



INDEXPO CERTIFICATION LIMITED

INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME  
STAGE II AUDIT REPORT – ISO 9001:2008

1. **NAME OF ORGANIZATION** : Win-Stone school of Culinary Art (Pvt) Ltd;
2. **ADDRESS** : No. 287/2C, Stanley Thilekarathne Mawatha, Jubilee Post, Nugegoda
3. **SITES AUDITED** : Same as 2
4. **CONTACT DETAILS**
  - 4.1 **Contact person** : Mrs. I Goonewardene **Designation** : Managing Director
  - 4.2 **Tel:** 0112814500 **Mob.:** 077699733 **Fax** : 0112814500
  - 4.3 **E-mail** : [info@thewinstonegroup.com](mailto:info@thewinstonegroup.com), [jobs@thewinstonegroup.com](mailto:jobs@thewinstonegroup.com)
5. **NO. OF EMPLOYEES** : 12
6. **APPLICABLE STANDARD** : ISO 9001:2008
6. **FILE NO.** : IMSC-QMS-10
7. **APPLICABLE SECTOR** : Education- Technical & Vocational Secondary Education
8. **DATE OF STAGE I AUDIT** : 2013-06-17,
9. **AUDIT TEAM** :

Mr. S C Bamunuarachchi	Team Leader
Ms. Felicia Weerawardena	Team Member
Mr. D N S Kuruppumullage	Observer
Ms. Hasanika Piyasena	Trainee Auditor
10. **SCOPE OF CERTIFICATION:** Activities covering the Processing of applications for the Hotel School, Selection of students, Conducting lectures, Developing the competencies of students and Issue of certificates
11. **SIGNATURE FOR CONFIRMATION OF SCOPE :**

The above scope is confirmed.

  
.....  
**SIGNATURE**

WIN-STONE SCHOOL OF  
CULINARY ART (PRIVATE) LIMITED - PV-9057

.....  
Managing Director

DOC. NO.: QP-06-F-04  
Reviewed and approved by : Director

ISSUE NO. : 05  
Issued by : Management Representative

ISSUE DATE : 2013-04-10



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**13.2 Customer related process :** The organization has determined the customer requirements including those not stated by the customer but necessary for intended use.

**13.3 Design and development :** Design and development have been excluded from scope with justification.

**13.4 Purchasing :**

**13.4.1 Purchasing process :** All purchase orders are reviewed and approved prior to releasing to the supplier. At present Organization purchases the necessities from super markets.

**13.4.2 Verification of purchased product :** Not applicable.

**13.5 Control of production and service provision :** Delivery process is carried out under controlled conditions. Validation of delivery processes done by approval of the qualifications of lecturers and instructors, course notes and examination papers.

**13.6 Identification and traceability :** A no. is allocated to the students at the registration stage and is maintained throughout product realization.

**13.7 Customer property :** Mechanism available and implemented. Copies of certificates of students, resource persons identified, verified, protected and safeguarded.

**13.8 Preservation of product :** Organization ensures that the product is preserved throughout product realization.

**13.9 Control of monitoring and measuring equipment :** Assuring conformance with the instructional plan and students performance profiles, assessment of personal records, written course assessments and whether instructors are following the plan and final examinations.

**14 Measurement, analysis and improvement**

**14.1 Monitoring and measurement :**

**14.1.1 Customer satisfaction :** A questionnaire has been developed and given to the students and feedback obtained.

**14.2 Internal audits :** A documented procedure covering the requirements of 8.2.2 of ISO 9001:2008 is available and implemented. The agreement prepared for outsourced the internal audit activity does not clearly address the specific responsibilities of both parties. **(OB 02)**

**14.3 Monitoring and measurement of processes :** Organization has applied suitable methods for monitoring and measurement of processes.

**14.4 Monitoring and measurement of product :** Organization has applied suitable methods for monitoring and measurement of products.

**14.5 Control of non-conforming product :** Documented procedure covering the requirements of **8.3** of ISO 9001: 2008 for Control of non-conforming products was available and implemented. Manual reference to Procedure is QP-NC-05, whereas procedure carries the number QP-NC-04 **(OB 03)**.



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**12. QUALITY MANAGEMENT SYSTEM**

**12.1 General requirements :** Key and support processes have been identified and their interactions determined. Design and development has been excluded with justifications.

**12.2 Control of documents :** Documented procedure available covering the requirements of 4.2.3 of ISO 9001 : 2008 and implemented. However the issue date and revision date not indicated in the Master list of documents. (NCR 01)

**12.3 Control of records :** Documented procedure covering the requirements of 4.2.4 of ISO 9001: 2008 for Control of records was available and implemented. List of records available, however the Student evaluation records not included in the List of Records.(OB 01)

**12.4 Management responsibility**

**12.4.1 Management commitment** was evident. Managing Director and the Director were interviewed and found that they are well aware of their responsibilities.

