



IND-EXPO CERTIFICATION LIMITED

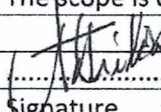
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME

STAGE II AUDIT REPORT

ISO 9001:2015

Manulas Pest Control & Fumigation (Pvt) Ltd

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

1. NAME OF ORGANIZATION :	Manulas Pest Control & Fumigation (Pvt) Ltd				
2. ADDRESS OF HEAD OFFICE :	No. 38/1/4, Sangarama, Siddamulla, Piliyandala				
3. ASSESSMENT SITE:	Same as 2				
4. CONTACT DETAILS :					
4.1 Name :	Suraj Adikari	Designation :	GM		
4.2 Tel :	011 2601501	Mobile :	077 7985975	Fax :	
4.3 E-mail :	suraj@manulaspest.lk				
5. NO. OF EMPLOYEES :	04				
6. APPLICABLE STANDARD :	ISO 9001:2015				
7. FILE NO. :	IMSC –QMS-0				
8. NACE CODE / SUBCATEGORY :					
9. SCOPE OF CERTIFICATION :	Pest Management & Fumigation services including Disinfection and Sanitization.				
10. CONFIRMATION FOR SCOPE OF CERTIFICATION :	The scope is confirmed.				
Signature	 Manulas Pest Control & Fumigation (Pvt) Ltd. (PV 00243069) No. 38/1/4, Sangarama, Siddamulla, Piliyandala. Hot Line: 0777 985 975 Tel: 0114430956 E: pest@manulas.lk RP/PCS/WP/104				
11. DATE OF AUDIT & Time :	2022-10-28				
12. TYPE OF AUDIT :	Stage II				
13. AUDIT TEAM :	Mr. Aruna Amaradasa (AA) Team Leader Mr. Isuru Ilangakoon (II) Team Member				

Doc. No. : QP-06-F-04

Issue no. : 07

Issue date : 2016-09-15

Rev No : 04

Rev Date : 2022-06-01

Reviewed and approved by: Director

Issued by: Management Representative

Page 1 of 11

**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
STAGE II AUDIT REPORT – ISO 9001:2015****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 : No****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

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

implement continual improvement processes. The quality management system is also 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 a 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. Director, GM, Production Manager, whom we have interviewed during the audit express the necessity of meeting the applicable statutory and regulatory requirements and customer satisfaction.

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 the organization. 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):

Organization has established objectives however Process of establishment of planning to achieve objective is not adequate. Ex: planning of objectives have not been adequately defined.

**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
STAGE II AUDIT REPORT – ISO 9001:2015****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, changing rooms 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):

Company has provided necessary environment operation intern of both physical and human requirement. Company has provided adequate ventilation and light for the operation. Company also complies with the sanitary requirements for staff and the visitors.

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

Process of measurement traceability is effective.

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. 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.

Process of evaluate the effectiveness of training is not adequate. Ex: introduction of pest management & Quality plan

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

Process of communication management is not effective. Ex: establishment control of external communication is not adequate.

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.

External document is not available (pest control services) (OB)

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.

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. 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.

Changes to requirements for products and services (8.2.4 of ISO 9001:2015):**Design and development of products and services (8.3 of ISO 9001:2015):**

Excluded

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,

**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
STAGE II AUDIT REPORT – 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
Suraj Adikari	GM	Overall responsible for pest controlling, customer care
Pubudu Jayawerdena	Entrologist	handling the pest controlling activities



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

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):

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

Excluded

Preservation (8.5.4 of ISO 9001:2015):

Excluded

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

Control of changes (8.5.6 of ISO 9001:2015):

When changes required for 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 finish of services is evident

Control of nonconforming outputs (8.7 of ISO 9001:2015):

When the product or service does not ensure required outout, 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):

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

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 | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> |
| • The organization has demonstrated effective implementation and maintenance /improvement of its management system. | YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> |
| • The organization has demonstrated the establishment and tracking of Appropriate key performance objectives and targets and monitored progress towards their achievement. | YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> |
| • The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system. | YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> |
| • The management review process demonstrated capability to ensure the continuing suitability, adequacy and effectiveness of the management system. | YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> |
| • Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard. | YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> |

**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
STAGE II AUDIT REPORT – ISO 9001:2015****26. MAJOR NON-CONFORMITIES:** No**27. MINOR NON-CONFORMITIES:** Three (03)

- Process of communication management is not effective. Ex: establishment control of external communication is not adequate (7.4)
- Process of evaluate the effectiveness of training is not adequate. Ex: introduction of pest management & Quality plan. (7.2 c)
- Process of establishment of planning to achieve objective is not adequate. Ex: planning of objectives have not been adequately defined (6.2.2)

28. OPPORTUNITIES FOR IMPROVEMENT:

- External document is not available (pest control services)

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: ... *2022/10/28*

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- This page is for internal purposes only.

30. RECOMMENDATION BY AUDIT TEAM :

*Recommended for certification subject to the
corrective action taken for noted NCRs,*

[Signature]
.....
Signature of Team Leader

2022/10/28
.....
Date

[Signature]
.....
Signature of Team Member -1

2022-10-28
.....
Date

.....
Signature of Team Member - 2

.....
Date

31. RECOMMENDATION BY CERTIFICATION MANAGER:

Recommended &
[Signature]
for
Signature of Certification Manager

2022/11/22
.....
Date

32. APPROVAL FOR SUBMISSION TO THE CERTIFICATION COMMITTEE:

Approved
[Signature]
.....
Signature of Director

2022-11-22
.....
Date

