

Name of Organization: *Shanon Estate*

NC No.: *02 of 03*

Section: *HR*

Team Leader: *ISURM F. Langaloon*

Relevant Standard: *ISO 9001:2015* Auditor: *:*

Relevant Clause: *7.2 c)*

Date of audit: *2024/11/22*

Relevant company document:

Non-conformity detected:

Category: *Major/Minor*

*The process of evaluate the effectiveness  
of training is not adequate.  
ex: fire training*

.....  
Auditor

*[Signature]*  
.....  
Team Leader

.....  
Auditee

Correction:

*It was decided to inform the relevant supplier  
(Britec) and provide training as soon as possible*

*[Signature]*  
.....  
Auditee

*2024.11.30*  
.....  
Date

Root cause for Non-conformity:

*The delay in the relevant supplier (Britec)  
was due to this.*

*[Signature]*  
.....  
Auditee

*2024.11.30*  
.....  
Date

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

Issue No.: 07

Issue Date: 2018-01-02

Reviewed and approved by: Director

Issued by Management Representative

Corrective action:

Date of completion:

The training was given to the employees  
with participation of the Borten site.

*[Signature]*

Auditee

2024.12.7

Date

Verification of corrective action:

NC Closed/Open

Corrective action is satisfied

*[Signature]*

Auditor

2024.12.10

Date

Effectiveness of corrective action:

Auditor

Date



Records for Training Activities

Central Information of the Training/Education

Training Topic	Fire Drill
Instructor/Institution	Barker Safety Tech
Duration	
Place	Shannon Factory
Date	05.12.2024
Time	4.00 PM
Objectives of the training	

Observations. (Covered topics interest and participation of the attendees in the topic, quality of the instructor, other)

No	Name of attendee	M/F	Position of employee/family member or neighbor	Signature
1	S. Gemenchewos		Asst. Eng.	[Signature]
2	S. Sidiyasa		Asst. Eng.	[Signature]
3	Selvaraj		Mechanic	[Signature]
4	Selvaraj		Rolling	[Signature]
5	Maheshwary		Rolling	[Signature]
6	Tenal Selvi		Perpetuator	[Signature]
7	Aravind		Asst. Eng.	[Signature]
8	Vijaya		Asst. Eng.	[Signature]
9	Madhavi		Asst. Eng.	[Signature]
10				
11				
12				
13				
14				
15				
16				
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18				
19				
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21				
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24				
25				
26				
27				
28				
29				
30				
31				

Tea Factory of Hatton plantations (PLC)  
ISO 22000:2018 Food Safety Management System Records

பயிற்சி மதிப்பீடு

Name:- Selvaraj / Date 05/11/2024

01) எவ் வகையான தீபற்றினல் சிவப்பு நிர' வகை பாஸிக்க வேண்டும் ?  
( கடநாசி / துனி / பலகை ) பெற்றோல் ) (பெற்றோல / தினர் ) (கேஸ் / மின் தீ )

02) கருப்பு தீயனைப்பு சிலிண்டரில் என்ன இருக்கிறது ?

காபன்டைலாக்சைட் /நீர்

03) மின் இணைப்பில் தீபற்றினல் எவ் வகை தீயனைப்பு வகை பாஸிக்க வேண்டும் ?

காபன்டைலாக்சைட் /நீர்

Marks: - 86%

Below 50 % - Poor  
50-75 % - Good  
75-100 % - Very Good

Tea Factory of Hatton plantations (PLC)  
ISO 22000:2018 Food Safety Management System Records

பயிற்சி மதிப்பீடு

Name:- Selvaraj / Date 05/11/2024

01) எவ் வகையான தீபற்றினல் சிவப்பு நிர' வகை பாஸிக்க வேண்டும் ?  
( கடநாசி / துனி / பலகை ) பெற்றோல் ) (பெற்றோல / தினர் ) (கேஸ் / மின் தீ )

02) கருப்பு தீயனைப்பு சிலிண்டரில் என்ன இருக்கிறது ?

காபன்டைலாக்சைட் /நீர்

03) மின் இணைப்பில் தீபற்றினல் எவ் வகை தீயனைப்பு வகை பாஸிக்க வேண்டும் ?

