

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

Name of Organization: Reality Reachers (Pvt) Ltd

NC No. : 02 of 02

Section : Management

Team Leader : P Suru Flangakou

Relevant Standard : ISO 9001:2015

Auditor :

Relevant Clause : 9.3.2

Date of audit : 2020.07.20

Relevant company document :

Non-conformity detected:

Category : Major/Minor

Certain MRM inputs have not been discussed
in the last minutes

Quality objectives
performance of external provide services

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Auditor

P Suru
Team Leader

Muj
Auditee

Correction:

Responsibility has given to pm to
Review the minutes.

Muj
Auditee

2020/7/27
Date

Root cause for Non-conformity:

Did not follow the procedure.

Muj
Auditee

2020/7/27
Date

Corrective action:

Date of completion:

Management Review meeting has been
Rediscussed & Recorded.

Muj

Auditee

2020/7/30

Date

Verification of corrective action:

NC Closed/Open

Corrective action is satisfied

Leux

Auditor

2020.08.08

Date

Effectiveness of corrective action:

.....
Auditor

.....
Date



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

Name of Organization: Reality Teachers (Pvt) Ltd.

NC No.: 01 of 02

Section: Management

Team Leader: Benu Mangakoon

Relevant Standard: ISO 9001:2015

Auditor:

Relevant Clause: 4.2

Date of audit: 2020-07-20

Relevant company document:

Non-conformity detected:

Category: ~~Major~~/Minor

Certain interested parties have not been identified
eg: EDB, CB

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Auditor

Benu
Team Leader

Muj
Auditee

Correction:

EDB & CB will be identified in the Document.

Muj
Auditee

2020/7/26
Date

Root cause for Non-conformity:

Do not aware

Muj
Auditee

2020/7/26
Date



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

Corrective action:

Date of completion:

Interested party Document has been
Reviewed & updated

mij
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Auditee

2020/8/3
.....
Date

Verification of corrective action:

NC Closed/Open

Corrective action is satisfied

Levi
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Auditor

2020-08-08
.....
Date

Effectiveness of corrective action:

.....
Auditor

.....
Date

INTERESTED PARTIES	NEEDS & EXPECTATIONS	OPPORTUNITIS	RISK & THREATS	ACTIONS IF ANY TAKEN
<p>1) Share Holders (Directors)</p>	<ul style="list-style-type: none"> ▪ Business stability ▪ Increase profitability ▪ Transparency and compliance with legal requirements ▪ Safety of assets & people ▪ Good business reputation ▪ Happy employee 	<ul style="list-style-type: none"> ▪ New investments ▪ Business expansion /diversification ▪ Ability to retain skilled and competent individuals ▪ Durability of machineri es and equipment 	<ul style="list-style-type: none"> ▪ Business losses/ban krupt ▪ Lack of investments for new projects ▪ Low profit ▪ Low opportunity cost for investment ▪ Company closure ▪ Legal consequences 	<ul style="list-style-type: none"> ▪ Company has to define the objectives of business to achieve the targets ▪ Compliance with legal &regulatory requirements ▪ Conducting training & awareness programs ▪ Happy employee
<p>2) Staff / Employees</p>	<ul style="list-style-type: none"> ▪ Good Recognition & Remuneration ▪ Job security ▪ Good/Safety work environment 	<ul style="list-style-type: none"> ▪ Motivated work force ▪ Dedication and commitment ▪ Low labor turnover ▪ Improvem 	<ul style="list-style-type: none"> ▪ Staff de-motivation ▪ Staff turnover ▪ Lack of efficiency & effectiveness of 	<ul style="list-style-type: none"> ▪ Introducing staff welfare program ▪ Good remuneration based on performance evaluation ▪ PPE's provided, trained fire team

