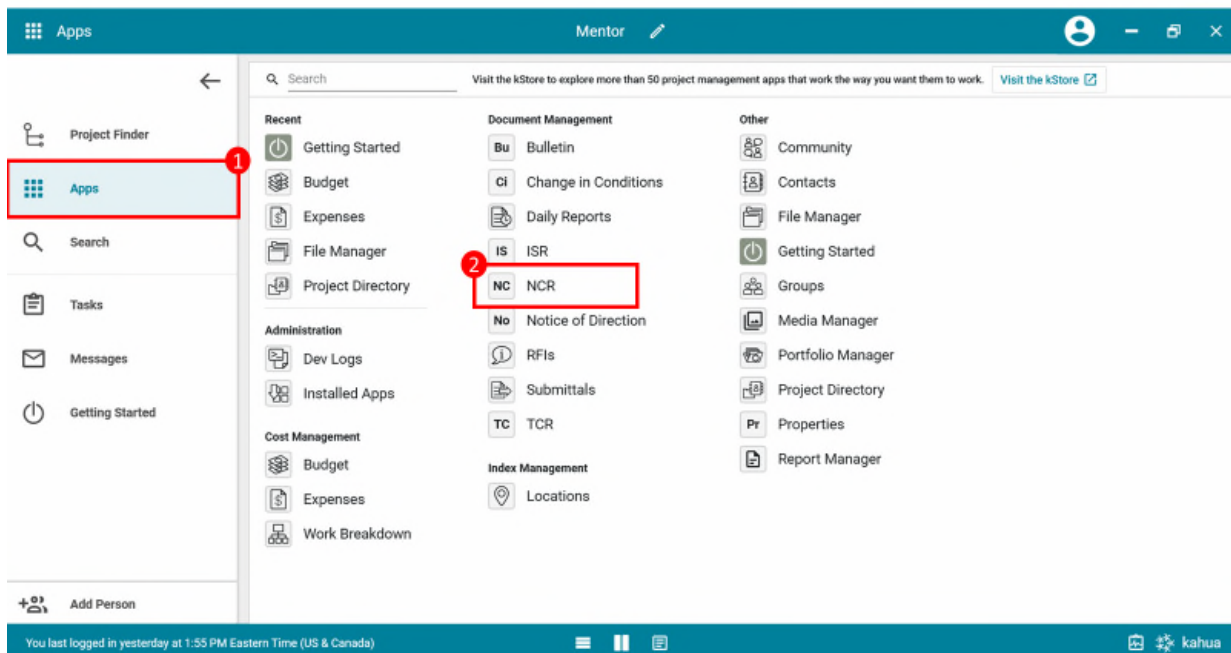
Role	Preceding Steps	Outcome
AEoR	→ Significant deviation from contract specifications.	→ NCR is sent to the CM Firm.

### Steps

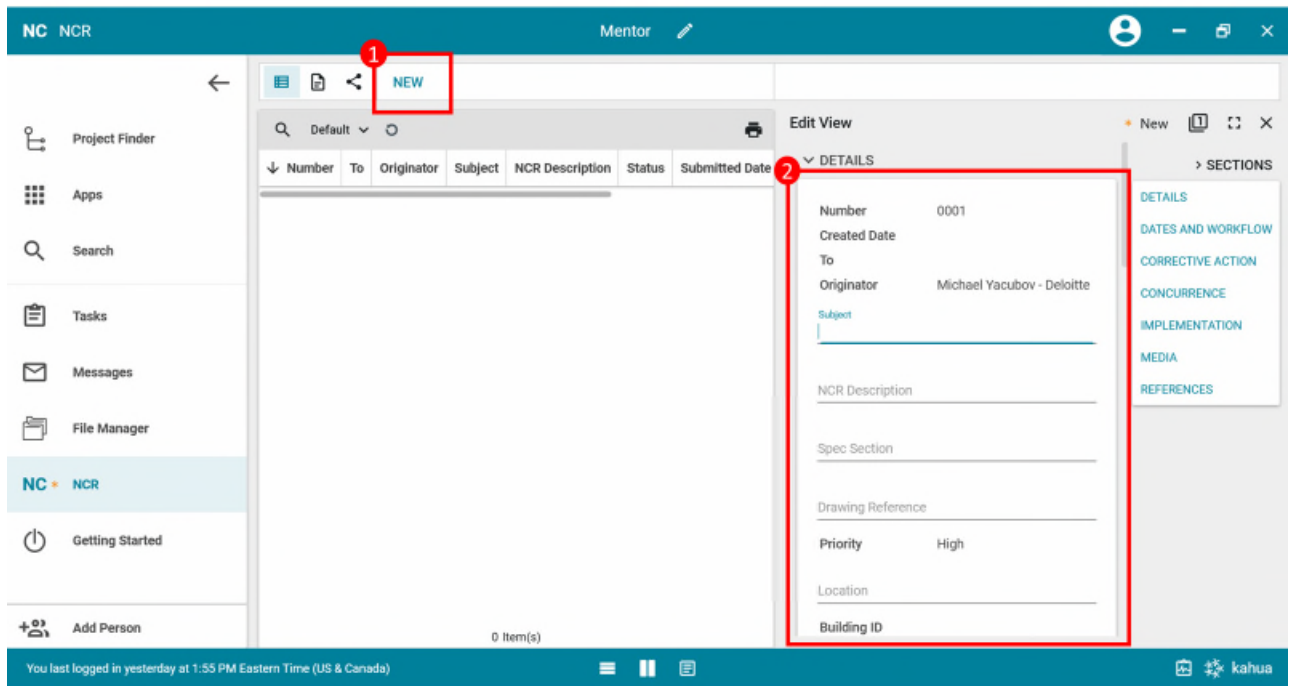
1. Go to 'Project Finder' > Select desired Subproject/Project



