


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

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Corrective action

Date of completion: 2016 - 08 - 20

Customer feedback form has been prepared and it will be send to all customers to get the feedbacks.

  
.....  
Auditee

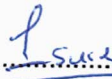
2016 - 08 - 18  
.....  
Date

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Verification of corrective action

NC Closed/Oper

Satisfactory.

  
.....  
Auditor

2016 - 08 - 30  
.....  
Date

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Effectiveness of corrective action

Satisfy

  
.....  
Auditor

2017.4.27  
.....  
Date

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

Name of Organization: Lanka Autolands (Pvt) Ltd

NC No. : 02 of 02

Section : Sales

Team Leader : Isuru Ilangatcom

Relevant Standard : ~~88~~ ISO 9001:2008

Auditor : -

Relevant Clause : 8.2.1

Date of audit : 2016-08-28

Relevant company document : Section 8.0 (8.2.1)

Non-conformity detected

Category : Major/Minor

Certain Customer Feedbacks has been taken through over the phones. However there is no mechanism to record it.

Isuru  
Auditor

Isuru  
Team Leader :

Correction:

Customer Feedback form will be introduced.

[Signature]  
Auditee

2016-08-14  
Date

Root cause for Non-conformity

unawareness about procedure.

[Signature]  
Auditee

2016-08-14  
Date

# Customer Feedback Form

Please Fill this form and forward it to Director, Lanka Autoland (PVT) LTD 126, Industrial Estate, Katuwana rd, Homagama under confidential cover

Name Of the Organization : .....

Contact person : .....


	Highly Satisfied	Satisfied	Average	Dissatisfied
Price				
Quality of The Service				
On Time Delivery				
Credit Facility				
After Service				

.....

Signature

.....

Date

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

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**Corrective action**

**Date of completion:** 2016-05-20

policy and customer Feedbacks has been discussed and add it to the meeting minutes.

  
.....  
**Auditee**


2016-05-14  
.....  
**Date**

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**Verification of corrective action**

**NC Closed/Open**

Satisfactory

  
.....  
**Auditor**

2016-05-30  
.....  
**Date**


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**Effectiveness of corrective action**

Satisfactory

  
.....  
**Auditor**

2017-4-27  
.....  
**Date**

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

Name of Organization: *Carica Autolands (Pvt) Ltd.*

NC No. : *01* of *02*

Section : *MR*

Team Leader : *Isuru Hongakoon*

Relevant Standard : *ISO 9001:2008*

Auditor : *-*

Relevant Clause : *5.6*

Date of audit : *2016-08-28*

Relevant company document : *5.6.2 (Section 5)*

Non-conformity detected

Category : *Major/Minor*

*Quality policy and feedback from clients have not been discussed at last Management review meeting conducted on 28.04.2016.*

*Isuru*  
.....  
Auditor

*Isuru*  
.....  
Team Leader :

Correction:

*Policy and customer feedbacks will be discussed.*

*[Signature]*  
.....  
Auditee

*2016-08-14*  
.....  
Date

Root cause for Non-conformity

*Lack of awareness.*

*[Signature]*  
.....  
Auditee

*2016-08-14*  
.....  
Date



# LANAK AUTOLANDS CO. (PVT) LTD

## MANAGEMENT REVIEW MEETING MINUTES

MINUTES OF THE MANAGEMENT REVIEW MEETING HELD ON AT H AT THE

### PRESENT

NAME	DESIGNATION
M. Nanda Kumara	Director
Mr. Upali	MR / Factory Manger
Ms. Waruni	Acc. Exe.
Mr. Lionel	Supervisor
Mr. Hemantha	Forman

### **ITEM 1: Confirmation of the minutes of the previous meeting**

Minutes has been discussed.

### **ITEM 2: Matters arising out of minutes**

None

### **ITEM 3: Discussion**

#### **ITEM 3.1 : Results of Internal audits**

Internal Audit has been conducted on 25-04-2016. Two minor NC's raised at the audit. All NC's are closed.

#### **ITEM 3.2 : External audits**

All NC's are closed.

#### **ITEM 3.3 : Feedback from clients**

customer complaints are handled and appropriate corrective actions taken, it is formally recorded.

බිපෝ තුළින ටයර සඳහා ලැබෙන ඉල්ලුම මත පාරිභෝගික තෘප්තිමත් භාවය තීරණය කරනු ලැබේ. ඉදිරියේදී පාරිභෝගික තෘප්තිමත්භාවය රුක ගැනීම සඳහා විධිමත් වාර්ථාකරණයක් කරනු ලබයි.

Responsibility: Management Representative

#### **ITEM 3.4 : Process performance and product conformity**

නව වෙළෙඳ පොල ඉල්ලුම සැපයීම සඳහා New Tread design Metrix නැවත මිල දී ගැනීමක් සිදු කර ඇත.

Responsibility: Foreman

#### **ITEM 3.5 : Status of corrective actions and preventive actions**

One preventive action is taken.

#### **ITEM 3.6 : Follow up actions from previous management reviews**

No

# LANKA AUTOLANDS CO. (PVT) LTD.

*Tyre - Retreaders*

Tel : 2892713 / 2855493

Fax : 2892714

Office :  
126, Industrial Estate,  
Katuwana Road,  
HOMAGAMA.

.....201.....

## MINUTES OF THE MANAGEMENT REVIEW MEETING

### ITEM 3.7 : Quality Policy and objectives

දැනට පවතින තත්ව ප්‍රතිපත්තිය දිගටම පවත්වාගෙන යාමට තීරණය කරන ලදී.

### ITEM 3.8 : Changes that could affect the management system

Nothing has been discussed.

### ITEM 3.9: Recommendation for improvements

It has been decided to review and amend the manual and procedures of the quality management system to suit the ISO 9001:2015 standard.

Responsibility: Management Responsibility

Target: 31.07.2017

### ITEM 4: Any Other Business

None

### ITEM 5: Closure of The Meeting

  
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Signature of Director

2016-04-28

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Date

  
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Signature of Deputy MR

2016-04-28

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Date