



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

Name of Organization : Carolina Tea Factory  
 Date of audit : 2024.11.28 Team Leader : Aruna Amaradasa  
 NC No. : 03 of 04 Auditor :  
 Relevant company document :  
 Relevant Standard : ISO 9001:2015 SLS 1266:2011 SLS  
 Clause No. : 8.1

Non-conformity detected Category: Major/Minor

Establishing the criteria for certain process is not adequate  
 Cml - Tea tasting

Auditor

Team Leader

Auditee

Correction

management has decided to develop written document including tea tasting criteria.

Auditee

Date

2024.12.10

Root Cause for Non conformity

Lack of a formalized standard. There is no documented procedure that clearly defines the criteria for tea tasting.

Auditee

Date

2024.12.10

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

Issue No. : 07

Issue Date : 2018.01.02

Rev No : 01

Rev Date : 2025.01.08

Reviewed and approved by: Director

Issued by Management Representative



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

Corrective action

Completion Date

Prepared the ten tasting criteria list and displayed in the factory office room.

  
Auditee

2024.12.30  
Date

Verification of corrective action

Evidence provided for the corrective action taken is verified and satisfied. Therefore, the Nonconformity is closed / Nonconformity is closed based on the corrective action plan provided.

~~Evidence / corrective action submitted is not satisfied, therefore, the Nonconformity is not closed.~~

  
Auditor

2024/12/30  
Date

Effectiveness of corrective action

Corrective action taken is effective

~~Corrective action taken is not effective. Therefore, the Nonconformity is raised.~~

Auditor

Date

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

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 INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME  
 NON-CONFORMITY REPORT

Name of Organization	: Carolina Tea Factory		
Date of audit	: 2024.11.28	Team Leader	: Aruna Amaradasa
NC No.	: 07 of 07	Auditor	:
Relevant company document	:		
Relevant Standard	: ISO 9001:2015	SLS 1266:2011	SLS
Clause No.	7.4.1.5.2		


Non-conformity detected Category: Major/Minor

Process established for verification of result of weighing scale is not effective  
 Ex:- No records available for scale at packing section.

Auditor  Team Leader Auditee 

Correction

The relevant scale are immediately removed from the scope until the relevant records are found replaced the calibrated scale for packing section.

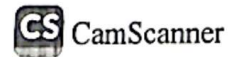
Auditee  Date: 2024.12.10

Root Cause for Non conformity

The personnel responsible for using and verification the weighing scale not have been adequately trained on the importance of accurate measurements.

Auditee  Date: 2024.12.10

Doc. No. : QP-18-F-01 Issue No. : 07 Issue Date : 2018.01.02  
 Rev No : 01 Rev Date : 2025.01.08  
 Reviewed and approved by: Director Issued by Management Representative





ISO 9001 CERTIFICATION LIMITED  
 INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME  
 NON CONFORMITY REPORT

Corrective action Completion Date

Conducted the training programme for relevant staff and decided to conduct routine internal audit by Assistant managers. Conducts the overall regular training exercises

*[Signature]*  
Auditee

2024.12.20  
Date

Verification of corrective action

Evidence provided for the corrective action taken is verified and satisfied. Therefore, the Nonconformity is closed / Nonconformity is closed based on the corrective action plan provided.

Evidence / corrective action submitted is not satisfied, therefore, the Nonconformity is not closed.

*[Signature]*  
Auditor

2024.12.13  
Date

Effectiveness of corrective action

Corrective action taken is effective

Corrective action taken is not effective. Therefore, the Nonconformity is raised.

.....  
Auditor

.....  
Date

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

Issue No. : 07  
Rev No : 01

Issue Date : 2018.01.02  
Rev Date : 2025.01.08

Reviewed and approved by: Director

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

Name of Organization	: Carolina Tea Factory		
Date of audit	: 2024.11.28	Team Leader	: Aruna Amaradasa
NC No.	: 01 of 04	Auditor	:
Relevant company document	:		
Relevant Standard	: ISO 9001:2015	SLS 1266:2011	SLS
Clause No.	: 9.1.2		

Non-conformity detected Category: Major/Minor

Process established for monitoring of customer's perceptions of the degree to which their needs and expectations have been fulfilled is not adequate.  
 Ex: - Customer perception available only for one customer and one time.

