

Name of Organization: Henold Tea Factory

NC No. : 01 of 03

Section : management

Team Leader : DRS Kura Prabhakar

Relevant Standard : ISO 9001:2015

Auditor :

Relevant Clause : 5:3

Date of audit: 2023-10-31

Relevant company document :

Non-conformity detected:

Category : Major/Minor

Process of assignment of roles and responsibilities, authority is not effective.

Ex: Job description of key personnel does not include roles and responsibilities of quality management system.

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Auditor

[Signature]
Team Leader

[Signature]
Auditee

Correction:

JD's are updated including QMS related responsibilities

[Signature]
Auditee

15/11/23
Date

Root cause for Non-conformity:

Due To lack of the process Job Description are not updated including responsibilities regarding QMS.

[Signature]
Auditee

15/11/23
Date

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

Issue No. : 07
Rev No : 00

Issue Date : 2018-01-02
Rev Date : 00

Reviewed and approved by : Director

Issued by Management Representative

Corrective action:

Date of completion:

Decided to review the status of JD's at next MR Meeting
and decided to review and update the JD's Annualy evaluation
will be done it A Every MR Meeting


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Auditee

15/11/23
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Date

Verification of corrective action:

NC Closed/Open

Corrective action is satisfied


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Auditor

2023/11/23
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Date

Effectiveness of corrective action:

Corrective action is effective


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Auditor

2024/11/21
.....
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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Henfold Tea Factory, Hatton Plantations (PLC)

Quality & Food Safety Management System

Document Name	Job Descriptions		
Document No:		Revision No:	01
Original Date:	2023 - 09 - 04	Revision Date:	2023 - 11 - 10

Estate Manager

He gives access to all decisions and exercises total control in the management of the Henfold tea factory. He is assisted by the FSMS Team Leader.

He is specifically authorized to

- Establish and implement ISO 9001:2015 and ISO 22000:2018 management systems.
- Ensuring that the quality and quality and food safety management system conforms to the requirements of ISO 9001:2015 and ISO 22000:2018 standards.
- Reporting on the performance of the QFSMS to top management.
- Appointing the quality and quality and food safety team and the quality and food safety team leader (Management Representative).
- Designating persons with defined responsibility and authority to initiate and document actions
- Approve quality and quality and food safety system documentation.
- Demonstrate total commitment to efficiently & effectively implement the quality and quality and food safety management system.
- Define the factory policies and ensure employees understand it.
- Provide necessary resources.
- Provide the infrastructure.
- Identify training needs through competency gap analysis and provide the identified training
- Set up the infrastructure needed for maximum efficiency.
- Customer related activities
- Purchasing
- Compliance Management

His other functions are

- Maintain the records under his charge
- Set global quality and quality and food safety objectives for the factory
- External / Internal Communication
- Control non-conformities
- Continual improvements
- He shall chair management review meetings and closing meetings of quality and quality and food safety audits

Prepared & Reviewed by:	FSH	Approved by:	Manager
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Henfold Tea Factory, Hatton Plantations (PLC)

Quality & Food Safety Management System

Document Name:	Job Descriptions		
Document No:		Revision No:	01
Original Date:	2023 - 09 - 04	Revision Date:	2023 - 11 - 10

FSMS Team Leader (Management Representative)

Responsibility -

- Plan, establish, document, implement, maintain and update the processes needed for the QFSM System.
- Managing and organizing the work of the quality and food safety team
- Ensuring relevant training and competencies for the quality and food safety team
- Reporting to top management on the effectiveness and suitability of the QFSMS
- Reporting on the performance of the QFSM system and identify areas of the quality & FSM system for improvement.
 - Promote awareness of customer requirements among employees.
 - Liaise with external parties in matters relating to QFSMS

He is authorized for

- Document and Data Control.
- Internal communication
- Convening the Management Review meetings at least once a year
- Preparation of Internal Quality and food safety Audit plan and effective implementation of the same.
- Conducting Internal Audits.

His other functions are

- Maintain the records under his charge
- Set objectives for the activities he is having the authority
- Control non-conformities
- Continual improvements
- Corrective Action
- Global follow up on the effectiveness of corrective actions Preventive Action

Prepared & Reviewed by:	FSH	Approved by:	Manager
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Henfold Tea Factory, Hatton Plantations (PLC)
Quality & Food Safety Management System

Document Name:	Job Descriptions		
Document No:		Revision No:	01
Original Date:	2023 - 09 - 04	Revision Date:	2023 - 11 - 10

Assistant Managers

Assistant Manager responsible for processing of the tea leaves up to Black Tea Productions in addition to supervising plantation activities. He serves in the QFSMS Committee and he is responsible for QFSMS implementation on receipts of green leaves and field works

He is specifically responsible for

- In-coming goods are verified for Quality and food safety and maintaining the documented information.
- Identification and Traceability
- After each training, evaluate all employees

Factory Officer

He assists the Manager in operational control and provides direction to all AFO's


He is specifically responsible for

- In-coming goods are verified for Quality and food safety and maintaining the documented information.
- Planning of production
- Identification and trace ability
- Maintenance and repairs of machinery with the assistance of two technicians.

