



**IND-EXPO CERTIFICATION LIMITED**

**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME**

**RECERTIFICATION AUDIT REPORT**

**ISO 9001:2015**

**Polypackaging Industries (Pvt) Ltd**

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throughout the organization with required input and expected output.

**18.2 LEADERSHIP(5 of ISO 9001:2015):**

**Leadership and commitment (5.1 of ISO 9001:2015):**

The top management has demonstrated the leadership and commitment with respect to quality management system and was aware about their responsibilities to maintain an effective quality system as per the quality policy and quality objective established compatible with company context and the strategic direction of the company.

**Policy (5.2 of ISO 9001:2015):**

Company has established, implemented and maintained a quality policy that can prove satisfactory application of applicable requirements and achievement of continual improvement.

**Organizational roles, responsibilities and authorities (5.3 of ISO 9001:2015):**

Top management has delegated responsibility and authority for relevant personals and it is communicated with in the organization. Company has also assigned responsibility and authority with regards to requirements of the standard ensuring that the processes are delivering there expected outputs, reporting on performance of the quality management system back to the management including opportunities for improvement.

However Organization chart is not updated, eg: JQA,JT

**18.3 PLANNING(6 of ISO 9001:2015):**

**Actions to address risks and opportunities(6.1 of ISO 9001:2015):**

Company has used the issues under clause number 4.1 and the requirements under 4.2 of the standard and as determine the risk and opportunities that are arising during the planning of quality management system.

**Quality objectives and planning to achieve them(6.2 of ISO 9001:2015):**

Quality objectives have been defined and established. The monitoring of the status of the established objectives was recorded.

**Planning of Changes (6.3 of ISO 9001:2015):**

Organization has a mechanism to determine the changes required to quality management system and carryout the same by planning, while considering the need for change and its expected results while ensuring the integrity of QMS.

**18.4 SUPPORT(7 of ISO 9001:2015):**

**Resources (7.1 of ISO 9001:2015):**

**General (7.1.1 of ISO 9001:2015):**

Organization has provided required resources for establish, implement, maintain and continually improve the quality management system by considering capabilities and constrains of existing recourses.

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**People (7.1.2 of ISO 9001:2015):**

Organization also has provided personnel required to effectively implement the QMS and the activities related to QMS.

**Infrastructure (7.1.3 of ISO 9001:2015):**

Company has provided buildings, space for its intended operation with required utilities such as electricity, water, and information and communication technology. Company has also provided necessary equipment and vehicle required to transportation.

**Environment for the operation of processes (7.1.4 of ISO 9001:2015):**

Company has provided adequate ventilation and light for the operation. Company also complies with the sanitary requirements for staff and the visitors. General cleanliness of the environment also has been ensured.

**Monitoring and measuring resources (7.1.5 of ISO 9001:2015):**

Calibration has been carried out at the planned intervals.

**Organizational knowledge (7.1.6 of ISO 9001:2015):**

Available organizational knowledge is sufficient to provide the expected service. Opportunities are given to the staff to acquire required organizational knowledge through experience, failures and successes and also knowledge gained from experiences acquired from education, training and customers.

**Competence(7.2 of ISO 9001:2015):**

Organization has determined the necessary competent level of staff members based on their duties and responsibilities to avoid undesired effect on performance and effectiveness of QMS. The training has been performing to acquire the necessary competency. All training records are available. However Process of evaluating effectiveness of training is not effective. (eg: internal auditor training) (NCR 01)

**Awareness (7.3 of ISO 9001:2015):**

The organization has given awareness to all the staff members on quality objectives and there expected contribution from them to the effectiveness to the quality management system including improvements.

**Communication (7.4 of ISO 9001:2015):**

The company has identified and assign internal and external communication relevant to quality management system to different staff members depending on the responsibilities and authority down the hierarchy.

**Documented information (7.5 of ISO 9001:2008):** Company has identified documented information required by the standard and documents required to be apply for effectiveness of QMS. Company has

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established a documented information control system for both documents and records. Including distribution, retrieval, storage and preservation, control of changes, retention and disposition.

**18.5 OPERATION (8 of ISO 9001:2015):**

**Operational planning and control (8.1 of ISO 9001:2015):**

Company has planned, implemented and controlled the processes required to control the service and product provision. Company has established relevant criteria for the processes and the acceptance of service. As well as organization has controlled planned changes and it has noticed they have been reviewed the consequences of unintended changes and actions has taken to mitigate the same. Operations are going on according to two shifts.