**12.5 Customer focus :** Top management ensures that customer requirements with regard to delivery and post delivery activities are met as per the customer requirements.

**12.6 Quality policy :** Quality policy is communicated through displaying in prominent places. Quality policy is subjected to review.

**12.7 Quality objectives :** Quantifiable quality objectives have been established department-wise and communicated to relevant personnel.

**12.8 Responsibilities & authorities :** Responsibilities and authorities are defined and communicated to relevant personnel. Work instructions available and followed. The Director has been appointed as the Management Representative.

**12.9 Internal communication:** Management Representative is responsible for internal communication and it is through e-mails, memos and discussions.

**12.10 Management review :** Frequency is defined as biannual and a management review meeting has been conducted on 2013-06-22 and minutes were available. However all Agenda items as per 5.6 of ISO 9001:2008 have not been discussed ( Follow-up actions from previous Management Review Meetings and Recommendations for improvement not discussed.) NCR 02

**12.11 Resource management**

**12.11.1 Human resources** and other resources necessary for the implementation of the QMS have been provided by the organization. Skill matrix and training plan for 2013 and training records were available. Training on ISO 9001:2008 requirements and internal auditing of ISO 9001 :2008 have been conducted and records were available. However evaluation of the trainings conducted is not evident. NCR. 03

**12.11.2 Infrastructure and work environment :** Infrastructure and work environment needed for the implementation of the QMS have been provided by the organization.

**13. Product realization**

**13.1 Planning of product realization :** Quality plan for the process available and is implemented.

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**19. RECOMMENDATION BY TEAM LEADER:**

*This company can be recommended for certification after submitting to Indexpo evidence of implementing effective corrective action against four (04) minor non-conformity reports raised.*

*[Handwritten Signature]*

.....  
SIGNATURE OF TEAM LEADER

*2013-06-17*

.....  
DATE

**20. RECOMMENDATION BY CERTIFICATION MANAGER:**

*NCR'S (04) has been closed. Recommended for certification committee decision.*

*[Handwritten Signature]*

.....  
SIGNATURE OF CERTIFICATION MANAGER

*2013-06-24*

.....  
DATE

**20. APPROVAL FOR SUBMISSION TO THE CERTIFICATION COMMITTEE**

*[Handwritten Signature]*

.....  
SIGNATURE OF DIRECTOR

*2013-06-24*

.....  
DATE



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**14.6 Analysis of data :** Organization has determined the types of data to be collected and relevant data has been collected data has been analysed. Data pertaining to the performance of students have been analysed and is in the increasing trend.

**14.7 Improvement**

**14.7.1 Corrective action :** Documented procedure covering the requirements of 8.5.2 of ISO 9001: 2008 for Corrective actions was available. However there is no evidence of maintaining valid records using recommended format for corrective actions. (NCR 04). Manual reference to Procedure is QP-CR-05, whereas procedure carries the number PM-CR-04 (OB 04).

**14.7.2 Preventive action :** Documented procedure covering the requirements of 8.5.3 of ISO 9001: 2008 for Preventive actions was available. However records are not being maintained using the specified formats. (OB 05)

**15. Major Non-conformities :** None.

**16. Minor Non-conformities :** Four (04 )

**16.1** The issue date and revision date not indicated in the Master list of documents. (NCR 01)

**16.2** All Agenda items as per 5.6 of ISO 9001:2008 have not been discussed eg. Follow-up actions from previous Management Review Meetings and Recommendations for improvement not discussed. (NCR 02)

**16.3** Evaluation of the trainings conducted is not evident. (NCR 03)

**16.4** There is no evidence of maintaining valid records using recommended the format for corrective actions. (NCR 04).

**17. Corrective action requests (CAR) :** Corrective action plan has been submitted with proposed corrective actions agreed upon.

**18. Observations / Opportunities for improvement :**

**18.1** The Student evaluation records not included in the List of Records.(OB 01)

**18.2** The agreement prepared for outsourced the internal audit activity does not clearly address the specific responsibilities of both parties. (OB 02)

**18.3** Manual reference to Procedure is QP-NC-05, whereas procedure carries the number QP-NC-04 (OB 03).

**18.4** Manual reference to Procedure is QP-CR-05, whereas procedure carries the number PM-CR-04 (OB 04).

**18.5** Records are not being maintained using the specified formats.(OB 05)

.....  
SIGNATURE OF LEAD AUDITOR

2013-06-17

.....  
DATE

- Page 05 of 05 is for internal purposes only.

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