



**IND-EXPO CERTIFICATION LIMITED**

**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME**

**STAGE II AUDIT REPORT**

**ISO 9001:2015**

**Reality Reachers Pvt Limited**



**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME  
STAGE II AUDIT REPORT – ISO 9001:2015****14. AUDIT OBJECTIVES:**

The objectives of this audit were:

- to confirm that the management system conforms with all the requirements of the audit standard;
- to confirm that the organization has effectively implemented the planned management system;
- to confirm that the management system is capable of achieving the organization's policy and objectives on quality management

**15. AUDIT CRITERIA : ISO 9001: 2015****16. ANY DEVIATIONS FROM THE AUDIT PLAN AND REASONS: None****17. ANY SIGNIFICANT ISSUES IMPACTING ON THE AUDIT PROGRAMME: None****18. SIGNIFICANT CHANGES, IF ANY, THAT AFFECT THE MANAGEMENT SYSTEM OF THE COMPANY SINCE THE LAST AUDIT TOOK PLACE : None****19. AUDIT FINDINGS :****19.1 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. However Certain interested parties have not been identified. (NCR 01)

Eg: EDB, CB

**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):**

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Organization has established, implemented and maintained the quality management system including the processes needed and its interaction. Organization has applied all the processes required throughout the organization with required input and expected output. The organization also has established required monitoring and measurement mechanism and assigned responsibilities and authorities for each requirement. The organization reviews and evaluates these processes to achieve intended results. Based on the risk and opportunities identified by the organization, organization implement continual improvement processes. The quality management system is also equipped with necessary documented information.

**19.2 LEADERSHIP(5 of ISO 9001:2015):****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):**

The organization has established, implemented and maintained a quality policy that can prove satisfactory application of applicable requirements and achievement of continual improvement and documented.

**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.

**19.3 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. The planning also ensures integration and implementation of action in to its QMS processes with evaluation of effectiveness.

**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. There is a system to monitor the status of achieving the quality objectives.

**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.

**19.4 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

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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):**

Company has provided buildings, wash rooms, space for its intended operation with required utilities such as electricity, water, and information and communication technology

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

Organization has provided necessary operation environment in terms of both physical and human requirement. Adequate ventilation and light for the operation are provided. Operation also complies with the sanitary requirements for staff and the visitors.

Good House keeping practises have been observed in site.

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

Company has provided equipment necessary to obtain valid and reliable results such as digital weighing scales, ruler, EC meter, pH meter and Moisture meter etc. These equipment have 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. Their education, training and experience are considered for this purpose. Where ever the gap between required competence and available competence exist. Skill matrix is available. 14 days training is provided prior to exposing production line by training School. Also regarding the risk of the COVID 19 employees have trained for guidelines. All training records are available.

**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 organization has determined internal and external communication relevant to quality management system to different staff members depending on the responsibilities and authority down the hierarchy.

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Company has identified documented information required by the standard and documents required to be apply for effectiveness of QMS.

**Creating and updating (7.5.2 of ISO 9001:2015):**

Company has a procedure for creating and updating documented information. Master list of record is not updated. (OB 01)

**Control of documented information (7.5.3 of ISO 9001:2015):** 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. All the internal and external documents required have been identified and controlled.

**19.5 OPERATION (8 of ISO 9001:2015):****Operational planning and control (8.1 of ISO 9001:2015):**

Company has planned, 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 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):****General (8.3.1 of ISO 9001:2015):**

Excluded.



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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):**

According to the order planning department create a pallet no and communicated to the production. Using the information in the job card information can be traced.

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

Organization is not using any products belonging to customers in their processes.

**Preservation (8.5.4 of ISO 9001:2015):**

Preservation is not applicable.

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

Considering the type of the product manufactured any after sales activities are not applicable.

**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 the Factory 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

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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.

**19.6 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.

**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.

**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 complain, customer satisfaction, performance of external providers, risk analysis and wastage 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.

**Management review (9.3 of ISO 9001:2015):****General (9.3.1 of ISO 9001:2015):**

Management review meeting has carried out at planned intervals. All the inputs for conducting management review meeting minutes are stipulated in the standard have been discussed in the Management review meeting.

**Management review inputs (9.3.2 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.

*Certain Management review meeting inputs have not been discussed in the last management review meeting conducted (NCR 01)*

*Eg: Extent to which quality objectives have been met the performance of external providers opportunities for improvement*

**Management review output (9.3.3 of ISO 9001:2015):** Organization has included All the outputs of the management review meetings with decisions.

**19.7 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):**

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Company has taken necessary actions to address 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.

**20. KEY PERSONNEL INTERVIEWED :**

Name:	Designation	Responsibilities
Gayan Dharmapriya	Director	Direct and control the all business operations
Manoj Jayasinghe	General Manager	Overall handling factory
Kamal vasantha	Supervisor	Quality checking

**21. APPLICABLE LEGAL REQUIREMENTS:** Company has obligations to comply with both the shop and office act and the factory ordinance. In addition company comply with other labour laws applicable such as EPF, ETF and gratuity act. Company also complies with the National Environment Regulation and stipulated requirements given in environmental performance licence.