**Requirements for products and services (8.2 of ISO 9001:2015):**

**Customer communication(8.2.1 of ISO 9001:2015):**

Company has been adequately addressed customer communication as it is important to their activities. Company provides information to their customers regarding to their Services. Customer complaints and enquiries have been handled in appropriate manner.

**Determining the requirements for products and services (8.2.2 of ISO 9001:2015):**

Company has considered about statutory and regulatory requirements when defining the requirements for services.

**Review of the requirements for products and services (8.2.3 of ISO 9001:2015):**

The customer's requirement has confirmed by the company before acceptance of the customer order and conducts review prior to committed supply product to customers.

**Changes to requirements for products and services (8.2.4 of ISO 9001:2015):**

When amendment is required due to customer made aware of changing requirement for products company has ensured to change such requirement and amend the relevant documented information.

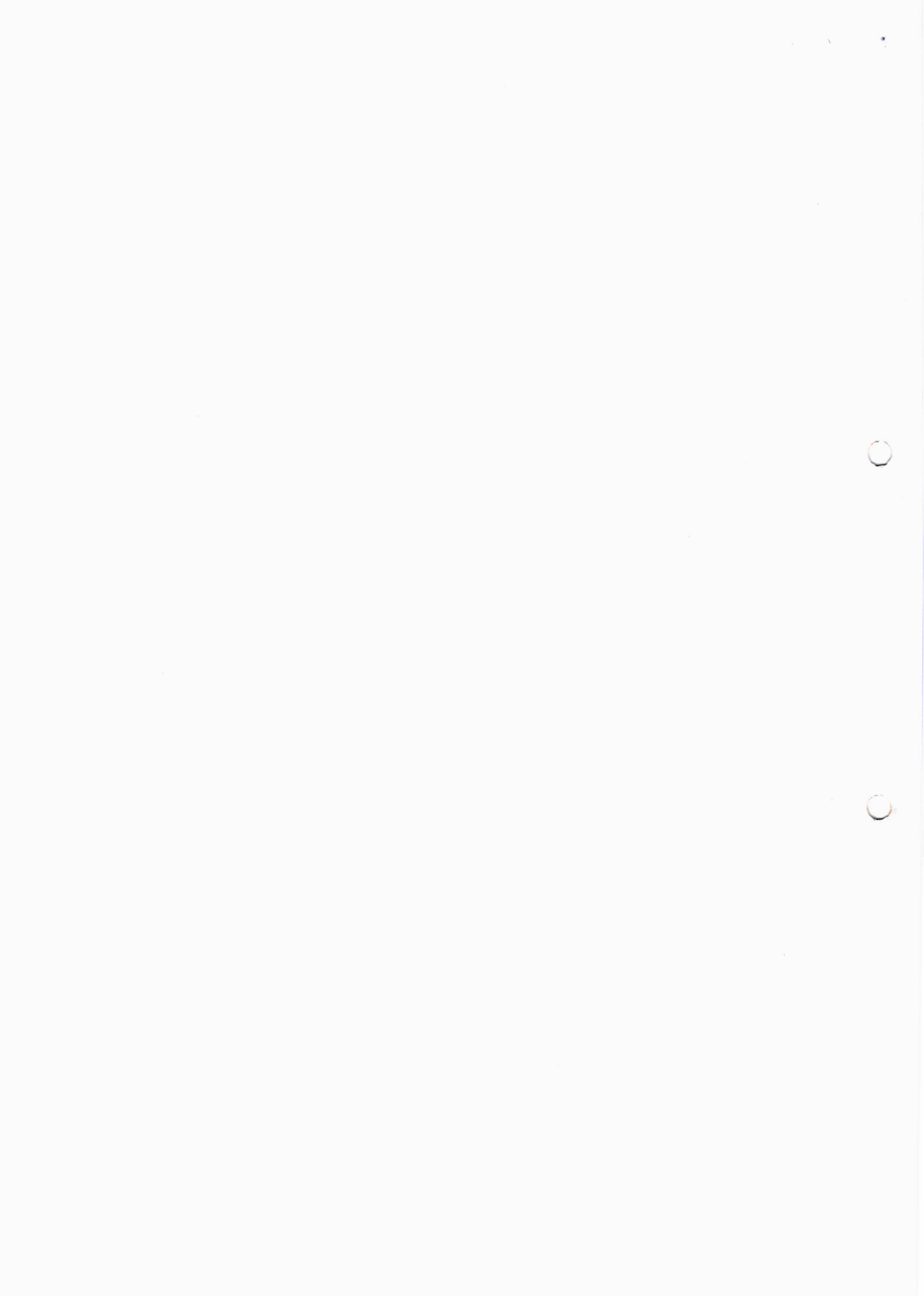
**Design and development of products and services (8.3 of ISO 9001:2015)**

