

	QATAR AIRCRAFT CATERING COMPANY	Doc. Number	QACC-MS-SUB-F003-001-A
	NON CONFORMITY REPORT	Department	Quality Assurance
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NC No: 19330		DATE :02/06/2026	NC STATUS (✓ tick when NC closed)								
AREA/DEPARTMENT		QACC PURCHASE / HAIDARI TRADING CO WLL									
AUDITOR (OBSERVER) Name / Staff number:		QUALITY ASSURANCE DEPARTMENT									
AUDITEE (HOD) Name / Staff Number:		QACC PURCHASE / HAIDARI TRADING CO WLL									
NONCONFORMITY OBSERVED		EVIDENCE (attach images below)									
NC 19330 "Quality issue observed in green apple" Please note: NC raised with reference to complaint received from lounge Receiving date 01/06/2026		Please see below		Severity (✓ tick) <table border="1"> <tr> <td>High</td> <td>Medium</td> <td>Low</td> </tr> <tr> <td>✓</td> <td></td> <td></td> </tr> </table>		High	Medium	Low	✓		
High	Medium	Low									
✓											
Clause Number (or SOP)	PRP Purchase mangement FOBs and Quality WFSG 2022 V5	HIGH – breach of a CCP or OPRP. Propose CA within 48 hours MEDIUM – non fulfilment of a PRP or any SOP. Propose CA within 72 hours LOW – Opportunity For Improvement. Propose new process within 96 hours									
CORRECTION (action taken to contain the situation)		ROOT CAUSE									
Check the available stocks in the store. Briefed team regarding the complaint and the requirement of QACC about green apple.		The marks and blemishes observed on the green apples are primarily attributable to the natural characteristics of fresh agricultural produce. Green apples are cultivated in open-field environments and are continuously exposed to natural factors such as weather conditions, handling during harvesting, transportation, and contact with branches, leaves, and other fruits. As a result, minor superficial skin marks and cosmetic blemishes may occur and are considered normal within the fresh produce industry. Although sorting and grading procedures are conducted before dispatch, the current cosmetic specification requires a very high level of visual perfection. Based on routine grading activities, only approximately 15–20% of the available product consistently meets these strict cosmetic requirements. This limitation is due to the natural variability of the fruit rather than deficiencies in handling, storage, or quality control processes.									
PROPOSED CORRECTIVE ACTION (action taken to address the root cause to ensure no re-occurrence)											
- The rejected green apples were replaced with a new batch that underwent additional sorting and quality checks prior to delivery. - Enhanced grading and selection procedures were implemented to remove fruits with visible marks and blemishes exceeding the customer's cosmetic expectations. - Find better available green apple with less cosmetic issue.				Responsible							
				QACC PURCHASE / HAIDARI TRADING CO WLL							
				Target date of completion							
				04/06/2026							
				Actual date of completion 04/06/2026							

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NC ACCEPTANCE		CORRECTIVE ACTION	
AUDITEE (HOD) SIGNATURE / DATE	Salvador Vallente 5/6/2026	ACCEPTED (tick)	REJECTED (tick & add comments)
AUDITOR (QA Dept.) SIGNATURE / DATE		AUDITOR (QA Dept.) SIGNATURE / DATE	
VERIFICATION COMMENTS: AUDITOR (QA Dept.):		Documents Verified	Signature & Date
NC CLOSED ACCEPTANCE		FOOD SAFETY TEAM LEADER / MANAGEMENT REPRESENTATIVE SIGNATURE / DATE	
AUDITOR (OBSERVER) SIGNATURE / DATE			
AUDITEE (HOD) SIGNATURE / DATE			