Auditor

Team Leader

Auditee

Correction

Team has decided to obtain customer satisfaction report from all customers and forwarded <sup>summary format</sup> to all customers.

Auditee

2024.12.10  
Date

Root Cause for Non conformity

Lack of awareness regarding standard requirements and importance of customer satisfaction report.

Auditee

2024.12.10  
Date

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

Issue No. : 07

Issue Date : 2018.01.02

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Reviewed and approved by: Director

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

Corrective action

Completion Date:

Conducted training awareness programme for staff  
 and obtained report from another tea barter.

Auditee

2024-12-30  
 Date

Verification of corrective action

Evidence provided for the corrective action taken is verified and satisfied. Therefore, the Nonconformity is closed / Nonconformity is closed based on the corrective action plan provided.

Evidence / corrective action submitted is not satisfied, therefore, the Nonconformity is not closed.

Auditor

2024/12/31  
 Date

Effectiveness of corrective action

Corrective action taken is effective

Corrective action taken is not effective. Therefore, the Nonconformity is raised.

Auditor

Date

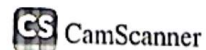
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IND-EXPO CERTIFICATION LIMITED  
 INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME  
 NON-CONFORMITY REPORT

Name of Organization : Carolina Tea Factory  
 Date of audit : 2024-11-28 Team Leader : Aruna Amaradasa  
 NC No. : 02 of 04 Auditor :  
 Relevant company document :  
 Relevant Standard : ISO 9001:2015 SLS 1266:2011 SLS  
 Clause No. : 8.6

Non-conformity detected Category: Major/Minor

Process established for release of product is not effective.  
 Ex: No records available for tea tasting of batches.

\_\_\_\_\_  
 Auditor Team Leader Auditee

Correction

Introduced the new format to maintain tea tasting details.

\_\_\_\_\_  
 Auditee 2024.12.10  
Date

Root Cause for Non conformity

The factory staff for product release not received adequately trained on the importance of quality control and the procedure for documenting the tasting results.

\_\_\_\_\_  
 Auditee 2024.12.10  
Date

Doc. No. : QP-18-F-01 Issue No. : 07  
 Rev No : 01 Issue Date : 2018.01.02  
 Rev Date : 2025.01.08  
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IND-EXPO CERTIFICATION LIMITED  
 INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME  
 NON-CONFORMITY REPORT

Corrective action Completion Date:

Conducted the training program for all factory team regarding the tasting records maintenance

  
 Auditee

2024.12.30  
 Date

Verification of corrective action

Evidence provided for the corrective action taken is verified and satisfied. Therefore, the Nonconformity is closed / Nonconformity is closed based on the corrective action plan provided.

Evidence / corrective action submitted is not satisfied; therefore, the Nonconformity is not closed.

  
 Auditor

2024/12/31  
 Date

Effectiveness of corrective action

Corrective action taken is effective

Corrective action taken is not effective. Therefore, the Nonconformity is raised.

  
 Auditor

.....  
 Date

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

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Reviewed and approved by: Director

Issued by Management Representative



CAROLINA TEA FACTORY OF HATTON PLANTATIONS (PLC)  
Quality & Food Safety Management System

Document Name:	Tea Testing Criteria	Revision No:	01
Document No:	CAR/TT/01	Revision Date:	2023-07-01
Original Date:	2021-01-15		


**TEA TESTING CRITERIA OF CAROLINA TEA FACTORY**

We are considering the parameters below for tea tasting time,

01. Appearance
02. Infusion
03. Liquor and flavour

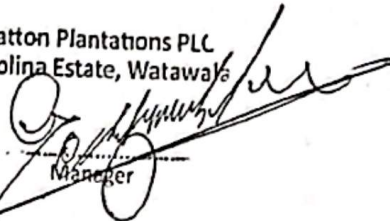
  
.....

FSTL/TL

  
.....

