



IND-EXPO CERTIFICATION LIMITED

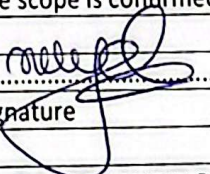
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME

RECERTIFICATION AUDIT REPORT

ISO 9001:2015

(Strechline Pvt Ltd)

INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
RECERTIFICATION AUDIT REPORT - ISO9001:2015

1. NAME OF ORGANIZATION :	Stretchline Private Ltd;
2. ADDRESS OF HEAD OFFICE :	Lot 89, Biyagama Export Processing Zone, Walgama, Malwana.
ASSESSMENT SITE/S :	Site 1: Lot 89/89A, Biyagama Export Processing Zone, Walgama, Malwana. Site 2: Lot 64/65/65B, Biyagama Export Processing Zone, Walgama, Malwana. Site 3: Lot 87, Biyagama Export Processing Zone, Walgama, Malwana. Site 4: Lot 47, Biyagama Export Processing Zone, Walgama, Malwana.
3. CONTACT DETAILS :	
4.1 Name :	Ms. Nilanthi Wijegunawardena Designation : Manager, Quality Assurance
4.2 Tel :	+940114828180 Mobile : +940777718065 Fax : +940114817621
4.3 E-mail :	NilanthiW@stretchlinesl.com
5. NO. OF EMPLOYEES :	2229
6. APPLICABLE STANDARD :	ISO 9001:2015
7. FILE NO. :	IMSC-QMS-16-R1
8. NACE CODE / SUBCATEGORY :	Manufacture of textiles (C.13)
9. SCOPE OF CERTIFICATION :	Activities pertaining to the design, development, Manufacturing, marketing & selling of narrow performance fabric and covered elastomeric yarn.
10. CONFIRMATION FOR SCOPE OF CERTIFICATION :	The scope is confirmed.
Signature	 STRETCHLINE (PVT) LTD. Lot 89 Biyagama Export Processing Zone Walgama - Malwana.
11. DATE OF AUDIT & Time :	2017-06-09 & 10
12. TYPE OF AUDIT :	Recertification
13. AUDIT TEAM :	Mr. Shantha Kuruppumullage(SK) Team Leader Prof. Delkuburawatta Technical Expert Ms. Chalani Jayasooriya (CJ) Team Member Mr. Aruna Amaradasa (AA) Team Member Mr. Isuru Ilangakoon (II) Team Member

DOC. NO: QP-12-F-04

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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. ANY DEVIATIONS FROM THE AUDIT PLAN AND REASONS:

16. ANY SIGNIFICANT ISSUES IMPACTING ON THE AUDIT PROGRAMME:

17. 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. These issues have been used to derive organizational vision, mission and strategies. When interviews the senior managers they were aware of these issues and its relationship to the develop strategies.

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 and also risk and opportunities arising from same.

Determining the scope of the quality management system(4.3 of ISO 9001:2015):

This company has four sites which has included in the scope of the quality management system and the scope has been determined considering the products being manufactures, inputs from the internal and external issues determine and also the requirements of the relevant interested parties.

Although the company has not excluded any of the requirements given in the ISO 9001:2015 standard the validation and periodic revalidation of the processes for production where the resulting output cannot be verified by subsequent monitoring and measurement is not applicable to the QMS as the product can be verified by subsequent monitoring and measurement process (OB)

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

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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 adequately equipped with necessary documented information.

17.2 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.

They also committed to promote risk based thinking throughout the organization and have taken steps to adequately provide recourses required and interested in achieving business objectives with continual improvement of established quality objectives.

Throughout the organization the company has inculcate the culture of promoting improvements through KIZEN project and through other appropriate mechanisms.

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 and is available to relevant interested parties to company web site. It is also in line with the propose, context and its strategic direction that can provide framework for setting quality objectives.

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 assign responsibility and authority with regard 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.

17.3 PLANNING(6 of ISO 9001:2015):**Actions to address risks and opportunities(6.1 of ISO 9001:2015):**

Company has use 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. These include enhance desirable effects and prevention and reduction of undesired effect while achieving the improvements. The planning also ensures integration and implementation of action in to its QMS processes with evaluation of effectiveness.

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

Company has established quality objectives for each and every department and the objectives are in

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consistence with the quality policy and also measurable and can be monitored.it has been communicated to relevant personnel and displayed in each departments. The quality plans has been establish with the concept of 4Ws and H as mentioned in clause 6.2.2. of the standard. Measures havealso been taken to update the plans as and when required in planned manner. That included purpose of the changes and potential consequences while maintaining the integrity of the quality management system. Resources required are also taken kin to consideration in planning.

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.

17.4 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. Company has also obtained fire controlling from external providers.

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):

7.1.4 (c) of the standard requires the organization need to maintain physical environment necessary for the operation of its processors, however the humidity and temperature condition (standard atmospheric condition for textile testing) at covering plant is not controlled to the requirement(NCR 01)

Although the company has taken action to deal with accident risk , there was a significant difference in floor levels between the walking path and front of the Development Section (OB)

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

The weighing balance has been kept on a table where a computer and printer have also been kept, this can change the calibration status of balance due to vibration. Ex: conditioning room of physical testing lab at Site no:1 (main lab) (OB)

Organizational knowledge (7.1.6 of ISO 9001:2015):

Available organizational knowledge is sufficient to provide the expected service. Opportunities are

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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. There 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 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 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.

However certain documents have not been controlled at Knitting site. Ex: Design details, Machine work instructions (OB)

17.5 OPERATION (8 of ISO 9001:2015):**Operational planning and control (8.1 of ISO 9001:2015):**

Company has planed, 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.

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. Company provides information to their customers regarding to their products. Customer feedback has obtained after completion of service provided and customer complains and enquiries have been handled in appropriate manner.