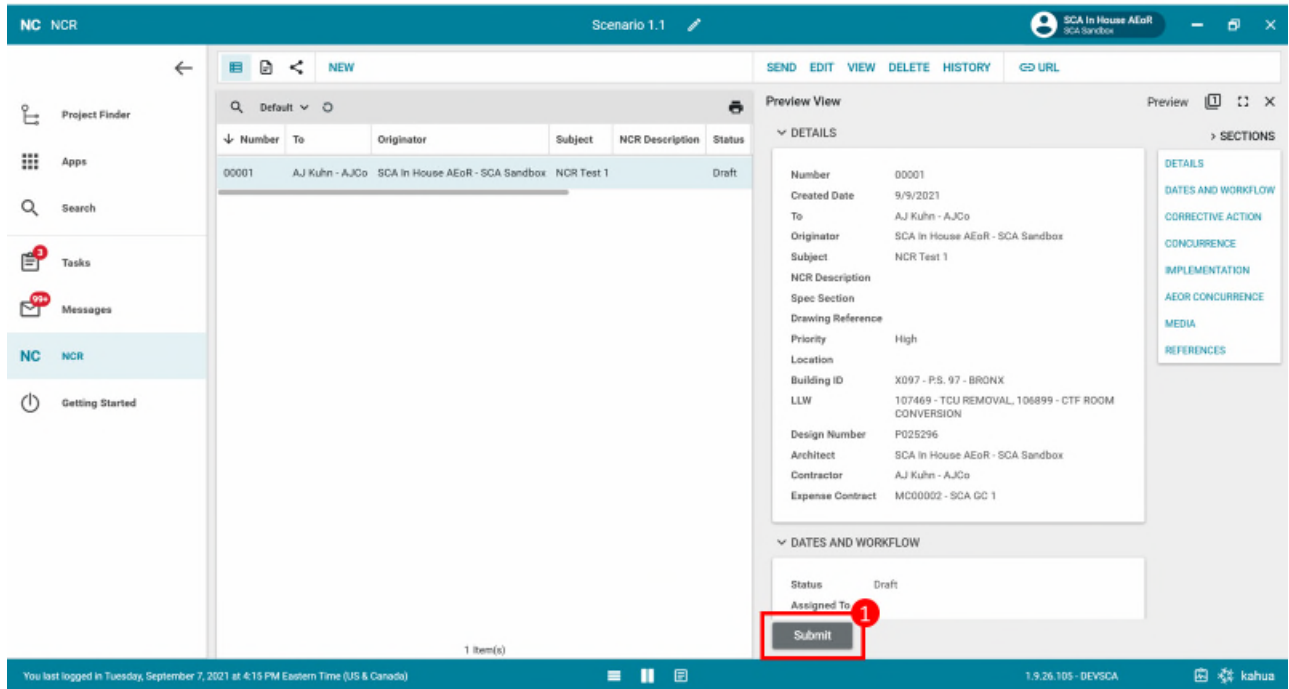
2. Go to 'Apps' > Select NCR



3. Select 'New' Button > Enter NCR Information > Select 'Save / Close'



4. Click 'Submit'

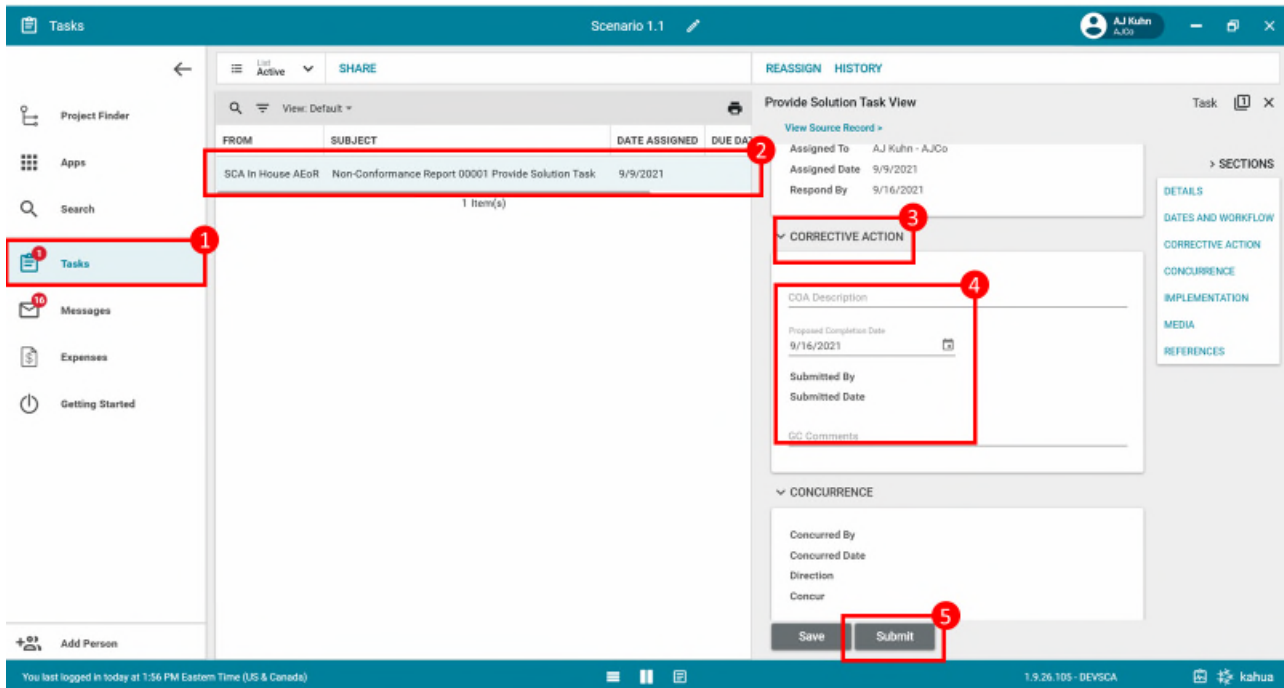


## Provide Solution with Time Frame

Role	Preceding Steps	Outcome
CM Firm	→ NCR submitted.	→ The CM Firm provides the COA description and the proposed completion date. The COA is sent to the AEoR.

### Step

Go to 'Tasks' > Select NCR solution task > Navigate to 'Corrective Action' section > Provide COA description and proposed completion date > Select 'Submit' button