Factory executive / Manager

Hatton Plantations PLC  
Carolina Estate, Watawa

  
.....  
Manager



CAROLINA TEA FACTORY OF HATTON PLANTATIONS (PLC)  
Quality & Food Safety Management System

Document Name:	Training Records		
Document No:	CAR/Trn/01	Revision No:	01
Original Date:	2021-01-15	Revision Date:	2023-07-01

Training Topic: FOOD QUALITY SYSTEM MAINTANCE  
9001 ISO 2015

Date: 15.12.2024

Time: 4.00 TO 5.00 P.M


Conducted By: MANAGER/FSTL

Content: The Training programme on the above mentioned topic was conducted to make the staff members aware by the manager and team leader food safety (FSTL)

- ① OBTAINING CUSTOMER'S SATISFACTION OF ALL BROKERS MINIMUM QUARTERLY
- ② MAINTANCES OF TEA TASTING RECORDS AND SALE AVERAGE
- ③ WEIGHING SCALE CALIBRATION SERVICE AND INTERNAL VERIFICATION
- ④ MAINTANCE OF THE MAIN CRITERIA WHEN CONDUCTING TEA TASTE.

The instructor explained the participants about maintenance of food quality and safety while handling food with Hygienic manner, which was explained to Monitor the Personal Hygiene of food handlers, set up the environment to prevent pests (Pest Management), Importance of usage of uniform and prevention of wearing medals inside the factory + Betel chewing & with smoking.

Prepared & Reviewed by: FSTL

Approved by:   
Manager  
Hatton Plantations PLC  
Carolina Estate, Watawala



CAROLINA TEA FACTORY OF HATTON PLANTATIONS (PLC)  
Quality & Food Safety Management System

Document Name:	Training Records		
Document No:	CAR/Tra/01	Version No:	01
Original Date:	2021-01-15	Version Date:	2022-07-01

Participant-

No	Name	Position	Department	Signature
01				
02	W.M.R.C.2. Weerasinghe	Deputy Manager		
03	S. Thamilasan	Factory Executive	Factory	
04	R. Rajyith Kumar	Joint Factory Asst.	Factory	
05	Chaminda Rathnayake	Lathe Operator	Factory Lath Room	
06	Krishnasamy	Supv Asst Factory - Officer	Factory Bidding	
07	Kanagaraj	Asst Factory Officer	Factory Rolling Room	
08	Rajkumar	Asst Factory Officer	Factory Rolling Room	
09	Kalidevi	Trainer	Factory Training	
10	Mahendran	mechanic	Factory	
11				
12				
13				
14				
15				

Prepared & Reviewed by:	FSTL	Approved by:	 Manager
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Hatton Plantations PLC  
Carolina Estate, Watavaya  
  
Manager



**CAROLINA TEA FACTORY OF HATTEN PLANTATIONS (PLC)**  
Quality & Food Safety Management System

Scale Internal Verification sheet 2025

Document Name: CAR/SIC/01  
 Document No.: 15-01-2021  
 Original Date:

Revision No: 01  
 Revision Date: 2024-07-04

**SCALES VERIFICATION RECORD: Weekly**

Place the stamped weights on the scales to test accuracy: 01kg & 100kg weights.  
 Reading should be between +/- 1g. If scales are inaccurate, change batteries if required and recalibrate.  
 If scales are still inaccurate, call Every Advantage to repair or replace.

Date	Time	Description of Equipment Calibrated (Scale ID)	Weight Reading	Accuracy +/-	Comments	Verified By
02-12-24	10:00am	085144	05kg	100%	Accuracy 100% Good	[Signature]
02-12-24	10:30am	503202	05kg	100%	Accuracy 100% Good	[Signature]
03-12-24	11:30am	0118450	05kg	100%	Accuracy 100% Good	[Signature]
03-12-24	11:10	01501958	05kg	100%	Accuracy 100% Good	[Signature]
17-12-24	7:20	085164	05kg	100%	accuracy 100% Good	[Signature]
17-12-24	10:10	602202	05kg	100%	Accuracy 100% Good	[Signature]
17-12-24	11:50	01124920	05kg	100%	Accuracy 100% Good	[Signature]
17-12-24	12:00	01601428	05kg	100%	Accuracy 100% Good	[Signature]



**CAROLINA TEA FACTORY OF HATTON PLANTATIONS (PLC)**  
Quality & Food Safety Management System

Document Name

Document No.

Original Date.

Scale Internal Verification sheet 2025

CAR/sic/01

15-01-2021

Revision No.