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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):

It has been observed that the changes required for products with its delivery schedule as and when required are maintain as document information.

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

General (8.3.1 of ISO 9001:2015):

Organization is in the process of design and development of its products to ensure the subsequence provision of manufacturing of narrow performance fabric and covered elastic yarn.

Design and Development Planning (8.3.2 of ISO 9001:2015):

Organization has established controls for design and development considering the complexity of activities, required process stages. It also included any design and development reviews required, verification and validation activities for same. Responsibilities for said activities has been identified with Consideration of other resources required.

Design and Development Inputs(8.3.3 of ISO 9001:2015):

Organization obtains the inputs from customers and in certain cases information derived from previously supplied products from its customers. The potential consequences of failure due to the nature of the products are monitored with the standards and code of practises and all necessary documented information are retained. The organization applied control to the design and development process by review and also evaluating the ability of achieving expected results.

Design and Development Controls(8.3.4 of ISO 9001:2015):

The controls have been established to the product design at its every stage. The reviews to ensure the ability of the design and development activities is carried out and required documented information maintained and retained.

Implementation of monitoring and measuring activities required for different stage of design and development to verify that the expected results are met is in application. Design development is carried out by technically competent personnel.

Design and Development Outputs(8.3.5 of ISO 9001:2015):

Every step has been taken by the organization to ensure the product design is made as per the input requirements and to ensure that the product is manufactured to meet the same. When the design output is obtained it includes the specification of the products with all necessary requirements for the

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intended purpose and safety.

Design and Development Changes(8.3.6 of ISO 9001:2015):

Any changed to the design and development is documented reviewed by a authorized persons ensuring prevention of adverse impact.

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, Janitorial services , security services and supply of fire protection equipment's, supply if equipment machinery and spare parts , calibration services for monitoring and measurement, pest controlling, cafeteria,. 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 company 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 company.

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

Company 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):**

Since the product can be verified by the sub sequences monitoring and measurement process the validation and pre validation of processes prior to production is not applicable.

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

Company has taken step to identify the raw materials , work in progress and the final products before and after they are subjected to monitoring and measurement process. All the documented information required is maintain and retain.

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):

The manufactured products prior to dispatch to the customers are packed and stored preventing any

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damages or contamination by physicals and biological means.

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

Company does not carried out any post-delivery activities.

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):

Release of product is been carried out after carefully monitoring and measuring its suitability to meet the customer requirements and it will be release only with the approval of the authorized personnel.

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 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):

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.

However KPI's given to certain departments has not been achieved and there is no evidence for effectiveness of action taken. Ex: exhaust dying plant, OEE targets, weekly waste, weekly short fall, weekly P2P, (OB)

Internal audit (9.2 of ISO 9001:2015):

As per the requirement in the standard correction and corrective action has to be taken without undue delay.

**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
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There is no evidence to prove that certain requirements given in the management review inputs has been discussed .

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):

Clause number 10.2.1 (d) of the standard need to review of effectiveness of any corrective action taken , however the corrective action taken on certain NCR's , raised during internal audit conducted on 26/07/2016 has not been reviewed for its effectiveness on internal audit conducted on 2017 July (ex: packing division and preparation division) (NCR 02)

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.

18. APPLICABLE LEGAL REQUIREMENTS: CEA, BOI, ETF,EPF, Labour Laws

19. ANY UNRESOLVED ISSUES:No

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

21. USE OF LOGO:

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22. 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

23. MAJOR NON-CONFORMITIES: No

24. MINOR NON-CONFORMITIES:

1. 7.1.4 (c) of the standard requires the organization need to maintain physical environment necessary for the operation of its processors, however the humidity and temperature condition (standard atmospheric condition for textile testing) at covering plant is not controlled to the requirement (NCR 01)
2. corrective action taken on certain NCR's , raised during internal audit conducted on 26/07/2016 has not been reviewed for its effectiveness on internal audit conducted on 2017 July (ex: packing division and preparation division) (NCR 02)

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**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
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1. KPI's given to certain departments has not been achieved and there is no evidence for effectiveness of action taken. Ex: exhaust dying plant, OEE targets, weekly waste, weekly short fall, weekly P2P, (OB)
2. certain documents have not been controlled at Knitting site. Ex: Design details, Machine work instructions (OB)
3. Although the company has taken action to deal with accident risk , there was a significant difference in floor levels between the walking path and front of the Development Section (OB)
4. The weighing balance has been kept on a table where a computer and printer have also been kept, this can change the calibration status of balance due to vibration. Ex: conditioning room of physical testing lab at Site no:1 (main lab) (OB)
5. Although the company has not excluded any of the requirements given in the ISO 9001:2015 standard the validation and periodic revalidation of the processes for production where the resulting output cannot be verified by subsequent monitoring and measurement is not applicable to the QMS as the product can be verified by subsequent monitoring and measurement process (OB)



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26. RECOMENDATION FROM AUDIT TEAM:

The audit team concludes that the organization has 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 or 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 c
ertification subjected to the completion and subsequent verification of rrective action for all minor non conformities raised. Suspended until satisfactory corrective action is completed.


Signature of Team Leader :  Date: 2017-06-10



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15. RECOMMENDATION BY AUDIT TEAM :


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Signature of Team Leader

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Date 2017-06-10


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Signature of Team Member - 1

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Date 2017-06-10


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Signature of Team Member - 2

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Date 2017-06-10

16. RECOMMENDATION BY CERTIFICATION MANAGER:

All NCRs have been closed and recommended for the approval.


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Signature of Certification Manager

.....
Date 2017/07/12

17. APPROVAL FOR SUBMISSION TO THE CERTIFICATION COMMITTEE:


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Signature of Director

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Date 2017/07/12