Company makes all the products based on customer requirement which is conveyed to the company through marketing department. New Products are carried out by the design and development department and is reviewed by the Designer, production supervisor and marketing officer and submitted to the customer for validation. When the customer validation completed it is submitted to the Managing director/Chairman for approval and any changes required to the product during the design review process will be carried out and necessary validation and approvals are obtained.

**Control of externally provided processes, products and services (8.4 of ISO 9001:2015):**

**General (8.4.1 of ISO 9001:2015):**

Company purchases materials for registered suppliers evaluation of supplies and communication of any requirements of the company to suppliers is been done per the purchasing procedure.



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**Type and extent of control (8.4.2 of ISO 9001:2015):**

Externally provided processes are included in the quality management system and appropriate control have been implemented for both services provided and for intended output.

**Information for external providers (8.4.3 of ISO 9001:2015):**

Company has mechanism to design the requirements including the quality and level of controls including communication channels and it is being conveyed to the company when the services are obtained.

**Production and service provision (8.5 of ISO 9001:2015):**

**Control of production and service provision(8.5.1 of ISO 9001:2015):**

Production and service provision is carried out under controlled conditions.

**Identification and traceability (8.5.2 of ISO 9001:2015):**

Company has a mechanism to maintain the traceability of process and services.

**Property belonging to customers or external providers (8.5.3 of ISO 9001:2015):**

The organization identified, verified, protected and safeguards customer property provided for use or incorporation into the products.

**Preservation (8.5.4 of ISO 9001:2015):**

Company has taken necessary steps to ensure that the product manufactured is kept protected during handling, packaging, storage, transmission or transportation and has taken necessary controls to protect from contamination.

**Post-delivery activities (8.5.5 of ISO 9001:2015):**

The organization meets the requirements of post-delivery activities associated with the product.

**Control of changes (8.5.6 of ISO 9001:2015):**

When changes required for production and services, company has reviewed requirement of the same and documented information has been retained under controlled condition.

**Release of products and services (8.6 of ISO 9001:2015):**

The company has a mechanism to provide service as per the customer request and in accordance with the agreement with the customer. Release of products will be authorized only after the final inspection and with the approval of the management.

**Control of nonconforming outputs (8.7 of ISO 9001:2015):**

When the product or service does not ensure required output, company has controlled to prevent their unintended use or delivery to the customers. Company has taken appropriate actions to correct the nonconformity, segregation of nonconforming product and inform the customers to prevent them from



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using same. The necessary documented information with regard to nonconforming products, its immediate disposition, analysis of root cause and the corrective action taken is retained.

**18.6 PERFORMANCE EVALUATION (9 of ISO 9001:2015):**

**Monitoring, measurement, analysis and evaluation (9.1 of ISO 9001:2015):**

**General (9.1.1 of ISO 9001:2015):**

Company has determined what needs to be monitored and measured, the methods for monitoring, measurement, analysis.

**Customer satisfaction (9.1.2 of ISO 9001:2015):**

Customer survey, customer feedback and meeting with customer have been identified as essential requirements for the evaluation of customer satisfaction. Analysis of the customer satisfaction report is discussed at the monthly meeting and take decisions to reduce customer complains.

**Analysis and evaluation (9.1.3 of ISO 9001:2015):**

Organization has implemented a process to analyse and evaluate the data and evaluation obtains from monitoring and measurement activities. Such as customer complain, customer satisfaction, performance of external providers, risk analysis.