He is authorized to

- Maintain the records under his charge
- Set global quality and food safety objectives for the factory
- Control non-conformities
- Continual improvements
- Correction & corrective action
- Complaints management

Prepared & Reviewed by:	FSTL	Approved by:	Manager
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 Henfold Tea Factory, Hatton Plantations (PLC) Quality & Food Safety Management System			
Document Name:	Job Descriptions		
Document No:		Revision No:	01
Original Date:	2023 - 09 - 04	Revision Date:	2023 - 11 - 10

Other Assistant Factory Officers

Each AFO are responsible for controlling operational activities of the factory

1. (JAFO) authorized to receiving green leaf and manages activities of withering
2. (AFO) authorized to manage rolling
3. (FO) in operational control and authorized to manage activities at withering, responsible in activates at sifting and packing sections. he responsible for maintaining all ISO related documents and directly reported to Management
4. (AFO)/(JAFO) in operational control and authorized to manage activities at sifting & packing
5. The Mechanic is responsible for maintenance of Machinery and monitoring the condition of workers rest rooms and authorized for mechanical and electrical operations of machines and maintain relevant records.
6. Responsible for boiler, firing operation & drying

Other areas of authority for each of them are

- Maintain the records under their charge
- Set sectional objectives for the factory
- Control non-conformities
- Continual improvements
- Corrective action

Employees

Each employee in the Henfold tea factory, has responsibilities for maintaining the QFSMS by complying with Factory Quality and food safety management system policy including,

- Use specifically provided facilities according to provided guidelines
- Should report any emergency incidents, near misses and non-conformities to factory management
- Should follow given working and hygiene instructions by management
- Maintaining the QFSMS records.

Prepared & Reviewed by:	ISH	Approved by:	Manager
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IND-EXPG CERTIFICATION LIMITED
 INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
 NON-CONFORMITY REPORT

Name of Organization: Henbold Tea Factory

NC No. : 02 of 03

Section : HR

Team Leader: DNS Karupparamullage

Relevant Standard: ISO 9001:2015

Auditor : Tharsha Nandasena

Relevant Clause : 7.2 a)

Date of audit: 2023-10-31

Relevant company document :

Non-conformity detected:

Category: Major/Minor

no evidence found on determination of required competence for each role and responsibility required for qms.

Tharsha

[Signature]

[Signature]

Auditor

Team Leader

Auditee

Correction:

Nesary Competence of Each role are Determined and Documented.

[Signature]

15/11/23

Root cause for Non-conformity:

Due To lack of Awareness Nesary Competencies are not determined for Relevant Job role.

[Signature]

15/11/23

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

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Rev No : 00

Rev Date : 00

Reviewed and approved by : Director

Issued by Management Representative

Corrective action:

Date of completion:

Decided to remove and update status of compliance matrix and at MR. Neelg


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Auditee

15/11/23
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Date

Verification of corrective action:

NC Closed/Open

corrective action is satisfied


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Auditor

2023/11/23
.....
Date

Effectiveness of corrective action:

corrective action is effective


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Auditor

2024.11.21
.....
Date

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

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Rev Date : 00

Reviewed and approved by: Director

Issued by Management Representative



Henfold Tea Factory, Hatton Plantations (PLC)

Quality & Food Safety Management System

Document Name:	Competency Identification Matrix		
Document No:	FSMS 7.2	Revision No:	0
Original Date:	2023-11-10	Revision Date:	0

Designation	Required Educational level	Required Experience	Required trainings / Competency
Estate Manager	GCE O/L & A/L / Recognized or Diploma	5 years in the field	Awareness of quality and food safety related management systems (Minimum one training)
Assistant Managers(s)	GCE O/L & A/L / Recognized or Diploma	2 to 3 years in the field	Awareness of quality and food safety related management systems (Minimum one training)
Factory Officer	GCE O/L & A/L	2 to 5 years in the field	Awareness of quality and food safety related management systems. (Minimum one training)
Assistant Factory Officer(s)	GCE O/L & A/L	2 to 5 years in the field	-
Mechanic(s)	GCE O/L & A/L	2 years in the field	-
Worker(s)	GCE O/L / 8 Grade	1 year in the field	-

Prepared & Reviewed by:	Asst.HR	Approved by:	HR Manager
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Name of Organization: Hentold Sea Factory

NC No. : 03 of 03

Section : Process

Team Leader : ONS Kureppumullage

Relevant Standard : ISO 9001:2015

Auditor : Tharsha Nankasona

Relevant Clause : 8.5.1 h) / 8.5.4

Date of audit: 2023-10-31

Relevant company document :

Non-conformity detected:

Category : Major/Minor

Implementation of release and delivery of product is not adequate.

Ex: Company does not have mechanism to ensure product transportation and prod protection due to vehicle conditions and accidents.

Harish
Auditor

[Signature]
Team Leader

[Signature]
Auditee

Correction:

Vehicle Inspection Record is updated including necessary parameters and inspection is conducted every delivery

[Signature]
Auditee

15/11/23
Date

Root cause for Non-conformity:

Due to lack of awareness and vehicle inspection is not covered the standard requirements

[Signature]
Auditee

15/11/23
Date

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Rev Date : 00

Reviewed and approved by : Director

Issued by Management Representative

Corrective action:

Date of completion:

Decided to review the results of Vehicle Inspection at Next MR Meeting



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Auditee

15/11/23
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Date

Verification of corrective action:

NC Closed/Open

Corrective action is satisfied


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Auditor

2023/11/23
.....
Date

Effectiveness of corrective action:

Corrective action is effective


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Auditor

2024.11.21
.....
Date

