



IND-EXPO CERTIFICATION LIMITED

INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME

SURVEILLANCE AUDIT REPORT

ISO 9001:2015

Bopitiya Auto Enterprises



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SURVEILLANCE AUDIT REPORT – ISO 9001:2015

1. NAME OF ORGANIZATION : Bopitiya Auto Enterprises		
2. ADDRESS OF HEAD OFFICE : 668, Nugape, Pamunugama		
3. ASSESSMENT SITE/S : Same as 2		
4. CONTACT DETAILS :		
4.1 Name : Mr. Jude Rodrigo	Designation : Prperieter	
4.2 Tel : --	Mobile : +94750523741	Fax : +94115343867
4.3 E-mail : info@bopitiyaauto.com		
5. NO. OF EMPLOYESS : 59		
6. APPLICABLE STANDARD : ISO 9001:2015		
7. FILE NO. : IMSC-QMS-12-R1		
8. NACE CODE / SUBCATEGORY : C.29.3		
9. SCOPE OF CERTIFICATION: Activities pertaining to manufacture and distribution of metal and rubber motor spare parts.		
10. DATE OF AUDIT & Time : 2019-05-21		
11. TYPE OF AUDIT : Surveillance II		
12. AUDIT TEAM :		
Mr. D. N. S. Kuruppumullage (DNSK)	Team Leader	
Ms. Mihiri Fernando (MF)	Team Member	

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13. AUDIT OBJECTIVES:

The objectives of this audit were:

- to confirm that the management system complies with all the requirements of the audit standard;
- to confirm that the organization has effectively continue the planned management system;
- to verify whether there is any changes , incidence that could adversely affect the management system

14. ANY DEVIATIONS FROM THE AUDIT PLAN AND REASONS: No deviations occurred from the communicated audit plan.

15. ANY SIGNIFICANT ISSUES IMPACTING ON THE AUDIT PROGRAMME: No significant issues were impacted on the scheduled audit program.

16. AUDIT FINDINGS:

16.1 CONTEXT OF THE ORGANIZATION (4 of ISO 9001:2015):

Understanding the organization and its context (4.1 of ISO 9001:2015) :

Organization has determined the external and internal issues that are relevant to purpose and strategic direction to achieve the expected results from the quality management system. The organization is also having a mechanism to monitor and review those issues.

Understanding the needs and expectations of interested parties(4.2 of ISO 9001:2015):

Organization has identified interested parties that can affect the quality management system. The requirements of these interested parties have been determined by the organization. Organization has a system of monitoring and reviewing information of those interested parties.

Determining the scope of the quality management system(4.3 of ISO 9001:2015):

Organization has determined its scope based on the external and internal issues, the requirement of the interested parties, the product and services offered as well as the requirements of the ISO 9001:2015 standard.

Quality management system and its processes (4.4 of ISO 9001:2015):

Interactions of processes identified by the company is effective and complete. Process maps were designed to address the core processes of the scope of the organization. Further mandatory processes are documented as procedures, policies and work instructions.

16.2 LEADERSHIP(5 of ISO 9001:2015):

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Leadership and commitment (5.1 of ISO 9001:2015):

The top management has demonstrated the leadership and commitment with respect to quality management system and was aware about their responsibilities to maintain an effective quality system as per the quality policy and quality objective established compatible with company context and the strategic direction of the company.

Policy (5.2 of ISO 9001:2015):

A quality policy has been introduced and documented. It is effectively communicated to the internal and external parties effectively. Quality policy is communicated to employees, suppliers and customers verbally. Policy is published in the Web site for the awareness of the external parties.

Organizational roles, responsibilities and authorities (5.3 of ISO 9001:2015):

Top management has delegated responsibility and authority for relevant personals and it is communicated with in the organization. Company has also assign responsibility and authority with regard to requirements of the standard ensuring that the processes are delivering there expected outputs, reporting on performance of the quality management system back to the management including opportunities for improvement.

16.3 PLANNING(6 of ISO 9001:2015):

Actions to address risks and opportunities(6.1 of ISO 9001:2015):

Company has use the issues under clause number 4.1 and the requirements under 4.2 of the standard and as determine the risk and opportunities that are arising during the planning of quality management system. These include enhance desirable effects and prevention and reduction of undesired effect while achieving the improvements.