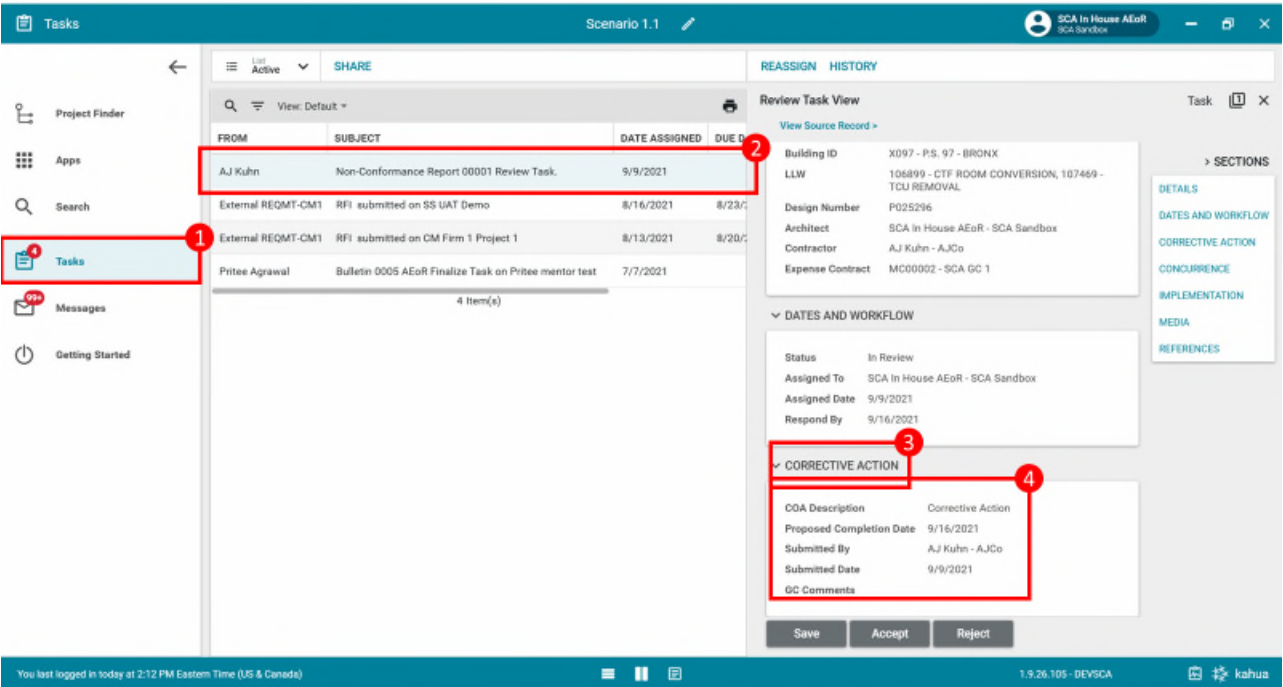


## Review and Accept Corrective Action

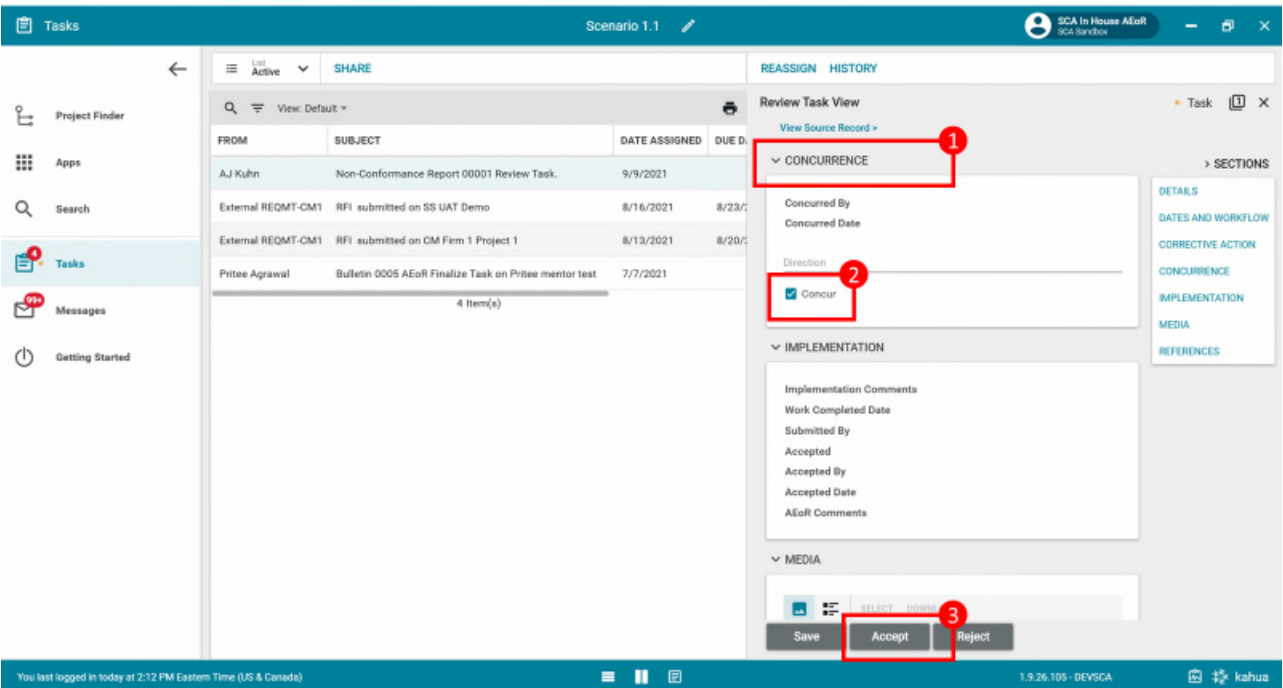
Role	Preceding Steps	Outcome
AEoR	→ Solution with Time Frame submitted.	→ The AEoR acceptance is sent to the CM Firm.