**22. ANY UNRESOLVED ISSUES:** None

**23. 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 YES  NO



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progress towards their achievement.

- 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

**24. MAJOR NON-CONFORMITIES: None****25. MINOR NON-CONFORMITIES: Two (02)**

01. Certain interested parties have not been identified. (NCR 01)

Eg: EDB, CB

02. Certain Management review meeting inputs have not been discussed in the last management review meeting conducted. (NCR 02)

Eg: Extent to which quality objectives have been met the performance of external providers opportunities for improvement.

**26. OBSERVATIONS:**

01. Master list of records are not updated (OB 01).

02. Internal calibration method has not been defined (OB 02).

**27. RECOMENDATION FROM AUDIT TEAM:**

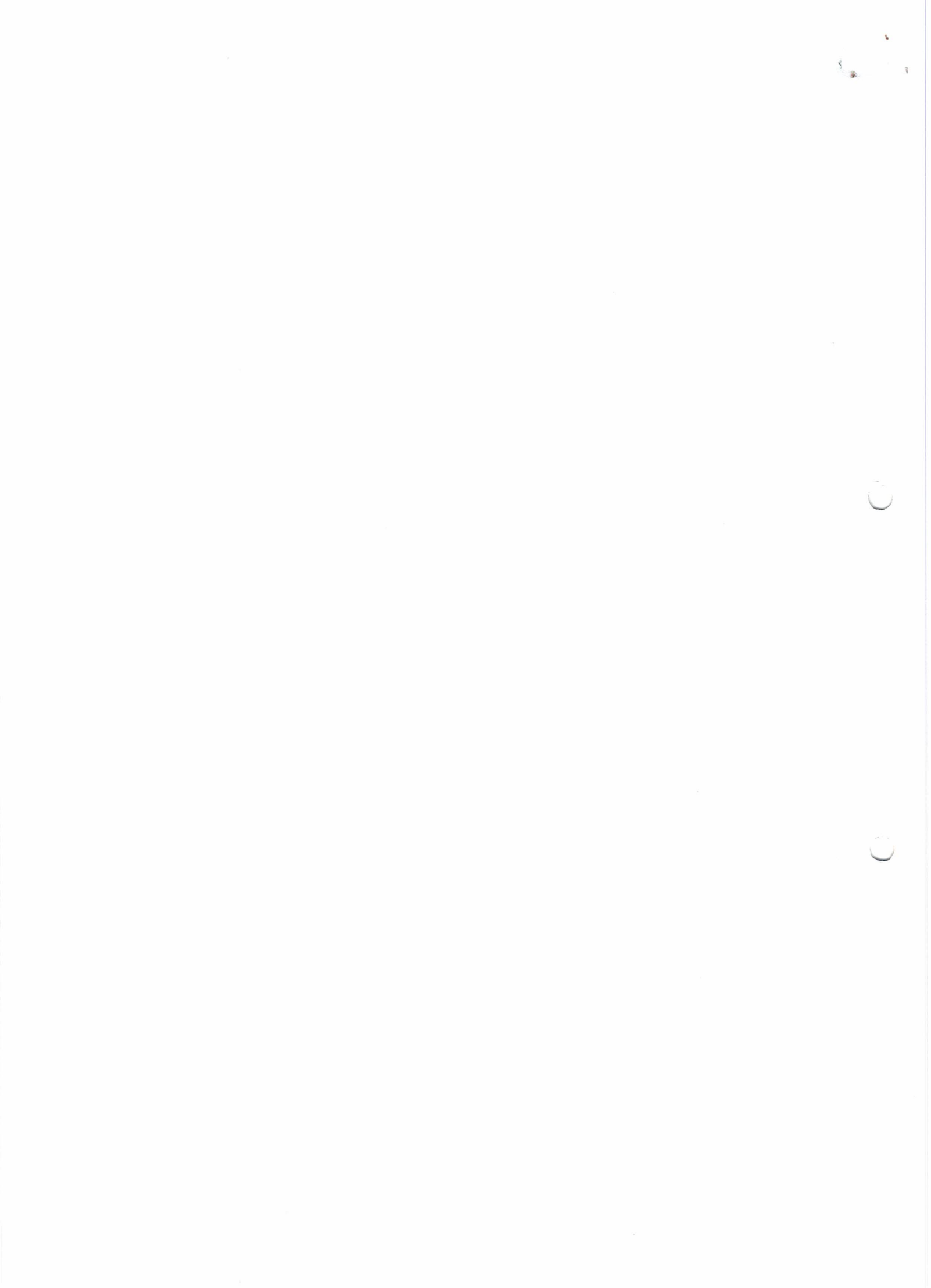
**(Strike off which is not relevant)**

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:**





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*[Signature]*  
.....  
SIGNATURE OF LEAD AUDITOR

*2020.07.20*  
.....  
DATE

- This page is for internal purposes only.

**28. RECOMMENDATION BY AUDIT TEAM :**

*Recomendat*

*[Signature]*  
.....  
Signature of Team Leader

*2020.07.20*  
.....  
Date

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