காபன்டைலாக்சைட் /நீர்

Marks: - 78%

Below 50 % - Poor  
50-75 % - Good  
75-100 % - Very Good

Name of Organization: Shanon Estate

NC No.: 01 of 03

Section :

Team Leader: Isuru Plangakorn

Relevant Standard: ISO 9001:2015 Auditor :

Relevant Clause: 9.1.3

Date of audit: 2024 / 11 / 22

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

Isuru  
.....  
Team Leader

[Signature]  
.....  
Auditee

Correction:

Decided to inform to buyer regarding the customer satisfaction format.

[Signature]  
.....  
Auditee

2024.11.30  
.....  
Date

Root cause for Non-conformity:

Because of the delay in sending customer satisfaction format from buyer

[Signature]  
.....  
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: \_\_\_\_\_

Obtained the satisfaction ~~from~~ from  
ASIA SYAKA committees.

*[Signature]*

.....  
Auditee

2024.12.7

.....  
Date

Verification of corrective action: \_\_\_\_\_ NC Closed/Open

Corrective action is satisfied

*[Signature]*

.....  
Auditor

2024.12.10

.....  
Date

Effectiveness of corrective action: \_\_\_\_\_

.....  
Auditor

.....  
Date

Outlook

Fw: Customer Satisfaction Assessment

From Shannon Estate <shannon@hattonplantations.lk>  
Date Sat 1/25/2025 8:44 AM  
To Torans Jayasanka <torans@hattonplantations.lk>

1 attachment (507 KB)  
2025-01-24, 17:42 Microsoft Lens.pdf

Shannon Estate

Hatton Plantations PLC

Shannon Estate, Hatton, Sri Lanka.  
T: +94 51 49 21 407

E: shannon@hattonplantations.lk W: www.hattonplantations.lk  
Head Office : 2nd Floor, 168, Negombo Road, Peliyagoda, Sri Lanka. Postal Code: 11830



G&G  
GROUP OF COMPANIES



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From: Nipuna Fernando <nipuna@siyaka.lk>  
Sent: Friday, January 24, 2025 5:44 PM  
To: Shannon Estate <shannon@hattonplantations.lk>  
Subject: Customer Satisfaction Assessment

[ EXTERNAL ]

Thank you,

Best Regards,  
Nipuna Fernando | Assistant Manager

ASIA  
Siyaka  
COMMODITIES P.L.C


1st Floor, "Deutsche House",  
No. 320, T B Jayah Mawatha,  
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Phone : + 94 11 4600700  
Fax : + 94 11 2678145

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Siyaka  
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 <b>Shannon Tea Factory of Hatton plantations (PLC)</b>			
Record Name:	Customer Satisfaction Assessment		
Organization Name	Asia Silyaka Commodities PLC	Date	24/01/2025
Name of Client Representative	Nipuna Fernando	Designation	Asst. Manager

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

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 Shannon tea from your customer		✓				
• Good will of Shannon	✓					
• The way facing challenges at the auction		✓				
• Satisfaction with Shannon	✓					

.....  
 Seal/ Signature of Client Representatives

...24/01/2025

Date

Maximum Possible Points :-.....

Points Achieved:-.....

% of Satisfaction :-.....

Name of Organization: Sharan Estate

NC No.: 03 of 03

Section :

Team Leader: Suru Prasad

Relevant Standard: ISO 9001:2015 Auditor :

Relevant Clause: 7.1.4 C

Date of audit: 2024/11/22

Relevant company document :

Non-conformity detected:

Category: Major/Minor

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

Ex: It was observed that fired tea has been contaminated from grease at the fired tea weight measuring unit.

Auditor

Team Leader

Auditee

Correction:

The motor which was removed for maintenance was removed from the place and cleaned at the same time

Auditee

Date

2024.11.30

Root cause for Non-conformity:

At the time of audit the motor had been removed for maintenance and the reason for this was that the grease released from removed motors.

Auditee

Date

2024.11.30

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 motor removed for maintenance is re installed



.....  
Auditee

2024.12.7

.....  
Date

Verification of corrective action:

NC Closed/Open

Corrective action is satisfied.



.....  
Auditor

2024.12.10

.....  
Date

Effectiveness of corrective action:

.....  
Auditor

.....  
Date

