



**IND-EXPO CERTIFICATION LIMITED**

**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME**

**SURVEILLANCE AUDIT REPORT**

**ISO 9001:2015**

**Bischoff Gamma Lanka (Pvt) Ltd**



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**SURVEILLANCE AUDIT REPORT – ISO 9001:2015**

|                              |   |               |                           |
|------------------------------|---|---------------|---------------------------|
| 1. NAME OF ORGANIZATION :    | Bischoff Gamma Lanka (Pvt) Ltd  |               |                           |
| 2. ADDRESS OF HEAD OFFICE :  | Lot C 7A-7B, Seethawaka Industrial Park, Avissawella  |               |                           |
| 3. ASSESSMENT SITE/S :       | Same As 2   |               |                           |
| 4. CONTACT DETAILS :         |   |               |                           |
| 4.1 Name :                   | Ms. Thanuja Lakmini   | Designation : | Manager Quality Assurance |
| 4.2 Tel :                    |   | Mobile :      | 0778449757                |
|                              |   | Fax :         |                           |
| 4.3 E-mail :                 | bglkqain@bischoffgamma-lanka.lk   |               |                           |
| 5. NO. OF EMPLOYEES :        | 260   |               |                           |
| 6. APPLICABLE STANDARD :     | ISO 9001:2015   |               |                           |
| 7. FILE NO. :                | IMSC - QMS - 0017 R1  |               |                           |
| 8. NACE CODE / SUBCATEGORY : | Division 13 , 3 , 13.21   |               |                           |
| 9. SCOPE OF CERTIFICATION :  | Manufacturing high quality embroidered laces, trimmings, all overs and motif's, commission dyeing knitted lace and supplying of dyed fabrics. |               |                           |
| 10. DATE OF AUDIT & Time :   | 2023.08.03  |               |                           |
| 11. TYPE OF AUDIT :          | Surveillance II   |               |                           |
| 12. AUDIT TEAM :             |   |               |                           |
|                              | D.N.S. Kuruppumullage   | Team Leader   |                           |
|                              | Buddhika Sajeewani  | Team Member   |                           |
|                              | Tharindu HettiArachchi  | Team Member   |                           |

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**13. AUDIT OBJECTIVES:**

The objectives of this audit were:

- to confirm that the management system 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 are any changes, incidence that could adversely affect the management system

**14. AUDIT CRITERIA :** ISO 9001 :2015 and company procedures

**15. ANY DEVIATIONS FROM THE AUDIT PLAN AND REASONS:** None

**16. ANY SIGNIFICANT ISSUES IMPACTING ON THE AUDIT PROGRAMME:** None

**17. SIGNIFICANT CHANGES, IF ANY, THAT AFFECT THE MANAGEMENT SYSTEM OF THE COMPANY SINCE THE LAST AUDIT TOOK PLACE :** None

**18. AUDIT FINDINGS :**

**18.1 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. Scope of the management system is defined in the manual.

**Quality management system and its processes (4.4 of ISO 9001:2015):**

The organization shall establish, implement, maintain and continually improve a quality management system, including the processes needed and their interactions, in accordance with the requirements of this International Standard.

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

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**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, implanted and maintained a quality policy that can prove satisfactory application of applicable requirements and achievement of continual improvement, it is documented and communicated thorough out the organization. It is also in line with the propose, context and its strategic direction that can provide framework for setting quality objectives. Quality policy has been displayed on notice boards at canteen and production flows.

**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 regard to requirements of the standard ensuring that the processes are delivering their expected outputs, reporting on performance of the quality management system back to the management including opportunities for improvement.

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

**Actions to address risks and opportunities (6.1 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. They also committed to promote risk-based thinking throughout the organization and has taken steps to adequately provide recourses required and interested in achieving business objectives with continual improvement of established quality objectives. Manager-Operation express the necessity of meeting the applicable statutory and regulatory requirements and customer satisfaction.

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

Quality objectives have been established from each department and are in line with the strategic direction.

**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.

**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.

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**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):**

The organization shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services.

