



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

Name of Organization: Yoo Brands (Pvt) Ltd.

NC No. : 01, of 02

Section : Management

Relevant Standard : ISO 9001: 2015

Relevant Clause : 7.5.2

Relevant company document :

Team Leader : D.N.S. kuruppumullage

Auditor : Buddhika Sajeewani

Date of audit: 2023/06/14

Non-conformity detected:

Category : Major/Minor

The process of creating and updating documented information is not effective.

- Eg: 1/ customer feedback form has not reviewed & approved for its adequacy & suitability.  
 2/ Communication matrix.

Auditor

Team Leader

Auditee

Correction:

Documents revised as per the instructions given.

Auditee

06/07/2023  
 Date

Root cause for Non-conformity:

Due to urgent order situations could not revise the format.

Auditee

06/07/2023  
 Date

Doc. No. : QP-18-F-01

Issue No. : 07

Issue Date : 2018-01-02

Rev No : 00

Rev Date : 00

Reviewed and approved by : Director

Issued by Management Representative



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NON-CONFORMITY REPORT

Corrective action:

Date of completion: 06/07/2023.

Documents are controlled by relevant persons.  
Monitored by department manager / Management Representative.

Garip  
Auditee

06/07/2023  
Date

Verification of corrective action:

NC Closed/Open

Evidence provided for correction is satisfactory. However it is subject to verification of corrective action at the Surveillance audit. NC is closed.

[Signature]  
Auditor

2023/7/12  
Date

Effectiveness of corrective action:

.....  
Auditor

.....  
Date

Doc. No. : QP-18-F-01

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# YOO BRANDS (PVT) LTD. CUSTOMER FEEDBACK FORM

**WE WANT YOUR FEEDBACK**



Date:

Company Name:

Your Name & Designation:

Contact No:

E-mail Address:

(5) Strongly agree (4) Somewhat agree (3) Neither agree nor disagree (2) Somewhat disagree (1) Strongly disagree

Business sector Public <input type="radio"/> Private <input type="radio"/>	1	2	3	4	5
Quality of Yoo Brands (Pvt) Ltd Products					
Quality of Yoo Brands (Pvt) Ltd Company					
Delivery achievement (on time delivery)					
Promptness in returning your calls and responding to your request for service.					
Yoo Brands (Pvt) Ltd staff overall knowledge (Professional, Practical)					
Did Yoo Brands (Pvt) Ltd listen and deliver what is promised as per the standard?					
Would you refer Yoo Brands (Pvt) Ltd to your friends or stakeholders?					
How well do Yoo Brands (Pvt) Ltd staff answer your questions?					
Overall Performance of Yoo Brands (Pvt) Ltd					
Would you willing to get the service again?					

Remarks:

Issue No: 01  
Rev No: 01

Issued Date: 01/06/2023  
Rev Date: 06/07/2023

යෝ බ්‍රැන්ඩ්ස් පුද්ගලික සමාගම  
ගැණුම්කරු ඇගයීම් ප්‍රශ්නාවලිය



දිනය:

ආයතනයේ නම:

ඔබගේ නම සහ තනතුර:

දුරකථන අංකය:

විද්‍යුත් ලිපිනය:

(5) සම්පූර්ණ කැමැත්ත (4) තරමක කැමැත්ත (3) කැමැති හෝ අකමැති බව (2) තරමක් අකමැති (1) සම්පූර්ණ අකමැත්ත

