

IND-EXPO CERTIFICATION LIMITED
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
NON-CONFORMITY REPORT

Name of Organization: Bischof Gamma Lanka (Pvt) Ltd

NC No.: 03 of 03

Section : QA

Team Leader : D.N.S. Kuruppumullage

Relevant Standard : ISO 9001: 2015

Auditor : Buddhika Sajeewani

Relevant Clause : 10.2

Date of audit : 27.08.2021

Relevant company document :

Non-conformity detected:

Category : Major/Minor

The process of determining of non-conformities is not effective.

Ex: Two non-conformities have been raised on 25th August 2021 for job no BL 21060081 on dye patches and crease marks. However corrective action has been recorded only for dye patches. And root cause has not been recorded for same.


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Auditor


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Team Leader

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Auditee

Correction:

* Re placed the Rejected Qty to cover the order qty in
Fac from available A grade from Stock.


.....
Auditee

25.09.21
.....
Date

Root cause for Non-conformity:

* finding were detected at BA-Inspection & it not informed
to customer before make Delivered
Since this fabric used for gassert Fabric BA Inspection
has been taken commercail Approval & Delivered.


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Auditee

25.09.21
.....
Date

Corrective action:

Date of completion:

* Internal NCR was identify the Root Cause & Action corrector.
Dye combination was changed in process & Improved Quality
Rejection from # BL21080003/2A and approved to follow
the Revised Recipe. There no further Complains raised
from After Action plan taken

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Auditee

22.10.21
.....
Date

Verification of corrective action:

NC Closed/Open

* See

Evidence provided for corrective action taken is
satisfactory. Hence NC is closed.

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Auditor

28.10.2021
.....
Date

Effectiveness of corrective action:

corrective action is effective

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Auditor

2022-10-12
.....
Date

Customer Complaints Record

Bischoff Gamma Lanka (Pvt.) Ltd.

Lot C7 A & B, Seethawaka EPZ, Avissawella, Sri Lanka.
Phone No : 011-2024204



Bischoff Gamma Lanka (Pvt.) Ltd requests your help. Please complete the following Customer Complaint to improve our Product & Service Quality. Thank you for your time.

Customer Name: Bodyline
Contact Number: **Buddhika Kumara**
Job Number: BL21060081

Accepted By: Thusanga
Date: 13th July 2021

DESCRIPTION OF PROBLEM

Pls, Note we found Dye Patches issue in above item. Rejected only(8.0m).

TO BE FILLED BY RELEVANT DEPARTMENT HEAD / SUPERVISOR

Nature of Complaint Major Minor

Reason for the Complaint / Root Cause

Internal Process was highlighted 8 mtrs dye patch and deliver to customer without informed.

Proposed Corrective Action

8 mtrs was arranged to customer FOC in available A grade from stock

Date 2021.07. 20 Signature Amal

Verification of Corrective Action

New Dye combination was develop and changed the dyeing recipe to avoid the dye patch issued.

Date 2021.09.25 Signature Mr. Pea

Verification of Corrective Action

After the changed the recipe one batch has been dyed with new process route and it was success #

Reference Number: QMSR/7.2/CCF
Effective Date : 21 Feb 2014

Revision No. 2
Revision Date: 26.04.2018

By: Piyumi
Control Status: Controlled

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BL21080003/2A

Date 22/10/2021

Signature

Thanuja

Closing the Complaint Handling
(Sales Manager's Signature)

Date

22.10.21



Reference Number: QMSR/7.2/CCF
Effective Date : 21 Feb 2014

Revision No. 2
Revision Date: 26.04.2018

By: Piyumi
Control Status: Controlled

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Bischoff Gamma Lanka (Pvt.) Ltd.

Lot C7 A & B, Seethawaka EPZ, Avissawella, Sri Lanka.
Phone: 0094 (0) 36 4654800



Bischoff Gamma Lanka (Pvt.) Ltd. requests your help. Please complete the following Customer Complaint to improve our Product & Service Quality. Thank you for your time.

Customer Name: Bodyline
Contact Number: **Buddhika Kumara**
Job Number: **BL21060081**

Accepted By: Thusanga
Date: 13th July 2021

DESCRIPTION OF PROBLEM

Customer Inspection was found Dye Patches & Crease marks issue in above item. Total qty rejected (8.0m).

TO BE FILLED BY RELEVANT DEPARTMENT HEAD / SUPERVISOR

Nature of Complaint Major Minor

Reason for the Complaint / Root Cause

BG inspection was identified these NC and batch was released to customer base on below MCQ order cannot corrected Since this is used for gusset fabric 88batch qty was released to customer with remain quality issues,

Proposed Corrective Action

Non conformity has been close with credit note for 8 m			
Date	2021.07. 14	Signature	Mr. Pea

Verification of Corrective Action

Dyeing recipe was revised to improve the quality and 2 nd batch was dye and finished batch delivered without further rejections,			
Date	2021.08.27	Signature	Mr. Pea

Reference Number: QMSR/7.2/CCF
Effective Date : 21 Feb 2014

Revision No. 2
Revision Date: 26.04.2018

By: Piyumi
Control Status: Controlled

Verification of Corrective Action

Correction action were implemented was successfully improved the final quality for proceed the order accordingly.			
Date	2021.08.29	Signature	

Closing the Complaint Handling (Sales Manager's Signature)	Date
Mr. Anusha	20.09.03