INDEXPO CERTIFICATION LIMITED

MANAGEMENT SYSTEMS CERTIFICATION SCHEME

02nd SURVEILLANCE AUDIT REPORT ISO 9001:2008

Winstone School of Culinary Art (Pvt) Ltd;

INDEXPO CERTIFICATION LIMITED

MANAGEMENT SYSTEMS CERTIFICATION SCHEME

SURVEILLANCE AUDIT REPORT – ISO 9001:2008

1. NAME OF ORGANIZATION: Winstone School of Culinary Art (Pvt) Ltd;

2. REGISTEREDADDRESS: No 287/2 C, Stanley Thilakaratne Mawatha, Jubilee Post, Nugegoda.

3. SITES AUDITED: i) Same as 2

4. CONTACT DETAILS

4.1 Contact person: Mrs. I Goonewardene **Designation:** Managing Director

4.2 Tel: 0112814500 **Mobile:** 0777699733 **Fax:** 0112814500

4.3 E-mail : info@thewinstonegroup.com / jobs@thewinstonegroup.com

5. NO. OF EMPLOYEES : 12

6. APPLICABLESTANDARD : ISO 9001:2008

7. FILE NO : IMSC-QMS-10

8. APPLICABLE SECTOR : Education

9. TYPE OF AUDIT : 02nd Surveillance

10. DATE OF AUDIT : 2015-06-21

11. AUDIT TEAM :

Mr. S Kuruppumullage	Team Leader
Mr. Isuru Ilangakoon	Team Auditor

12. 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.

13. QUALITY MANAGEMENT SYSTEM

13.1 General requirements (4 of ISO 9001): Key and support processes have been identified and their interactions determined. Design and development has been excluded with justification.

Documented procedure available for Control of documents covering the requirements of **4.2.3** of ISO 9001 and implemented.
Revision status of annexure 3 – 'Flow chart for conducting course' is not evident.

Documented procedure available for Control of records covering the requirements of **4.2.4** of ISO 9001: 2008 for Control of records was available and implemented. However Control of record does not addressed the electronic Data and its security. **(NCR 01)**

13.2 Management responsibility(5 of ISO 9001)

Management commitment was evident. Top management ensures that customer requirements with regard to delivery and post delivery activities are met. Quality policy is communicated through displaying in prominent places.

Quantifiable quality objectives have been established and communicated to relevant personnel.

Responsibilities and authorities are defined and communicated to relevant personnel. Work instructions available and followed. Director functions as the Management Representative.

Management Representativeis responsible for internal communication and it is through e-mails, memos and discussions.

Frequency of management review meetings is defined as biannual.

13.3 Resource management(6 of ISO 9001)

Human resources and other resources necessary for the implementation of the QMS have been provided by the organization. Competences of personnel have been determined and training plan for 2015 and training records were available. However ISO 9001:2008 Quality Management System related training has not been identified for new staff members. **(NCR 02)**

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

13.4. Product realization(7 of ISO 9001)

Quality plan for the process available and implemented. The organization has determined the customer requirements including those not stated by the customer but necessary for intended use.

Design and development have been excluded from scope with justification.

All purchase orders are reviewed and approved prior to releasing to the supplier.

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. A number is allocated to the students at the registration stage and is maintained throughout product realization. Copies of certificates of students, resource person identified, verified, protected and safeguarded.
Organization ensures that the product is preserved throughout product realization.

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.

13.5 Measurement, analysis and improvement (8 of ISO 9001)

A questionnaire has been developed and given to the students and feedback obtained.

A documented procedure covering the requirements of 8.2.2 of ISO 9001:2008 is available and implemented.

Organization has applied suitable methods for monitoring and measurement of processes and product.

Documented procedure covering the requirements of 8.3 of ISO 9001: 2008 for Control of non-conforming products was available and implemented.
Organization has determined the types of data to be collected and relevant data has been analysed.

Documented procedure covering the requirements of 8.5.2 of ISO 9001: 2008 for Corrective actions was available.
Documented procedure covering the requirements of 8.5.3 of ISO 9001: 2008 for Preventive actions was available.
However No recorded evidence found for preventive actions. **(OB 01)**

14. Major Non-conformities: None.

15. Minor Non-conformities : Two (02)

15.1 Control of record does not addressed the electronic Data and its security. **(NCR 01)**
15.2 ISO 9001:2008 Quality Management System related training has not been identified for new staff members. **(NCR 02)**

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

17. Observations/Opportunities for improvement :

17.1 No recorded evidence found for preventive actions. (OB 01)

.....
SIGNATURE OF LEAD AUDITOR

2015-06-21
DATE

- Page 04 of 04 is for internal purposes only.

18. RECOMMENDATION BY TEAM LEADER:

Recommended for continuation on submission of corrective action with evidence and effectiveness of same.

..... 2015-06-21
SIGNATURE OF TEAM LEADER DATE

19. RECOMMENDATION BY CERTIFICATION MANAGER:

All NCR's has been closed. Pls approve for the continuation of certification

..... 2015-07-07
SIGNATURE OF CERTIFICATION MANAGER DATE

20. APPROVAL FOR CONTINUATION OF CERTIFICATION

Appd.

..... 2015-07-07
SIGNATURE OF DIRECTOR **DATE**