ව්‍යාපාර කාණ්ඩය පොදු <input type="radio"/> පෞද්ගලික <input type="radio"/>	1	2	3	4	5
යෝ බ්‍රැන්ඩ්ස් (පුද්) සමාගමේ නිෂ්පාදන වල ගුණාත්මක බව					
යෝ බ්‍රැන්ඩ්ස් (පුද්) සමාගම ආයතනයේ ගුණාත්මක බව					
බෙදාහැරීම් (නියමිත දිනයට)					
ඔබගේ ඇමතුම් ආපසු ලබා දීම සහ සේවා සඳහා ඔබගේ ඉල්ලීම් වලට ප්‍රතිචාර දැක්වීමේ ඉක්මන් බව					
කාර්ය මණ්ඩලයේ සමස්ත දැනුම (වෘත්තීය සහ ප්‍රයෝගික)					
යෝ බ්‍රැන්ඩ්ස් (පුද්) සමාගම විසින් ඔබට සවන් දී, පොරොන්දු වූ පරිදි ඔබගේ අවශ්‍යතා ප්‍රමිතියට ලබා දුන්නා ද?					
ඔබ යෝ බ්‍රැන්ඩ්ස් (පුද්) සමාගම ඔබේ මිතුරන් හෝ පාර්ශවකරුවන් වෙත යොමු කරනවාද?					
යෝ බ්‍රැන්ඩ්ස් (පුද්) සමාගමේ කාර්ය මණ්ඩලය ඔබේ ප්‍රශ්නවලට කොතරම් හොඳින් පිළිතුරු ලබා දුන්නා ද?					
යෝ බ්‍රැන්ඩ්ස් (පුද්) සමාගමේ සමස්ත කාර්ය සාධනය					
අපගේ සේවාවන් නැවත ලබා ගැනීමට ඇති ඔබගේ කැමැත්ත					

අදහස් :

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Issued Date: 01/06/2023

Rev Date: 06/07/2023

## Communication Matrix

What will be communicated	Who will communicate		To whom	When	Media
	Overall responsibility	Functional responsibility			
Quality policy	General Manager	Relevant department managers	All staff and interested parties.	-At the establishment of quality policy. -When changing quality policy.	Meeting Document Notice
Quality Plans	General Manager	Relevant department managers	All staff and interested parties	-When required. -When changing quality policy.	Meeting Document
Quality Management System	General Manager	Relevant department managers	All staff and interested parties	-At the establishment of QMS. -When required.	Meeting Document
Customer request	General Manager	Head Of Merchandising	Merchandising Staff	When required.	E-mail Telephone Document
Customer care	Sales Manager	Head of Merchandising	Merchandising Sales Factory staff	When required.	E-mail Telephone Document
Customer complaint	Sales Manager	Managers and Head of Merchandising	Sales staff Factory staff	On customer complaint.	Telephone E-mail Document
Sales & Marketing	General Manager	Sales Managers	Sales staff Interested Parties	When required.	Website Email Telephone Document
Preventive Maintenance	General Manager	Maintenance Manager	All staff Interested parties	When required.	Meeting Telephone Document
Corrective Maintenance	General Manager	Maintenance Manager	All staff Interested parties	When required.	Telephone Document Verbal
Finance	Managing Director, Director	Finance Manager	All Staff Interested Parties	When required.	Meeting Telephone Document
Administration & Human Resources	General Manager	HR Executive	All staff Interested parties	When required.	Meeting Telephone Document Notice Letters
Legal	Managing Director, General Manager	Relevant Department Managers	All staff Interested parties	When required.	Meeting Telephone Document Notice Letters E-mail

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## Communication Matrix

ERP System & IT Requirements	General Manager	IT Manager	All staff	When required.	Meeting Telephone Document E-mail Notice
Purchasing	General Manager	Purchasing Officer & Store Manager	-Relevant Department Manager -Interested parties	When required.	Document E-mail Telephone
Transport & Vehicles	Administration and HR Manager	Relevant Department Managers	-All staff -Interested parties	When required.	Meeting Telephone Document
Knitting	Factory Manager	Production Manager	Factory staff	When required.	Meeting Telephone Document
Production	Factory Manager	Production Manager	Factory staff	When required.	Meeting Telephone Document
Loading	Factory Manager	Stores Manager	Factory staff	When required.	Meeting Telephone Document
Stores	Factory Manager	Store Manager	All staff	When required.	Meeting Telephone Document
Quality Checking	QC Manager	Supervisor	Factory staff	When required.	Meeting Document Verbal
Training	Administration and HR Manager	Supervisor	All staff	When required.	Meeting Telephone Document Verbal
Import/Export	General Manager	Import/Export Merchandiser	Relevant Department Managers Interested parties	When required.	Meeting Telephone Document E-mail
Design & Development	General Manager	Development Manager	Relevant Department Managers Interested Parties	When required.	Meeting Telephone Document E-mail

.....  
Date

.....  
General Manager

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