

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

Name of Organization: Amit Builders

NC No. : 02 of 03

Section : Management

Team Leader : Mr. D.N.S. Kurupparambige

Relevant Standard : ISO 9001: 2015

Auditor : —

Relevant Clause : 6-2-2

Date of audit : 2018-09-04

Relevant company document :

Manual and objective plan.

Non-conformity detected:

Category : Major/Minor

Quality objectives have been defined & established and are inline with the strategic direction. However plan to achieve quality objectives does not indicate how the results will be evaluated.

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Auditor

[Signature]
.....
Team Leader

07/09/2018
.....
Auditee

Correction:

Review all action plans

[Signature]
.....
Auditee

07/09/2018
.....
Date

Root cause for Non-conformity:

Missed the ISO 9001:2015 requirement & actions were monitored but not documented.

[Signature]
.....
Auditee

07/09/2018
.....
Date

Corrective action:

Date of completion:

Include a column for action plans for monitor results of planned actions ~~also~~ accordingly monitor progress of actions



07/09/2018

Auditee

Date

Verification of corrective action:

NC Closed/Open

Corrective action implemented is Satisfactory.
Therefore NC closed.



2018.09.20

Auditor

Date

Effectiveness of corrective action:

Auditor

Date

Action Plan for Objectives

Objective	Maintain Average Customer Satisfaction Index 24 or above
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Plan Actions

Action	Target date	Responsible	Status
Collect client feedback from all ongoing projects.	Before end September 2018	Account Assistant , Managing Director	Done
Analysis of all feedback forms collected	1 st week of October	Account Assistant , Managing Director	
Identify low marked areas	1 st week of October	Account Assistant , Managing Director	
Identify actions to address low marks areas	1 st week of October	Account Assistant , Managing Director	
Implement actions for low mark areas	From 2 nd week of October	Account Assistant , Managing Director , Relevant process owners	

Action Plan for Objectives

Objective	Complete the site at the expected date avoiding liquidated damages.
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Plan Actions

Action	Target date	Responsible	Status
Advice to all project engineers to maintain proper communication with clients & consultants on situation can cause to site delay.	First site meeting	Project Managers, Managing Director	Done
Update & implement progress charts for all sites	Before 2 nd week September 2018	Project Managers,	Done
Implement progress monitoring system with progress chart	Before 3 rd week September 2018	Project Managers, Managing Director	Done
Conduct regular site meetings & review progress during site meetings.	Form 3 rd week September 2018	Project Managers Managing Director	

Action Plan for Objectives

Objective	Reduce to Zero loss time accidents
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Plan Actions

Action	Target date	Responsible	States
Provide Personal protective equipment's for all sites	Before end September 2018	Managing Director	Given
Assign a Safety Officer	Before end September 2018	Managing Director	Done
Select safety officers from each site.	Before end October 2018	Managing Director	
Train selected safety officers	October 2018	Managing Director, Safety Consultant	
Conduct health safety training for all site staff	Before end October 2018	Safety Officer, Safety Consultant	
Conduct health safety risk analysis	November	Safety Officer, Safety Consultant	