

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

Name of Organization:

Bopitwin Auto Enterprises

NC No.: 01 of 07

Section :

Manufact

Team Leader:

S. Ramamurthy

Relevant Standard :

ISO 9001

Auditor :

IBR ✓

Relevant Clause :

4.2

Date of audit :

2018/06/08

Relevant company document :

Interested Parties

Non-conformity detected:

Category : Major/Minor

Interested parties and their expectations [file no. 26] document has not been completed for all interested parties identified.

✓
.....
Auditor

.....
Team Leader

.....
Auditee

Correction:

.....
Auditee

.....
Date

Root cause for Non-conformity:

As the cell from the previous page has come to the next page, details hadn't retyped.

.....
Auditee

.....
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 document will be forwarded.

DRS
.....
Auditee

2018.06.22
.....
Date

Verification of corrective action:

NC Closed/Open

Satisfied.

Seni
.....
Auditor

2018-08-08
.....
Date

Effectiveness of corrective action:

Corrective action is effective

DAKhand
.....
Auditor

2019-05-21
.....
Date



BOPITIYA AJTC ENTERPRISES

Quality Management System Manual

Page No: 1 of 5

Date of Issue : 16.04.2017

Issue No : 02

Revision Date : 15.11.2017

Revision No : 1

Title: Interested Parties In The Business And Their Expectation

Interested Parties In The Business And Their Expectation

	Interested Parties	Needs & Expectation	Risk	Opportunity	Action
1	Directors	1.Return on investment 2.Safety of assets 3.Business continuity 4.Safety of resources 5.Legal compliance 6.Business reputation 7.Safety of workers	1.Wrong Decisions 2.Loss of assets & resources 3.Litigation	1.Business continuity 2.Satisfied work force 3.Good relationship with regulators 4.Business expansion	1.Business diversification 2.Uninterrupted business operations 3.Attraction & detention of employees 4.Provision of safety equipments 5.Provision of fire control system 6.Fixing CCTV cameras 7.Company security system 8.Provision of first aids 9.Prompt payments of EPF/ETF
2	Employees	1.Job security 2.Insurance schemes regular working hours 3.Career development 4.Safe & stress free work environment 4.Welfare facilities 5.Decent salary	1.High labor turnover 2.Accidents while working 3.Employee unsatisfaction 4.Out mind & stress	1.Less labour turnover 2.Increase productivity 3.Less absenteeism 4.Satisfaction of employees 5.Less labour turnover	1.Employee accident insurance system 2.Positive discipline (Employee motivation) 3.Improve welfare facilities

Reviewed By : Managing Director

ISSUED BY : Management Representative

Approved By : MD



BOPITIYA AUTO ENTERPRISES

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Date of Issue : 16.04.2017

Issue No : 02

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Title: Interested Parties In The Business And Their Expectation

3	Customers	<ol style="list-style-type: none">1. Quality service & quality goods2. Price3. Timely delivery4. Honesty5. Credit facilities	<ol style="list-style-type: none">1. Litigation2. Payment delay3. Bad reputation4. Loss of customer & buyers	<ol style="list-style-type: none">1. Increase sales2. Reputation3. New customer reference	<ol style="list-style-type: none">1. Implementation of productivity & quality programs2. Assessment of customer complain3. Assessment & improvement of customer satisfaction4. Implement clear credit policy
4	Regulatory bodies <ol style="list-style-type: none">1. Sri lankan customs2. Labour department3. Central environmen authority4. Town council	<ol style="list-style-type: none">1. Compliance to regulatory & statutory requirement2. Honesty3. Prompt tax payment	<ol style="list-style-type: none">1. Litigation2. Bad reputation3. Discontinuation of business operations4. Taxes & tariff	<ol style="list-style-type: none">1. Uninterrupted business2. Reputation	<ol style="list-style-type: none">1. Comply with regulatory requirement2. Periodically review of security & environmental adequacy

Reviewed By : Managing Director

ISSUED BY : Management Representative

Approved By : MD



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Revision No : 1

Title: Interested Parties In The Business And Their Expectation

	5. Inland revenue department 6. Ministry of industry		5. Proper communication		
5	Banks 1. BOC 2. Seylan Bank 3. Peoples' Bank	1. Business continuity 2. Payment of loan installments properly	1. Litigation	1. Loan facility	1. Prompt payment of loan installment & good relationship 2. Monitoring of bank statement
6	Insurance	1. Prompt payment of premium 2. Less claims	1. Increasing premium	1. Prompt recover of claims 2. Low premium	1. Introduction of security & safety programs 2. Periodically review of security & safety adequacy
7	External providers 1. CEB 2. Raw Material Supply	1. Timely payment 2. Prompt communication 3. Maintain relationship	1. Bad services or goods 2. Litigation 3. Delivery delay	1. Uninterrupted production	1. Make agreement 2. Supplier evaluation 3. Establish sample testing procedure

Reviewed By : Managing Director

ISSUED BY : Management Representative

Approved By : MD



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Revision No : 1

Title: Interested Parties In The Business And Their Expectation

	3. Tele communication companies 4. Transport Services 5. Food Supply 7. Maintenance Service Supply 8. Materials and machinery parts suppliers 9. Security services 10. Hardware suppliers 11. IT 12. Safety equipment suppliers				4. Take warranty
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Reviewed By : Managing Director

ISSUED BY : Management Representative

Approved By : MD



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Date of Issue : 16.04.2017

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Revision No : 1

Title: Interested Parties In The Business And Their Expectation

	13. Training organization 14. Fire instrument providers 15. External training institutes				
8	Neighbours / Society	1. Environmental protection 2. Ethical behavior 3. Compliance with statutory & regulatory requirements	1. Bad complains	1. Help for solve problems	1. Be sensitive for neighbour needs & expectations
9	Competitors	1. Decreasing standards 2. Ethical business environment	1. Create a competitive market	1. Develop our products to higher stands	1. Make a good quality product

Reviewed By : Managing Director

ISSUED BY : Management Representative

Approved By : MD