### Steps

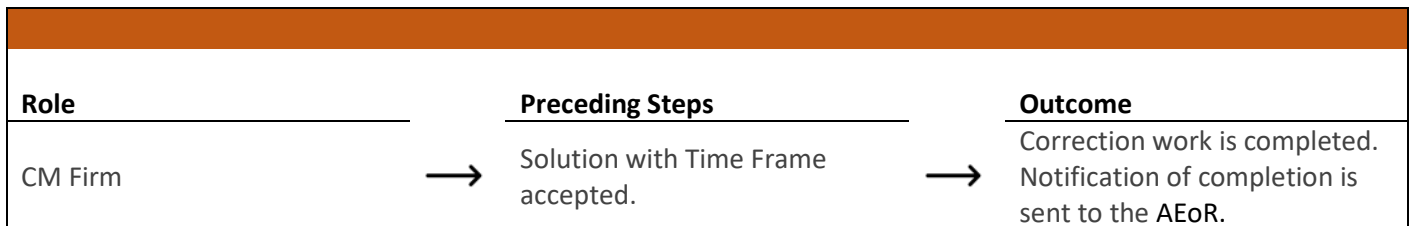
1. Go to 'Tasks' > Select NCR Review task > Navigate to 'Corrective Action' section > Review corrective action