01

Revision Date:

2024-08-01 2

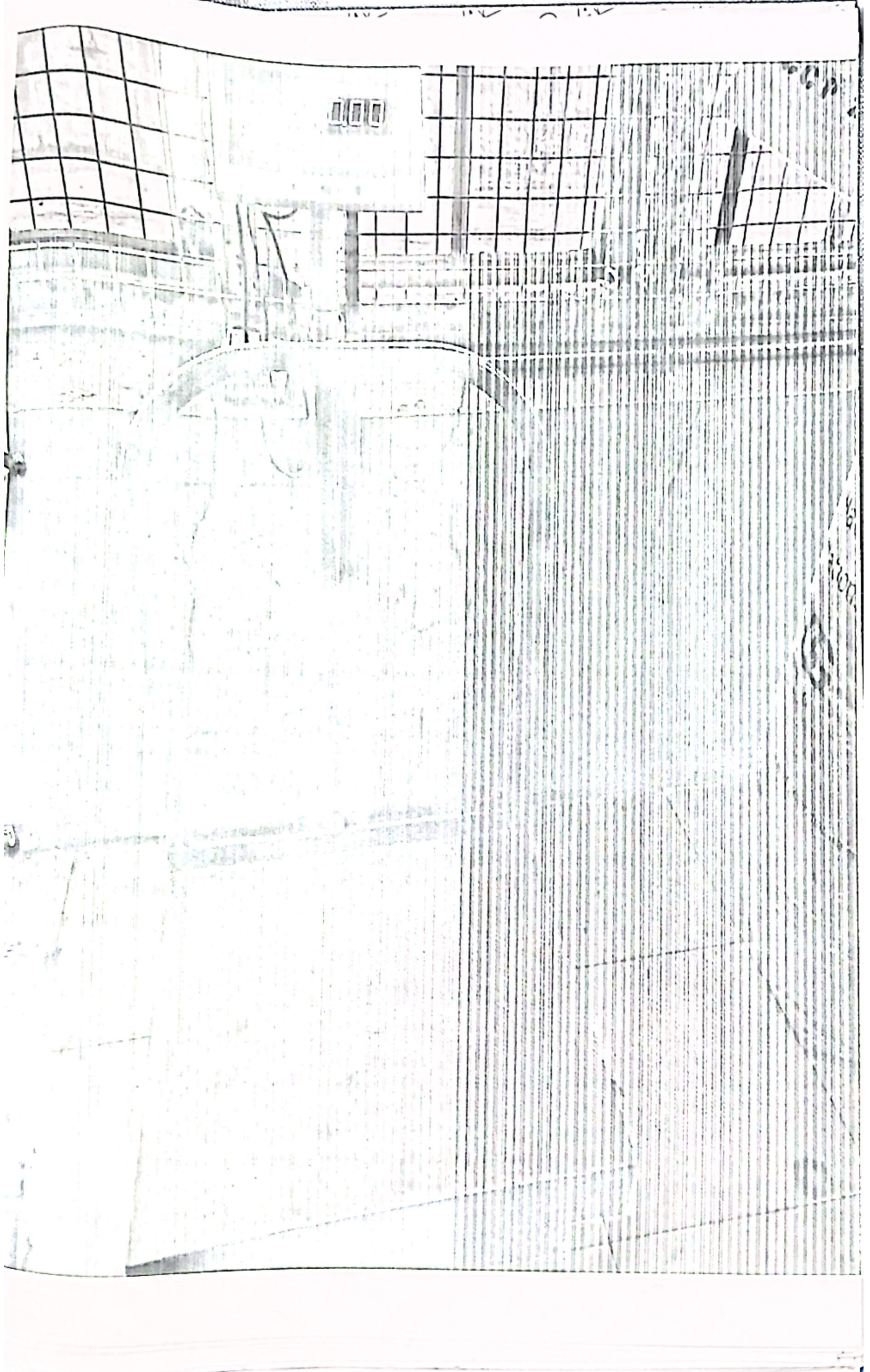
**SCALES VERIFICATION RECORD: Weekly**

Place the stamped weights on the scales to test accuracy. 01kg & 100kg weights.

Reading should be between +/- 1g. If scales are inaccurate, change batteries if required and recalibrate.

If scales are still inaccurate, call Every Avature to repair or replace.

