

Name of Organization: Henfold Tea Factory.

NC No.: 03 of 03

Section: Resources.

Team Leader: Isuru Ilangakoon.

Relevant Standard: ISO 9001:2015

Auditor : —

Relevant Clause: 7.1.3

Date of audit: 2024/11/21

Relevant company document :

Non-conformity detected:

Category: Major/Minor

The process established for maintain the infrastructure necessary for the operation is not adequate.

Ex: Hand rail was not available for the staircase which was used for loading of tea into the bins.

\_\_\_\_\_  
Auditor

Isuru  
Team Leader

\_\_\_\_\_  
Auditee

Correction:

Decided to purchase required items for staff hand rail as soon as possible.

Isuru  
Auditee

2024.11.30  
Date

Root cause for Non-conformity:

There were orders for the necessary materials, but were delayed in getting them to the estate.

Isuru  
Auditee

2024.11.30  
Date

Doc. No. : QP-18-F-01  
Reviewed and approved by: Director

Issue No. : 07

Issue Date : 2018-01-02  
Issued by Management Representative

Corrective action:

Date of completion:

The essential items were decided to be purchased directly and prepared the hand draft.

*[Signature]*  
Auditee

2024.12.7

Date

Verification of corrective action:

NC Closed/Opén

Corrective action is satisfied.

*[Signature]*  
Auditor

2024.12.10

Date

Effectiveness of corrective action:

.....  
Auditor

.....  
Date

Name of Organization: Henfold Estate

NC No.: 02 of 03

Section :

Team Leader: Psum Plangakoon

Relevant Standard: Iso 9001:2015

Auditor : -

Relevant Clause: 9.1.3

Date of audit: 2024/11/21

Relevant company document :


Non-conformity detected:

Category: Major/Minor

The process of analyse and evaluate appropriate data and information is not effective.

Ex: the degree of customer satisfaction

.....  
Auditor

  
.....  
Team Leader

  
.....  
Auditor

Correction:

It has decided to remind customer regarding the customer satisfaction

  
.....  
Auditee

2024.11.7  
.....  
Date

Root cause for Non-conformity:

Delay in sending customer satisfaction report by customer

  
.....  
Auditee

2024.11.7  
.....  
Date

Doc. No.: QP-18-F-01  
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Issue Date: 2018-01-02  
Issued by Management Representative



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

Date of completion:

Corrective action:

Customer satisfaction report obtained by customer

*[Signature]*  
 Audited

2024.12.17  
 Date

Verification of corrective action:

NC Closed/Open

corrective action is satisfied

*[Signature]*  
 Auditor

2024.12.17  
 Date

Effectiveness of corrective action:

Auditor

Date

Doc. No. : QP-18-F-01  
 Reviewed and approved by : Director

Issue No. : 07

Issue Date : 2018-01-02  
 Issued by Management Representative

Name of Organization: VenFud Estate

NC No.: 01 of 03

Section: Management

Team Leader: Rsum Dlangakoum

Relevant Standard: ISO 9001:2015

Auditor: Thanidu Hettiarachchi

Relevant Clause: 10.2.1 d)

Date of audit: 2024/11/21

Relevant company document:

Non-conformity detected:

Category: Major/Minor

The process of review the effectiveness of  
of any corrective action taken is not adequate.

Ex: Company does not have review the  
effectiveness of corrective action on last  
internal audit C?

.....  
Auditor

.....  
Team Leader

.....  
Auditee

Correction:

It was decided to revisit the effectiveness of the  
implementation.

.....  
Auditee

.....  
Date

Root cause for Non-conformity:

The reason was that although the effectiveness of  
implementation was physically checked, it was  
not recorded in the relevant format.

.....  
Auditee

.....  
Date

Doc. No.: QP-18-F-01  
Reviewed and approved by: Director

Issue No.: 07

Issue Date: 2018-01-02  
Issued by Management Representative



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

Date of completion:

Corrective action:

The corrective action implementation effectiveness has again checked and recorded in the format.