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

Company has provided equipment necessary to obtain valid and reliable results. This equipment has been controlled by regular inspection and by calibration and calibration reports are available.

**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. Their education, training and experience is considered for this purpose. Where ever the gap between required competence and available competence exist. The training has been performing to acquire the necessary competency. All training records are available.

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

The organization has given awareness to all the staff members on quality policy and objectives and their 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 applied 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.

**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 and products. 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.

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**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 products. 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 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 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 undertakes embroidery design (punch development) development and fabric development carried out under dye house operations. Relevant process flow diagrams and quality plans have been developed and implemented for these two developmental activities.

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

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

*The process of control of externally provided process and service is not effective (8.4)*

*Ex: Current supplier evaluation does not have standard criteria for evaluation. (QMSR/7.4.1/SEF)*

**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):**

The company has established mechanisms to identify a specific product throughout the production. Every customer request (job) will be given a job number and this number will be used throughout the production process to trace the product at any stage of production including finishing, packing and

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dispatching. Document information with relevant reference documents will be maintained throughout the production process including the external services or production involved during the production

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

Any item that is brought from outside 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. The specifications for fabric development, sample hangers and greige fabric are considered as customer property.

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

*The preservation process of output during the production is effective.*

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

Company provide service on request of customer after provide 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 release its products 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 Quality Manager.

**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 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 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.

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**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 audit.

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

The company has reviewed the organization's quality management system during the management review meeting at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization

**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 address 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, audit results, analysis of data, management review, and corrective implementation.

**19. KEY PERSONNEL INTERVIEWED :**

| Name:              | Designation               | Responsibilities   |
|--------------------|---------------------------|--|
| Ms Thanuja Lakmini | Manager Quality Assurance | Overall responsible for quality and compliance                 |
| Mr.Suranga         | Executive-Embroider       | Responsible for embroiling activities                          |
| Mr.Kithsiri        | Senior Manager-Production | Overall production, Accounting and hr                          |
| Ms Ajani Sasmini   | Executive- Purchasing     | Purchasing activities, Registering and evaluation of suppliers |

**15. APPLICABLE LEGAL REQUIREMENTS:** Company has obligations to comply with both the shop and office act and the factory ordinance. In addition, company comply with other labour laws applicable such as EPF, ETF and gratuity act. Company also complies with the National Environment Regulation and stipulated requirements given in environmental performance licence.

**20. ANY UNRESOLVED ISSUES:** None

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21. REVIEW OF PREVIOUS AUDIT REPORT & VERIFICATION OF EFFECTIVENESS OF CORRECTIVE ACTIONS FOR PREVIOUSLY IDENTIFIED NON- CONFORMITIES: Verified

22. USE OF LOGO: As per the agreement

23. DETAILS OF SHIFT ACTIVITIES : 2 shifts are operated.

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
- 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

25. MAJOR NON-CONFORMITIES: None

26. MINOR NON-CONFORMITIES:

01. The process of control of externally provided process and service is not effective (8.4)  
Ex: Current supplier evaluation does not have standard criteria for evaluation. (QMSR/7.4.1/SEF)

25.OPPORTUNITIES FOR IMPROVEMENT: None

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**26. 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:**

SIGNATURE OF LEAD AUDITOR

2023/06/03  
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**27. RECOMMENDATION BY AUDIT TEAM :**

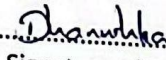
Recommended for continue Subject to  
verify of corrective actions taken for  
raise NCS,

  
.....  
Signature of Team Leader

2023/08/03  
.....  
Date

  
.....  
Signature of Team Member -1

2023.08.03  
.....  
Date

  
.....  
Signature of Team Member - 2

2023/08/03  
.....  
Date

**28. RECOMMENDATION BY CERTIFICATION MANAGER:**


All NCS have been closed.  
Recommended

  
.....  
Signature of Certification Manager

2023.10.17  
.....  
Date

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

Approved

  
.....  
Signature of Director

2023/10/17  
.....  
Date

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