IND-EXPO CERTIFICATION LIMITED

INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME

STAGE II AUDIT REPORT

ISO 9001:2015

Silver Star Industries

INDEXPO CERTIFICATION LIMITED

INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
STAGE II AUDIT REPORT – ISO 9001:2015

1. **NAME OF ORGANIZATION :** Silver Star Industries

2. **ADDRESS OF HEAD OFFICE :** No. 523, Kumbaloluwa, Veyangoda

3. **ASSESSMENT SITE:** Same as 2

4. **CONTACT DETAILS :**

   4.1 Name : K N Chandrasiri Designation : Director

   4.2 Tel : Mobile : 077 7631054 Fax : 033 2270186

   4.3 E-mail : silverstarpaints@gmail.com

5. **NO. OF EMPLOYESS :** 20

6. **APPLICABLE STANDARD :** ISO 9001:2015

7. **FILE NO. :** IMSC –QMS-0

8. **NACE CODE / SUBCATEGORY :**

9. **SCOPE OF CERTIFICATION :** Manufacturing and distribution of paints and related products and Hand sanitizers.

10. **CONFIRMATION FOR SCOPE OF CERTIFICATION :**
The scope is confirmed.

.....
Signature

11. **DATE OF AUDIT & Time :** 2022-09-15

12. **TYPE OF AUDIT :** Stage II

13. **AUDIT TEAM :**
    Mr. Aruna Amaradasa (AA) Team Leader
    Mr. Isuru Ilangakoon (II) Team Member

14. AUDIT OBJECTIVES:
The objectives of this audit were:

- to confirm that the management system continually complies with all the requirements of the audit standard;
- to confirm that the organization has effectively continue the planned management system;
- to verify whether there is any changes , incidence that could adversely affect the management system

15. AUDIT CRITERIA : ISO 9001:2015

16. ANY DEVIATIONS FROM THE AUDIT PLAN AND REASONS: No

17. ANY SIGNIFICANT ISSUES IMPACTING ON THE AUDIT PROGRAMME: No

18. SIGNIFICANT CHANGES, IF ANY, THAT AFFECT THE MANAGEMENT SYSTEM OF THE COMPANY SINCE THE LAST AUDIT TOOK PLACE :

19. AUDIT FINDINGS :

17.1 CONTEXT OF THE ORGANIZATION (4 of ISO 9001:2015):

Understanding the organization and its context (4.1 of ISO 9001:2015) :
Organization has determined the external and internal issues that are relevant to purpose and strategic direction to achieve the expected results from the quality management system. The organization is also having a mechanism to monitor and review those issues.

Understanding the needs and expectations of interested parties(4.2 of ISO 9001:2015):
Organization has identified interested parties that can affect the quality management system. The requirements of these interested parties have been determined by the organization. Organization has a system of monitoring and reviewing information of those interested parties.

Determining the scope of the quality management system(4.3 of ISO 9001:2015):
Organization has determined its scope based on the external and internal issues , the requirement of the interested parties , the product and services offered as well as the requirements of the ISO 9001:2015 standard.

Quality management system and its processes (4.4 of ISO 9001:2015):
Organization has established, implemented and maintained the quality management system including the processes needed and its interaction. Organization has applied all the processes required throughout the organization with required input and expected output. The organization also has established required monitoring and measurement mechanism and assigned responsibilities and authorities for each requirement. The organization review and evaluates these processes to achieve intended results. Based on the risk and opportunities identified by the organization, organization implement continual improvement processes. The quality management system is also equipped with

Awareness (7.3 of ISO 9001:2015):
The organization has given awareness to all the staff members on quality policy and objectives a[illegible] there expected contribution from them to the effectiveness to the quality management syste[illegible] including improvements.

Communication (7.4 of ISO 9001:2015):
The company has identified and assign internal and external communication relevant to quali[illegible] management system to different staff members depending on the responsibilities and authority dow[illegible] 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 established a documented information control system for both documents and records. Including distribution, retrieval, storage and preservation, control of changes, retention and disposition. All external documents required has been identified and controlled. Certain external documents which is required for planning and operation of the QMS is not identified appropriately ex: SLS 1657:2020 standard for sanitizers MSDS

17.5 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. 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.
Company is running on one shift.
However Process of retaining documented information which is necessary to demonstrate the conformity of products to their requirements is not effective. Ex: PH value of water which is used as raw material is not recorded.

Requirements for products and services (8.2of 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. Customer feedback has obtained after completion of service provided and 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, relevant specifications, governing Laws when defining the requirements for product and 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 design company has ensured to change such requirement and amend the relevant documented information

such as Conformation of design changes, Request for information etc...