Quality objectives and planning to achieve them(6.2 of ISO 9001:2015):

Quality objectives have been defined and established and are in line with the strategic direction. The monitoring of the status of the established objectives were recorded. Quality objectives established for reducing the reworks by 2% to 1% by the end of 2019, does not have a plan to achieve the same. **(NCR 01)**

Planning of Changes (6.3 of ISO 9001:2015):

Organization has a mechanism to determine the changes required to quality management system and carryout the same by planning, while considering the need for change and its expected results while ensuring the integrity of QMS.

16.4 SUPPORT(7 of ISO 9001:2015):

Resources (7.1 of ISO 9001:2015):

General (7.1.1 of ISO 9001:2015):

Organization has provided required resources for establish, implement, maintain and continually improve the quality management system by considering capabilities and constrains of existing recourses.

People (7.1.2 of ISO 9001:2015):

Organization also has provided personnel required to effectively implement the QMS and the activities related to QMS.

Infrastructure (7.1.3 of ISO 9001:2015):

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Company has provided buildings, space for its intended operation with required utilities such as electricity, water, and information and communication technology. Company has also provided necessary equipment and vehicle required to transportation.

Environment for the operation of processes (7.1.4 of ISO 9001:2015):

The adequate environment was provided for the operations as required. Office staff and workshop staff has provided necessary facilities to carry out day to day processes. *Several safety lapses were observed at leaf springs site. E.g.: switch panels established without carpets, fire extinguishers were placed in a obstructed manner. (OB 01)*

Monitoring and measuring resources (7.1.5 of ISO 9001:2015):

Company has provided equipment necessary to obtain valid and reliable results such as balances and pressure gauges. This equipment has been controlled by regular inspection and by calibration and calibration reports are available.

Organizational knowledge (7.1.6 of ISO 9001:2015):

Available organizational knowledge is sufficient to provide the expected service. Opportunities are given to the staff to acquire required organizational knowledge through experience, failures and successes and also knowledge gained from experiences acquired from education, training and customers.

Competence(7.2 of ISO 9001:2015):

Organization has determined the necessary competent level of staff members based on their duties and responsibilities to avoid undesired effect on performance and effectiveness of QMS. On the job training was given and recorded in the training plan.

Awareness (7.3 of ISO 9001:2015):

The organization has given awareness to all the staff members on quality policy and objectives and there expected contribution from them to the effectiveness to the quality management system including improvements.

Communication (7.4 of ISO 9001:2015):

The company has identified and assigned internal and external communication relevant to quality management system to different staff members depending on the responsibilities and authority down the hierarchy.

Documented information(7.5 of ISO 9001:2008):

Company has identified documented information required by the standard and documents required to be apply for effectiveness of QMS. Company has established a documented information control system for both documents and records. Including distribution, retrieval, storage and preservation, control of changes, retention and disposition.

Certain documents have not been controlled. E.g.: Non conformity report, internal audit schedule. (OB 02)

16.5 OPERATION (8 of ISO 9001:2015):

Operational planning and control (8.1 of ISO 9001:2015):

Company has planed, implemented and controlled the processes required to control the service and product provision. Company has established relevant criteria for the processes and the acceptance of

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service and products. As well as organization has controlled planned changes and it has noticed they have been reviewed the consequences of unintended changes and actions has taken to mitigate the same.

Requirements for products and services (8.2 of ISO 9001:2015):

Customer communication(8.2.1 of ISO 9001:2015):

Company has been adequately addressed customer communication as it is important to their activities. Company provides information to their customers regarding to their products. Customer complaints and enquiries have been handled in appropriate manner.

Determining the requirements for products and services (8.2.2 of ISO 9001:2015):

Company has considered about statutory and regulatory requirements when defining the requirements for product and services.

Review of the requirements for products and services (8.2.3 of ISO 9001:2015):

The customer's requirement has confirmed by the company before acceptance of the customer order and conducts review prior to committed supply product to customers.

Changes to requirements for products and services (8.2.4 of ISO 9001:2015):

When amendment is required due to customer made aware of changing requirement for products company has ensured to change such requirement and amend the relevant documented information.

Design and development of products and services (8.3 of ISO 9001:2015):

Design and development activities are carried out according to the customer requirements and as per the sample drawings provided by the client. The inputs provided by the customers, are controlled and implemented according to the requirements stipulated in the standard.