**Internal audit (9.2 of ISO 9001:2015):**

Internal audit has been conducted and Internal audit report, internal audit plan and schedule, internal audit log and corrective action reports were available at the time of audit. However Process of determination of corrections of non-conformity is not effective. Ex: There is no evidence that the corrections have been carried out for non-conformities raised during last internal audit dated on 04/05/2021. (NCR 02)

**Management review (9.3 of ISO 9001:2015):**

Management review has been conducted as per the requirements defined in the procedures. However Certain management review inputs have not been discussed in last meeting conducted on 25/05/2021.

Eg: the performance of external providers and customer satisfaction and feed backs (NCR 03)

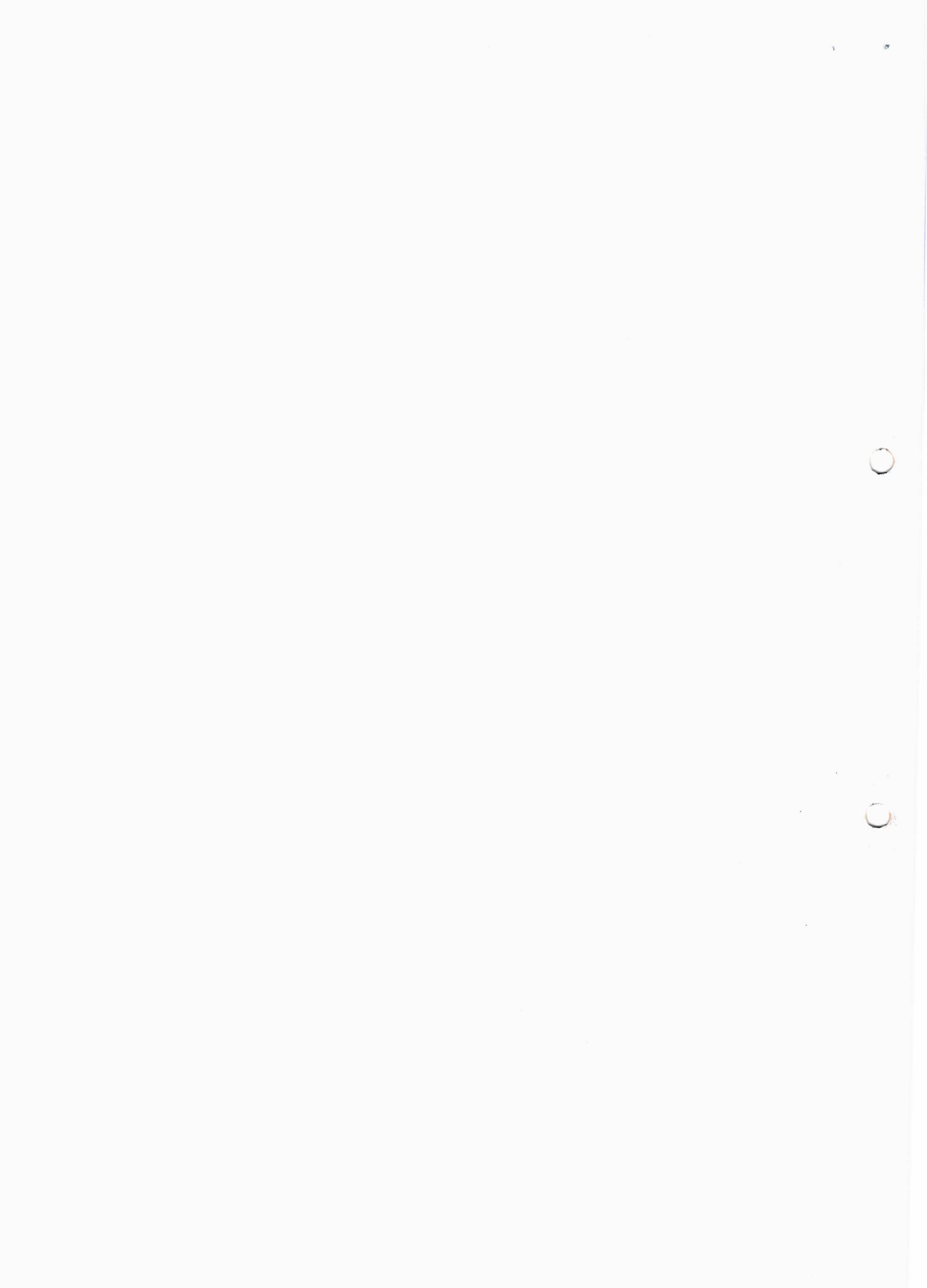
**18.7 IMPROVEMENT (10 of ISO 9001:2015):**

**General (10.1 of ISO 9001:2015):**

Company has determined and selected opportunities for improvement and implemented necessary actions to meet customer requirements and to increase customer satisfaction.