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

Company makes all the orders based on customer requirement which is conveyed to the company through marketing department. New designs are carried out by the design and development department and are reviewed by the Designer, production manager and operation manager submitted to the customer for verifications. When the customer verification completed it is submitted to the Director 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 has ensured the control of externally provided services including outsourced processes, purchasing and subcontracts, etc. Criteria for the evaluation, selection, monitoring of performance and re-evaluation of such activities has been established and documented information of those activities are retained and controlled.

Type and extent of control (8.4.2 of ISO 9001:2015):
Externally provided processes remained within the organization under controlled condition and verification of same has been carried out as it is necessary to ensure that the externally provided processes meet requirements of the organization.

Information for external providers (8.4.3 of ISO 9001:2015):
Organization has ensured the adequacy of requirements prior to communication to the external providers and company provided necessary information regarding the processes, product and services to be provided, competency requirement, etc.

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):
Process of traceability is not effectively implemented. Ex: there is no mechanism to trace batch number of material with relevant to the batch number of finished product.

Property belonging to customers or external providers (8.5.3 of ISO 9001:2015):
Any item that is brought from out side by the customer will be recorded, preserve (if required) and kept with required identification and traceability until it is being used and handed over to the customer after completion of the function.

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):

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):
Process of retaining documented information on the release of product is not evident. Ex: no records available for evidence of controlling with the acceptance criteria

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.

The company has retained documented information regarding nonconforming situation and it is describes the nonconformity, action taken and identifies the authority declining the action in respect of the nonconformity.

17.6 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):
Process of monitoring of customer's perception is effective.

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 and wastages.

Internal audit (9.2 of ISO 9001:2015):
Process of conducting internal audit is effective.

Management review (9.3 of ISO 9001:2015):

Management review meeting has been conducted as per the standard requirement. Agenda is

available.

17.7 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.

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.

20. KEY PERSONNEL INTERVIEWED:

Name:	Designation	Responsibilities
K N Chandrasiri	Director	Overall responsible for company
P.D.M Udara	manager	Overall handling of the factory
A U Sooriyaarachchi	Admin manager	Overall handling the HR related activities

21. APPLICABLE LEGAL REQUIREMENTS: EPL,ETF,EPF, Factory ordinance,

22. ANY UNRESOLVED ISSUES: No

23. REVIEW OF PREVIOUS SURVEILLANCE AUDIT REPORTS AND VERIFICATION OF EFFECTIVENESS OF CORRECTIVE ACTIONS FOR PREVIOUSLY IDENTIFIED NON- CONFORMITIES:

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

25. 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 [ ]
- The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system. YES [*] NO [ ]
- 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 [ ]

26. MAJOR NON-CONFORMITIES: No

27. MINOR NON-CONFORMITIES: Six (06)

- Process of retaining documented information which is necessary to demonstrate the conformity of products to their requirements is not effective. Ex: PH value of water which is used as raw material is not recorded. 8.1 (e) 2
- Certain external documents which is required for planning and operation of the QMS is not identified appropriately ex: SLS 1657:2020 standard for sanitizers MSDS 7.5.3.2
- Process of traceability is not effectively implemented. Ex: there is no mechanism to trace batch number of material with relevant to the batch number of finished product. 8.5.2
- Process of control of the environment for the operation of processes is not effective ex: cobwebs have been observed at sanitizer room 7.1.4 c

- Process of measurement traceability is not effective. Ex: reading of weighting scales is not verified prior to issue. 7.1.5.2

- Process of retaining documented information on the release of product is not evident. Ex: no records available for evidence of controlling with the acceptance criteria 8.6

28. OPPORTUNITIES FOR IMPROVEMENT:

29. 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 action is completed.

ANY OTHER COMENTS: None.

Signature of Team Leader : .....

Date:..2024/07/15

- *This page is for internal purposes only.*

30. RECOMMENDATION BY AUDIT TEAM :

Recommended to certification subject to the corrective action taken for raised NCR.

Signature of Team Leader	Date: 2022/09/15
Signature of Team Member -1	Date: 2022-9-15
Signature of Team Member - 2	Date

31. RECOMMENDATION BY CERTIFICATION MANAGER:

Recommended.

for Suru

Signature of Certification Manager — Date: 2022-12-2

32. APPROVAL FOR SUBMISSION TO THE CERTIFICATION COMMITTEE:

Approved

Signature of Director — Date: 2022/12/02