Control of externally provided processes, products and services (8.4 of ISO 9001:2015):

General (8.4.1 of ISO 9001:2015):

Company has ensured the control of externally provided services including outsourced processes, purchasing, etc. Criteria for the evaluation, selection, monitoring of performance and re-evaluation of the performance of such activities has been carried out and documented information of those activities are retained and controlled.

Type and extent of control (8.4.2 of ISO 9001:2015):

Externally provided processes are included in the quality management system and appropriate control have been implemented for both services provided and for intended output.

Information for external providers (8.4.3 of ISO 9001:2015):

Company has mechanism to design the requirements including the quality and level of controls including communication channels and it is being conveyed to the company when the services are obtained.

Production and service provision (8.5 of ISO 9001:2015):

Control of production and service provision(8.5.1 of ISO 9001:2015):

Production and service provision is carried out under controlled conditions.

Identification and traceability (8.5.2 of ISO 9001:2015):

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Company has a mechanism to identify its products at different stages of production and Job number is issued for each products to identify the production details in case of need. Traceability of leaf springs are maintained only up to the hardness testing point. However as per the clause 8.5.2 & 8.6 company needs to maintain traceability from raw materials to end products in retrievable manner. **(NCR 02)**

Property belonging to customers or external providers (8.5.3 of ISO 9001:2015):

Property belongs to customers and external providers include the sample designs, drawings, spare parts and documented information. Those are handed over to the customer once the necessary requirements fulfilled. Remaining items are kept in a separate area.

Preservation (8.5.4 of ISO 9001:2015):

Company has taken necessary steps to ensure that the product manufactured is kept protected during handling, packaging, storage, transmission or transportation and has taken necessary controls to protect from contamination.

Post-delivery activities (8.5.5 of ISO 9001:2015):

One year guaranty period is given to products and service is provided if there any need arise. Any repair services carried out within the guaranty period free of charge except damages to major components. However after the guaranty period servicing and repaired carried out only on customer request.

Control of changes (8.5.6 of ISO 9001:2015):

When changes required for production and services, company has reviewed requirement of the same and documented information has been retained under controlled condition.

Release of products and services (8.6 of ISO 9001:2015):

The company has a mechanism to release its products as per the customer request and in accordance with the agreement with the customer. Release of products will be authorized only after the final inspection and with the approval of production manager.

Control of nonconforming outputs (8.7 of ISO 9001:2015):

When the product or service does not ensure required output, company has controlled to prevent their unintended use or delivery to the customers. Company has taken appropriate actions to correct the nonconformity, segregation of nonconforming product and inform the customers to prevent them from using same. The necessary documented information with regard to nonconforming products, its immediate disposition, analysis of root cause and the corrective action taken is retained.

16.6 PERFORMANCE EVALUATION (9 of ISO 9001:2015):

Monitoring, measurement, analysis and evaluation (9.1 of ISO 9001:2015):

General (9.1.1 of ISO 9001:2015):

Company has determined what needs to be monitored and measured, the methods for monitoring, measurement, analysis. The methods and applicable tests are performed to measure required parameters.

Customer satisfaction (9.1.2 of ISO 9001:2015):

Customer survey, customer feedback and meeting with customer have been identified as essential requirements for the evaluation of customer satisfaction. Customer satisfaction survey has conducted for year of 2018 and results discussed in the management review meeting.

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Analysis and evaluation (9.1.3 of ISO 9001:2015):

Organization has implemented a process to analyse and evaluate the data and evaluation obtains from monitoring and measurement activities. Such as customer complaints, customer satisfaction, performance of external providers, risk analysis.

Internal audit (9.2 of ISO 9001:2015):

Internal audit has been conducted and Internal audit report, internal audit plan and schedule, internal audit log and corrective action reports were available at the audit. *Internal audit conducted in last year was not effective. (OB 03)*

Management review (9.3 of ISO 9001:2015):

Management review has been carried out and all the aspects have been discussed at the management review meeting. Customer satisfaction, customer complaints, achievement of quality objectives and results of the internal and external audits are discussed. Certain management review meeting inputs have not been discussed in the management review meeting. E.g.: performance of external providers, the extent to which quality objectives have been met. **(NCR 03)**

16.7 IMPROVEMENT (10 of ISO 9001:2015):

General (10.1 of ISO 9001:2015):

Company has determined and selected opportunities for improvement and implemented necessary actions to meet customer requirements and to increase customer satisfaction.