**Nonconformity and corrective action (10.2 of ISO 9001:2015):**

Company has taken necessary actions to addressed nonconformities and corrective actions have been implemented for such nonconformities. Company has retained documented information as evidence of the nature of the NC and any subsequent action taken and results of corrective action taken.



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**Continual improvement (10.3 of ISO 9001:2015):**

Company is committed to continually improve the effectiveness of the management system through the use of quality policy, quality objectives, and audit results, analysis of data, management review, and corrective implementation.

**19. KEY PERSONNEL INTERVIEWED:**

Name	Designation	Responsibilities
Mr. Saman Perera	Chairman	Directing, planning and coordinating the business
Mr. Jagath Kuruppu	Factory Manager	Overall handling the plant
Ms. Anne	Quality Assurance Executive	Quality checking

**20. APPLICABLE LEGAL REQUIREMENTS:** EPL,EPF, Labour law, Business registration

**21. ANY UNRESOLVED ISSUES:** No unresolved issues identified at the time of audit

**22. REVIEW OF PREVIOUS AUDIT REPORT & VERIFICATION OF EFFECTIVENESS OF CORRECTIVE ACTIONS FOR PREVIOUSLY IDENTIFIED NON- CONFORMITIES:** Previous audit report was reviewed and verification was done for the previously identified corrective actions.

**23. USE OF LOGO:** Terms and conditions are as per the certification body regulations.

**24. OVERALL CONCLUSION OF THE AUDIT**

Audit is based on a sampling process of the available information at the point of auditing and the audit methods used were interviews, observation of activities and review of documentation and records. With consideration to the findings identified on the report the overall conclusions of the audit are as follow:

- The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the management system. YES  NO
- The organization has demonstrated effective implementation and maintenance /improvement of its management system. YES  NO
- The organization has demonstrated the establishment and tracking of Appropriate key performance objectives and targets and monitored progress towards their achievement. YES  NO

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- The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system.
- The management review process demonstrated capability to ensure the continuing suitability, adequacy and effectiveness of the management system. YES  NO
- Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard. YES  NO

**25.MAJOR NON-CONFORMITIES:** None

**26.MINOR NON-CONFORMITIES:** Three

01. Process of evaluating effectiveness of training is not effective. (eg: internal auditor training) (NCR 01)
02. Process of determination of corrections of non-conformity is not effective. Ex: There is no evidence that the corrections have been carried out for non-conformities raised during last internal audit dated on 04/05/2021. (NCR 02)
03. Certain management review inputs have not been discussed in last meeting conducted on 25/05/2021.  
Eg: the performance of external providers and customer satisfaction and feed backs (NCR 03)

