



## Product/Material Disposition (QA Hold)

Document Number	QM 105-005	Manual Number	105
Date Issued	09-04-25	Revision Number	01

### **PURPOSE**

To define the process for determining the disposition of products or materials identified as problematic, nonconforming, or not meeting established safety, quality, or specification standards. This procedure also establishes the documentation and recordkeeping requirements for product/material disposition.

### **APPLICATION**

This procedure applies to all departments—including QA, Production, Purchasing, Warehouse, Maintenance/Facilities, Customer Service, Administration, and Sales—depending on the issue. It covers both raw materials and finished products.

The QA Coordinator is responsible for maintaining all records under this system. Each respective department is responsible for completing assigned follow-up actions within the specified timeframes.

### **PROCEDURE**

Issuance of Product/Material Disposition Form (PMDF):

- QA shall complete a Product/Material Disposition Form (PMDF) for any identified product/material issue.
- QA shall issue a QA Hold Tag for each affected pallet until disposition is determined.
- QA shall locate the corresponding Purchase Order (PO) number, if required.
- The Director of Technical Services shall review the PMDF, select the appropriate disposition option, and initial:



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- Dispose
  - Donate
  - Micros Pending
  - Order to Sell
  - QA Hold
  - Return to Stock
  - Return to Vendor / Dispose
  - WIP / Rework
  - Other
- The completed PMDF and QA Hold Forms shall be submitted to the QA Coordinator, who will:
    - Update ERP
    - Enter data into the QA Hold Log
    - Notify all relevant departments via email
    - Create and distribute disposition tags



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### Tag Colors and Responsible Parties:

- Dispose (Blue) – Warehouse
- Donate (Light Green) – Warehouse
- Micros Pending – QA
- Order to Sell (Pink) – Sales
- Return to Stock (Goldenrod) – Warehouse
- Return to Vendor (Olive Green) – Purchasing
- WIP / Rework (Yellow) – Production

### Special Note:

All QA Hold products must be transferred to the designated QA Hold Area behind the lab, except for cooler items which must remain in the cooler. If products cannot fit in the QA Hold Area, the storage location must be logged on the PMDF and tagged accordingly.

Once disposition is finalized, the QA Coordinator will:

- Update ERP and QA Hold Log
- Distribute copies of the completed PMDF
- File all documentation

QA will review product dispositions with the President during weekly meetings.

Tag, Disposition, and Responsible Party Instructions



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General Requirement: All tags must be initiated, dated, and returned to the QA Coordinator upon completion.

### QA Hold (QA Hold Tag – QA)

- Used to temporarily hold products until disposition is determined.

### Dispose / Donate (QA & Warehouse)

- Determination made by the Director of Technical Services.
- QA Coordinator issues tags, secures President’s sign-off, and copies tags for each pallet.
- QA removes Hold Tags, applies Dispose/Donate Tags, and coordinates with Warehouse.
- Warehouse completes disposal or donation, returning signed tags to QA Coordinator.
- For donations, Sales provides a Sales Order copy for QA filing.
- QA Coordinator updates ERP, Hold Log, and files completed PMDF.
- Completion Timeframe: Within 2 weeks

### Micros Pending (QA)

- Product remains on hold pending microbiological test results.
- QA records test type and due date.
- If cleared, QA releases the product and files micro test results.



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- If failed, the product follows the Dispose/Donate process.
- QA Coordinator updates ERP, Hold Log, and files PMDF.
- Completion Timeframe: Within 1 week

### Order to Sell (Sales)

- If product is cleared for resale, QA Coordinator issues tags, updates ERP and Hold Log, and records on Order-to-Sell Log.
- Sales finalizes orders and removes pallet tags after sale.
- Returned tags are logged and filed by QA Coordinator.
- Completion Timeframe: Within 3 weeks

### Return to Stock (Warehouse)

- Products cleared for stock are tagged and returned by Warehouse.
- Completed tags submitted to QA Coordinator for ERP and log update.
- Completion Timeframe: Within 2 weeks

### Return to Vendor (Purchasing)

- Product remains in QA Hold Area.
- Purchasing obtains RMA# and provides it to the QA Coordinator.



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- QA tags product; Purchasing arranges pickup.
- Warehouse prepares Bill of Lading (BOL) and executes return.
- Completed documentation (RTV tag, BOL, ERP register) sent to Accounting and QA.
- QA Coordinator updates Hold Log and files.
- Completion Timeframe: Within 1 week

### WIP / Rework (Scheduler & Production)

#### WIP:

- QA issues WIP tag; Scheduler ensures production within 5–7 days.
- Production completes WIP tags and returns them to QA Coordinator.
- QA updates ERP, Hold Log, and files.
- Completion Timeframe: Within 4 weeks

#### Rework:

- QA issues Rework Tag and records instructions on PMDF.
- Schedulers must schedule rework within 5–7 days or notify QA if delays occur.
- QA provides a rework formula to Production.
- Completed tags returned to QA Coordinator.



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- QA updates ERP, Hold Log, and files.
- Completion Timeframe: Within 2 weeks

### Short Ship / Shelf Life

- QA places product on hold; QA Coordinator updates ERP, Hold Log, and Shelf-Life Log.
- Product re-evaluated as needed; may be re-coded for WIP or disposed/donated by Presidential decision.
- Once exhausted, QA closes records in ERP, Hold Log, and Shelf-Life Log.
- Retention: PMDF documentation retained for 5 years.

Unilever Products: Unilever must be notified of all holds.

Note: Timelines may vary based on the nature of the hold.

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### TRAINING

All employees in Production, QA, Purchasing, Sales, Warehouse, Maintenance/Facilities, and Accounting must receive documented training on this policy upon hire and annually thereafter. A signed training attendance sheet will be maintained as verification.