Nonconformity and corrective action (10.2 of ISO 9001:2015):

Company has taken necessary actions to addressed nonconformities and corrective actions have been implemented for such nonconformities. Company has retained documented information as evidence of the nature of the NC and any subsequent action taken and results of corrective action taken

Continual improvement (10.3 of ISO 9001:2015):

Company is committed to continually improve the effectiveness of the management system through the use of quality policy, quality objectives, and audit results, analysis of data, management review, and corrective implementation.

17. APPLICABLE LEGAL REQUIREMENTS: Labour law, shop and office act and other applicable legal requirements

18. ANY UNRESOLVED ISSUES: No unresolved issues identified at the time of the audit

19. REVIEW OF PREVIOUS AUDIT REPORT & VERIFICATION OF EFFECTIVENESS OF CORRECTIVE ACTIONS FOR PREVIOUSLY IDENTIFIED NON- CONFORMITIES: Pervious audit report was reviewed and verification was done for the previously identified corrective actions.

20. USE OF LOGO: Terms and conditions are as per the Certification body regulations.

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21. OVERALL CONCLUSION OF THE AUDIT

Audit is based on a sampling process of the available information at the point of auditing and the audit methods used were interviews, observation of activities and review of documentation and records. With consideration to the findings identified on the report the overall conclusions of the audit are as follow:

- The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the management system. YES NO
- The organization has demonstrated effective implementation and maintenance /improvement of its management system. YES NO
- The organization has demonstrated the establishment and tracking of Appropriate key performance objectives and targets and monitored progress towards their achievement. YES NO
- The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system. YES NO
- The management review process demonstrated capability to ensure the continuing suitability, adequacy and effectiveness of the management system. YES NO
- Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard. YES NO

22. MAJOR NON-CONFORMITIES: None

23. MINOR NON-CONFORMITIES:

1. Quality objectives established for reducing the reworks by 2% to 1% by the end of 2019, does not have a plan to achieve the same. **(NCR 01)**
2. Traceability of leaf springs are maintained only up to the hardness testing point. However as per the clause 8.5.2 & 8.6 company needs to maintain traceability from raw materials to end products in retrievable manner. **(NCR 02)**
3. Certain management review meeting inputs have not been discussed in the management review meeting. E.g.: performance of external providers, the extent to which quality objectives have been met. **(NCR 03)**

25. OPPORTUNITIES FOR IMPROVEMENT:

1. Several safety lapses were observed at leaf springs site. E.g.: switch panels established without carpets, fire extinguishers were placed in a obstructed manner. **(OB 01)**
2. Certain documents have not been controlled. E.g.: Non conformity report, internal audit schedule. **(OB 02)**
3. Internal audit conducted in last year was not effective. **(OB 03)**

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26. RECOMENDATION FROM AUDIT TEAM:


(Strike off which is not relevant)

The audit team concludes that the organization has / ~~has not~~ established and maintained its management system in line with the requirements of the standard and demonstrated the ability of the system to systematically achieve agreed requirements for products / ~~services~~ within the scope and the organization's policy and objectives.

Therefore the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity, management system certification be:

~~Granted~~ / continued the certification subjected to the completion and subsequent verification of corrective action for all ~~major~~/minor non conformities raised / ~~Suspended~~ until satisfactory corrective action is completed.

ANY OTHER COMENTS:


.....
SIGNATURE OF LEAD AUDITOR

2019/05/21
.....
DATE

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• This page is for internal purposes only.

27. RECOMMENDATION BY AUDIT TEAM :

Recommended for continuation

..... Signature of Team Leader 2019-05-21 Date
..... Signature of Team Member -1 2019-05-21 Date
..... Signature of Team Member - 2 Date

28. RECOMMENDATION BY CERTIFICATION MANAGER:

All NCRs have been closed. Recommended for continuation

..... Signature of Certification Manager 2019.6.21 Date
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29. APPROVAL FOR SUBMISSION TO THE CERTIFICATION COMMITTEE:

Approved

..... Signature of Director 2019 / 6 / 21 Date
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