**27.OPPORTUNITIES FOR IMPROVEMENT:**

1. Organization chart is not updated, eg: JQA,JT

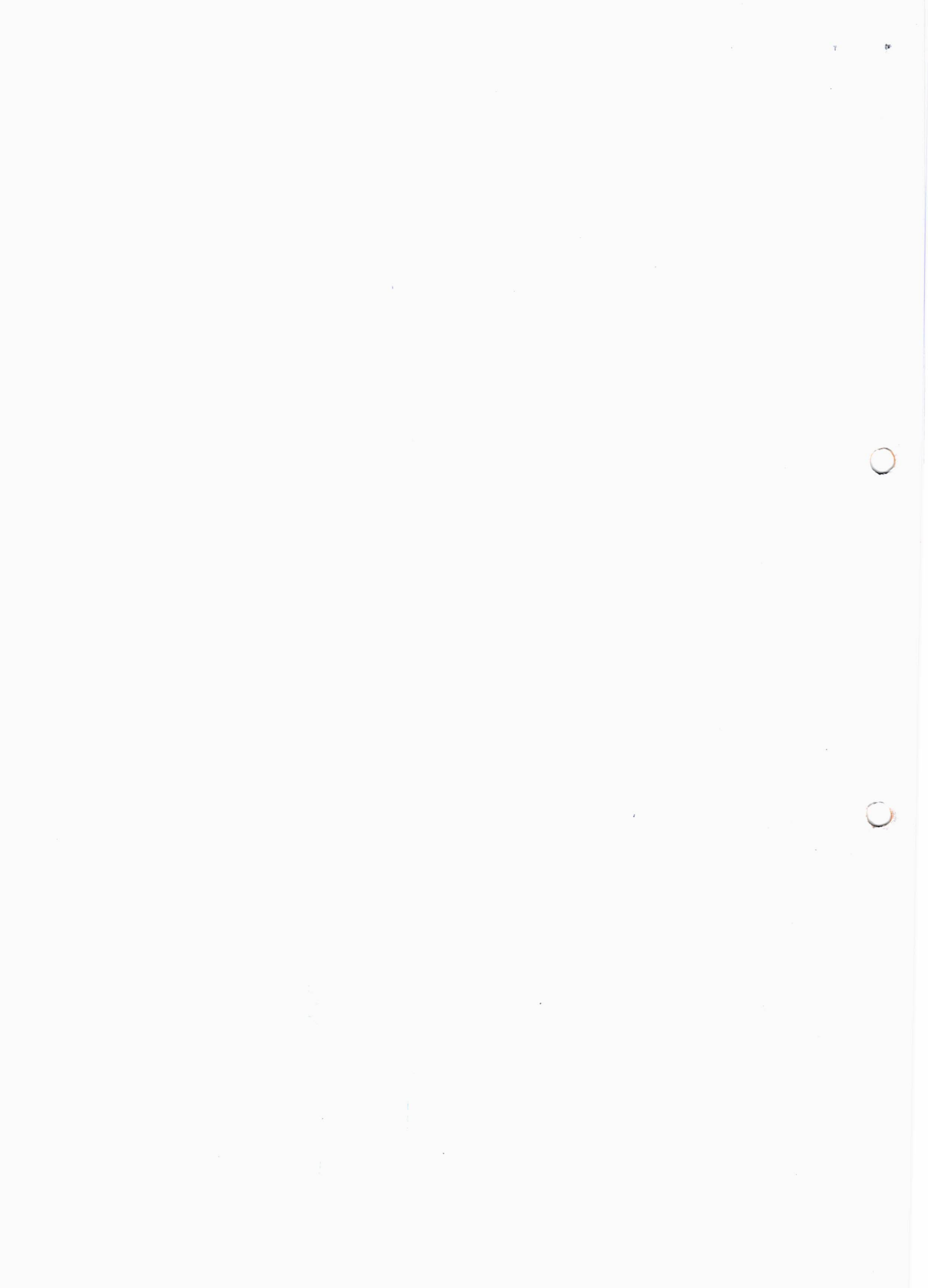
**28.RECOMENDATION FROM AUDIT TEAM:**

**(Strike off which is not relevant)**

The audit team concludes that the organization has / ~~has not~~ established and maintained its management system in line with the requirements of the standard and demonstrated the ability of the system to systematically achieve agreed requirements for products / services within the scope and the organization's policy and objectives.

Therefore the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity, management system certification be:

Granted / continued the certification subjected to the completion and subsequent verification of corrective action for all major/minor non conformities raised / Suspended until satisfactory corrective



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**ANY OTHER COMENTS:**

.....  
*[Signature]*  
.....  
SIGNATURE OF LEAD AUDITOR

.....  
*2021.08.06*  
.....  
DATE

- *This page is for internal purposes only.*

**29.RECOMMENDATION BY AUDIT TEAM :**

*Recommended*

.....  
*[Signature]*  
.....  
Signature of Team Leader

.....  
*2021.08.06*  
.....  
Date

.....  
*[Signature]*  
.....  
Signature of Team Member -1

.....  
Date

.....  
Signature of Team Member - 2

.....  
Date

**30.RECOMMENDATION BY CERTIFICATION MANAGER:**

*Recommended for recertification*

.....  
*[Signature]*  
.....  
Signature of Certification Manager

.....  
*2021.09.13*  
.....  
Date



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**31. APPROVAL FOR SUBMISSION TO THE CERTIFICATION COMMITTEE:**

*Appd.*

.....  
*[Handwritten Signature]*  
Signature of Director

.....  
*2021/9/13*  
Date