Date	Time	Description of Equipment Calibrated (Scale ID)	Weight Reading	Accuracy +/-	Comments	Verified By
26-12-24		08 51 64	05.14	100%	ACCURACY	[Signature]
26-12-24		60 32 02	05.14	100%	ACCURACY	[Signature]
26-12-24		01 H3 4-50	05.14	100%	ACCURACY	[Signature]
26-12-24		01 80 79 58	05.14	100%	ACCURACY	[Signature]
8-01-25		08 51 64	05.14	100%	ACCURACY	[Signature]
8-01-25		60 32 02	05.14	100%	ACCURACY	[Signature]
8-01-25		01 H3 4-50	05.14	100%	ACCURACY	[Signature]
8-01-25		01 80 79 58	05.14	100%	ACCURACY	[Signature]



Hayleys Aventura (Private) Limited.  
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 +94 11 2001111 +94 11 2000002 +94 11 2001111  
 info@hayleysaventura.com www.hayleysaventura.com

Hayleys  
**Aventura**  
 Innovative Solutions

## PERFORMANCE REPORT

Customer Details	: Hatton Plantation PLC		
Location	: No 168, 2 <sup>nd</sup> Floor, Negambo Road, Peliyagoda		
Manufacturer	: Carolina Estate, Watawala		
Machine Type	: Goldbell	EQ/ Details	: Electronic Platform
Machine Type	: LO2W	EQ/ Reference	:
Serial Number	: 21H3G -50	Test On	: 29/12/2024
Capacity	: 300kg	Testing Frequency	: 12 months
Verification Interval	: 100g	Next Testing Due	: 29/12/2025
Maximum Tolerance	: +/-100g	W&M Certificate No	:

Applied Weight (kg)	Indicated Weight (kg)	Error (g)
Leveled Platform	Zero Balanced	Nil
100g On Platform	Indicated 100g	Nil
Unload 100g	Zero Balanced	Nil
05kg On Platform	Indicated 05kg	Nil
10kg On Platform	Indicated 10kg	Nil
15kg On Platform	Indicated 15kg	Nil
20kg On Platform	Indicated 20kg	Nil
50kg On Platform	Indicated 50kg	Nil
100kg On Platform	Indicated 100kg	Nil
100kg On Platform	Indicated 200kg	Nil
100kg On Platform	Indicated 300kg	Nil

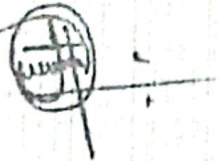
Remarks : Tested with standard test weights which were verified by the Department of Measurement Units Standards and Services.

Prepared by: Sandaruwan Kolombaarachchi

Verified by: Manoj Jayasundara

Date: 29/12/2024

Confirmed by:



HAYLEYS AVENTURA (PRIVATE) LIMITED  
 COMPANY NO: PD 7533 PV  
 NO. 25, FOSTER LANE,  
 COLOMBO 10.

Avery Weigh Tronix



WEIGH AND CARE

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12.12.2024

12.2025

GOLDEN  
S/S - 21/1/2025

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### Carolina Tea Factory of Hatton plantations (PLC)

Record Name:	Customer Satisfaction Assessment		
Organization Name	Arden Community Welfare Ltd	Date	2024/12/28
Name of Client Representative	HARSHAD NUSAREN	Designation	Sr. Consultant

Satisfaction Rating Scale (Indicate Satisfaction Level By Placing a tick against each item in the appropriate column)

5= Exceeds Expectation, 4= Good, 3= Fair, 2= Poor, 1= Very poor, 0= Totally unacceptable

Point Rating	5	4	3	2	1	0
<b>Quality</b>		✓				
• Consistence in Grades		✓				
• Liquor		✓				
• Appearance						
<b>Customer Complaints</b>		✓				
• Quickness of Response		✓				
• Satisfaction of Action Taken		✓				
• Communication		✓				
<b>In process Completion</b>						
• Adherence to Specification / Standards		✓				
• Timeliness of Completion		✓				
• Delivery		✓				
• Packing		✓				
<b>Overall Personal Assessment</b>						
• Communication Skill		✓				
<b>Tea Market</b>						
• Demand for Carolina tea from your customer		✓				
• Good will of Carolina		✓				
• The way facing challenges at the auction		✓				
• Satisfaction with Carolina		✓				

Date 2024/12/28

Signature of Client Representative

Maximum Possible Points :- .....

Points Achieved :- .....

% of Satisfaction :- .....