2. Navigate to 'Concurrence' section > check 'Concur' box > Select 'Accept' button

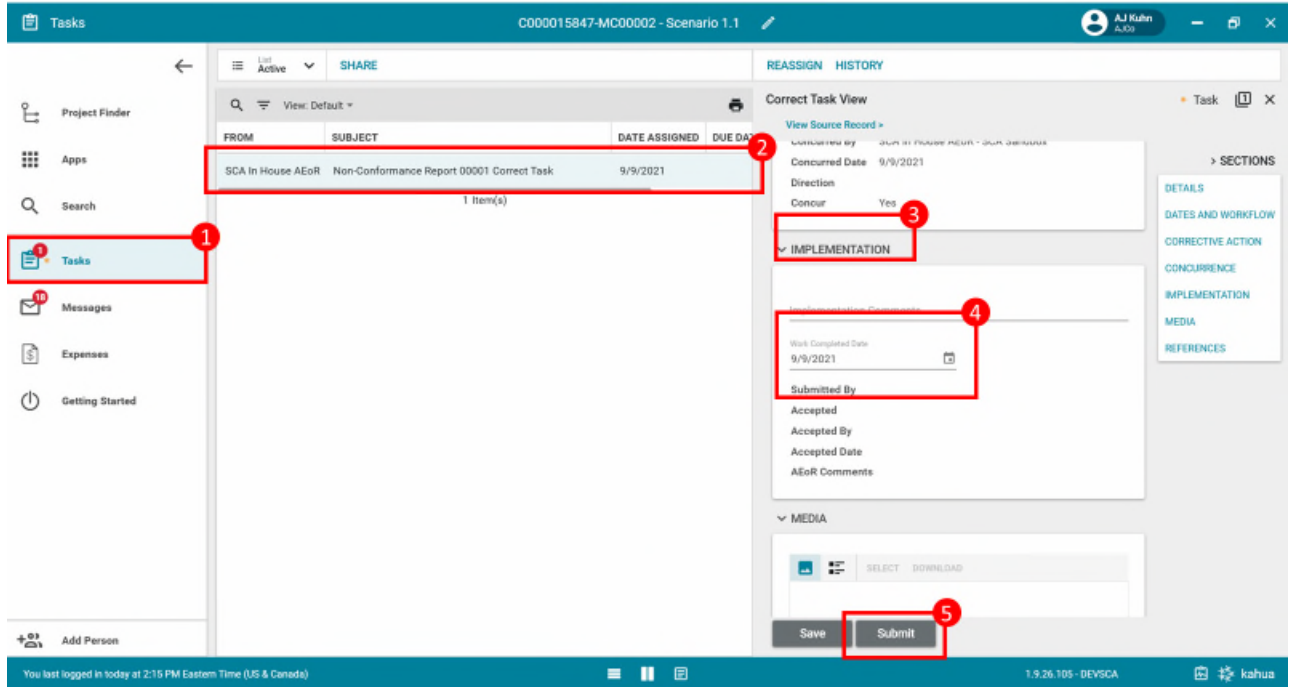


## Complete Correction Work



Steps

1. Go to 'Tasks' > Select NCR Correct task > Navigate to 'Implementation' section > Provide 'Work Completed Date' > Select 'Submit' button

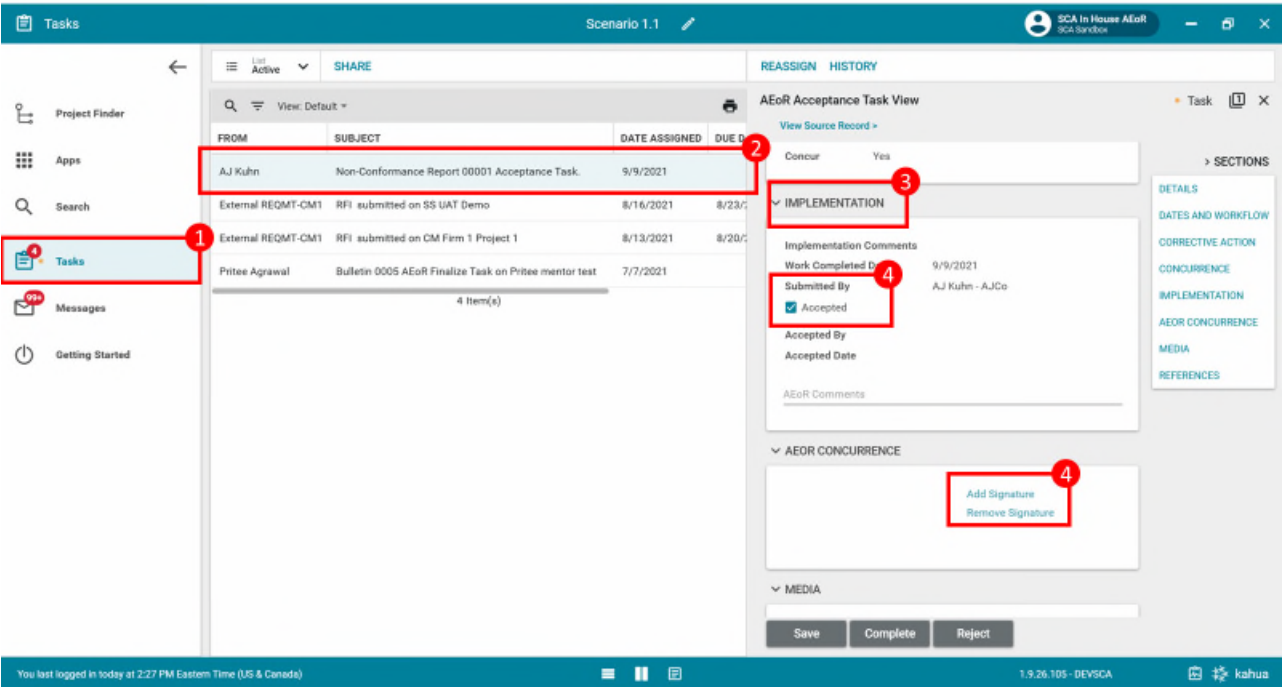


## Final Acceptance

Role	Preceding Steps	Outcome
AEoR	→ Correction work submitted.	→ Correction work is accepted.

1. Go to 'Tasks' > Select NCR Acceptance task > Navigate to 'Implementation' section > Check 'Accepted' box > Select 'Add Signature'





2. Enter PIN Signature > Select 'Ok' > Select 'Complete'

