

Name of Organization: *Bopitum Auto Enterprises*

NC No. : *02 of 07*

Section : *Management* Team Leader : *S Chammurachok*

Relevant Standard : *ISO 9001:2015* Auditor :

Relevant Clause : *6.2* Date of audit : *2018/06/08*

Relevant company document : *Quality Objectives*

Non-conformity detected: Category : *Major/Minor*

Quality Objectives two - 'Reduce customer complaints 15%' does not specify how to evaluate results and persons responsible for the achievement of the same.

.....
Auditor *[Signature]* Team Leader *[Signature]* Auditee *[Signature]*

Correction:

Decided to prepare a new format including above requirements

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Auditee *[Signature]* Date *2018.06.22*

Root cause for Non-conformity:

Due to lack of data collection

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Auditee *[Signature]* Date *2018.06.30*

Corrective action:

Date of completion:

A new format is prepared and it will be sent

Di
.....

Auditee

2018.07.10
.....

Date

Verification of corrective action:

NC Closed/Open

Satisfied

Sum
.....

Auditor

2018-08-08
.....

Date

Effectiveness of corrective action:

Corrective action ^{is} effective

JAT
.....

Auditor

2019-05-21
.....

Date



BOPITVA AUTO ENTERPRISES
Quality Management System Manual

Revision No : 0	Revision Date:	
Date of Issued : 2018.06.15	Page No : 1 of 1	

QUALITY AND ENVIRONMENTAL OBJECTIVE PLAN

Objective :- Reducing Customer Complaints by 15 % than 2017 by the end of year 2018

Overall Responsible :- MD

Target Date :- 2018.12.31

Activities to Performed

No	Activity	Functional Responsibility	Target Date	Status	Comments
01	Obtain the last year complaints	Marketing Manager	2018.06.30	Completed	Successful
02	Find the reasons for complaints	Marketing Manager	2018.07.31	Completed	Successful
03	Percentage review	Marketing Manager	2018.08.30		
04	Select the most significant reason	Marketing Manager	2018.09.10		
05	Decide corrective actions	Marketing Manager	2018.09.25		
06	Implement corrective actions	Marketing Manager	2018.10.10		
07	Review for effectiveness	Marketing Manager	2019.06.30		

Management Representative

Managing Director

Reviewed & Approved by : Managing Director	Signature :	Date : 2018.06.15
: Management Representative	Signature :	Date : 2018.06.15