*[Signature]*  
 Auditee

2024.12.7  
 Date

Verification of corrective action:

NC Closed/Open

Corrective action satisfied

*[Signature]*  
 Auditor

2024.12.10  
 Date

Effectiveness of corrective action:

Auditor

Date

Doc. No. : QP-18-F-01  
 Reviewed and approved by : Director

Issue No. : 07

Issue Date : 2018-01-02  
 Issued by Management Representative



# HENFOLD TEA FACTORY OF HATTON PLANTATIONS (PLC)

Quality & Food Safety Management System

Document Name:	Non-Conformance, Correction And Corrective Action Report		
Document No:	HEN/NCR/01	Revision No:	00
Original Date:	2023-07-01	Revision Date:	0000-00-00

### NON-CONFORMANCE

NCR No. : 01

Customer Complaint  
  Internal Reject  
  Supplier  
  Audit Out Come  
  Trade Return

Other ..... Category of Finding -- (Major / Minor / Observation / Need for Improvement)

### DESCRIPTION OF NON-CONFORMANCE

Cleaning and maintenance is not effectiveness  
 Ex. Need to improve cleanings in loft areas ( Loft No 01 and green leaf weighing point, Factory main entrance point )

16/08/2024	<i>JA</i>	<i>P</i>
Signature & Date (Observer / Auditor)		Signature & Date (Auditee / Process Owner)

### ROOT CAUSE ANALYSIS

Low attention and low supervision of the section supervisor.

<i>JA</i>	09/15/2024
Sectional Head Signature	Date

CORRECTION	RESPONSIBILITY	TARGET DATE
Proposed to clean loft all places same time	Assistant Factory office	

CORRECTIVE ACTION	RESPONSIBILITY	TARGET DATE
Proposed to maintain cleaning chat daily	Assistant Factory office	Daily

### FOLLOW UP (IMPLEMENTATION & EFFECTIVENESS)

That area cleaned and cleaning records also maintained.

<i>JA</i>	07/12/2024
Signature (Observer / Auditor)	Date
Discussed at Management Review Meeting	

Prepared & Reviewed by:	FSTL	Approved by:	Manager
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# HENFOLD TEA FACTORY OF HATTON PLANTATIONS (PLC)

Quality & Food Safety Management System

Document Name:	Non-Conformance, Correction And Corrective Action Report		
Document No:	HEN/NCR/01	Revision No:	00
Original Date:	2023-07-01	Revision Date:	0000-00-00

### NON-CONFORMANCE

NCR No. : 02

Customer Complaint  
  Internal Reject  
  Supplier  
  Audit Out Come  
  Trade Return

Other ..... Category of Finding – ( Major / Minor / Observation / Need for Improvement )

### DESCRIPTION OF NON-CONFORMANCE

Quality Policy Awareness is not sufficient for new employees

16/08/2024

*[Signature]*

Signature & Date (Observer / Auditor)

Signature & Date (Auditee / Process Owner)

### ROOT CAUSE ANALYSIS

Training awareness plan not updated and policy not displayed

*[Signature]*

Sectional Head Signature

Date

### CORRECTION

Proposed to prepare training plan and display the policy

Assistant Factory Officer

09/15/2024

### CORRECTIVE ACTION

Informed to QMS/ FSMS leader regarding training plan preparation, updation.

QMS leader/  
FSMS leader

09/15/2024

### FOLLOW UP (IMPLEMENTATION & EFFECTIVENESS)

Updated training plan available and displayed.

*[Signature]*

Signature (Observer / Auditor)

07/12/2024

Date

Discussed at Management Review Meeting

Prepared & Reviewed by:

FSTL

Approved by:

Manager



After



Before

**CUSTOMER SATISFACTION ASSESSMENT SHEET**

Product : Black Tea Date: 23/01/2025

Name of Customer Representative : Ceylon Tea Brokers PLC

Designation : Thorcke Nilaveera - General Manager

Satisfaction Rating Scale (INDICATE SATISFACTION LEVEL BY PLACING A TICK AGAINST EACH ITEM IN THE APPROPRIATE COLUMN)

- 5 = Exceeds Expectations
- 4 = Good
- 3 = Fair
- 2 = Poor
- 1 = Very Poor
- 0 = Totally Unacceptable

Point Rating	5	4	3	2	1	0
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<b>A Quality</b>	Consistence in Grades	✓					
	Thickness		✓				
	Appearance		✓				

<b>B Customer Complaints</b>	I. Quickness for Response	✓					
	II. Satisfaction of completion	✓					

<b>C In process Completion</b>	I. Adherence to specifications/Standards		✓				
	II. Timelines of Completion	✓					
	III. Delivery	✓					

<b>D Overall Personal Assessment</b>	I. Communication Skills	✓					
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Signature of Customer Representative

Maximum Possible Points

Points Achieved

% Satisfaction - This Year

% Satisfaction - Last Year


Signature of Management Representative