



September 5, 2024

RE: Nonconformance Reporting

Dear Monogram/APIQR Licensees and Registrants:

The Monogram/APIQR Program proudly recognizes organizations that demonstrate they are capable of manufacturing products and providing services that meet stringent API standards and specifications, and purchasers of these products and services rely on API's recognition of these organizations. These API-licensed and registered organizations and the products and services they provide are promoted through the [API Composite List](#).

An often-overlooked piece of the Program is the Nonconformance Reporting (NCR) process. The NCR process is intended to give purchasers and manufacturers the opportunity to report nonconforming product. While participating organizations might be reluctant to report nonconformances, API believes such reports help to improve the quality of products and services for the oil and natural gas industry and strengthen the Monogram/APIQR Program.

As a reminder, in accordance with the Monogram License Agreement, Part 2, clause 4, Monogram Program licensees are required to notify API in a timely manner if they have evidence or information that indicates that their products displaying the API Monogram do not meet API's requirements. Additionally, during API audits, auditors may verify that licensees have submitted the required notification in accordance with the requirements of the Monogram License Agreement.

If nonconforming product is discovered, the nonconformance should be reported through API's Nonconformance Reporting portal at [Nonconformance Reporting](#). The portal will ask for the following information:

1. Identify the supplier/organization that provided the non-conforming product or has the management system issue.
2. Enter the product specification or management system standard that applies.
3. Enter the specific product that the nonconformity applies to. In the case of management system nonconformities/issues, enter "n/a".
4. Enter the date the nonconformity/issue was discovered.
5. Enter a description of the nonconformance, including identification of the issue and how the API standard requirements were violated.
6. Enter your contact information and any additional comments.

API encourages organizations to take advantage of this process. Product quality and quality service are always worthy goals.

Please let us know if you have any questions.

Sincerely,

Kevin Ferrick
Senior Director, API Monogram Program /APIQR