<ul style="list-style-type: none"> ▪ Carrier Development 	<ul style="list-style-type: none"> ents in work & business related activities 	<ul style="list-style-type: none"> performance 	<ul style="list-style-type: none"> and first aid available.
<ul style="list-style-type: none"> ▪ Computers 		<ul style="list-style-type: none"> ▪ Risks to health & safety of employees 	<ul style="list-style-type: none"> ▪ Career development programs ▪ Maintain a multiple computers ▪ 8 am – 5 pm ▪ Loans for natural disasters, funerals ▪ Comprehensive annual training plan
<ul style="list-style-type: none"> ▪ Working hours 			
<ul style="list-style-type: none"> ▪ Loans 			
<ul style="list-style-type: none"> ▪ training 			

3) Customers

<ul style="list-style-type: none"> ▪ Quality Products / Service 	<ul style="list-style-type: none"> ▪ Sales Increase 	<ul style="list-style-type: none"> ▪ Loosing existing customers 	<ul style="list-style-type: none"> ▪ Prompt corrective action on customer complaints
<ul style="list-style-type: none"> ▪ Best Price 	<ul style="list-style-type: none"> ▪ New business opportunities 	<ul style="list-style-type: none"> ▪ Business instability 	<ul style="list-style-type: none"> ▪ Understanding the customer requirements
<ul style="list-style-type: none"> ▪ Reliability on contractors 	<ul style="list-style-type: none"> ▪ Making more profits 	<ul style="list-style-type: none"> ▪ Inability to attract new customers 	<ul style="list-style-type: none"> ▪ Effective and sincere communication with customers
<ul style="list-style-type: none"> ▪ On time delivery / completion 	<ul style="list-style-type: none"> ▪ Dissemination of company 	<ul style="list-style-type: none"> ▪ Financial claims 	
<ul style="list-style-type: none"> ▪ Good customer relationship and satisfaction 			
<ul style="list-style-type: none"> ▪ Effective 			

	<p>communication</p> <ul style="list-style-type: none"> ▪ Long-term relationship 	<p>reputation</p> <ul style="list-style-type: none"> ▪ Achievement of financial targets 	<ul style="list-style-type: none"> ▪ Litigation ▪ Less project acceptances 	
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INTERESTED PARTIES	NEEDS & EXPECTATIONS	OPPORTUNITIS	RISK & THREATS	ACTIONS IF ANY TAKEN
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<p>4) Suppliers</p>	<ul style="list-style-type: none"> ▪ Long term relationship ▪ Good payment terms ▪ Business continuity ▪ Effective communication ▪ Market domination 	<ul style="list-style-type: none"> ▪ On time supply ▪ Uninterrupted supply of material during scarcity ▪ Quality in products / service ▪ Achieving of financial targets 	<ul style="list-style-type: none"> ▪ Delays in supplies ▪ Defects in quality ▪ Short supply ▪ Raising customer complaints ▪ Fraudulent deals 	<ul style="list-style-type: none"> ▪ Suppliers must be evaluated to ensure the quality of supplies and to elect best supplier ▪ Effective communication with suppliers
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5) Banks

- Company reputation
- Financial turnover
- Mutual financial benefit & continuity
- Long term relationship
- Prompt paying loan installments
- Financial stability
- Financial & legal Assistance
- Supports in finance needs
- Special interest rates for loans
- Difficulty in obtaining bank facilities such as loans and ODs
- Strict financial terms and nasality for guarantees
- Maintain good communication and relationship with bank
- Prompt payment of installment to enhance the reliability

6) Insurance Companies

- Mutual financial benefit & continuity
- Long term relationship
- Less claims
- Prompt payment of premiums
- Ability to survive from unexpected risks will occur
- Quick financial claims on damages occurred
- Financial loss due to unexpected disasters
- Invalid policies
- Strict & confused terms & conditions of insurer party
- Maintain good communication and relationship
- Prompt payment of premium at right time
- Mitigation of risks due to accidents, fire, electricity, and other disasters

7) Sri Lanka Custom

- Comply with regulation/ordinance
- Comply with the requirements
- Good relationship
- Ability to handle Exports &
- Legal consequences
- Unnecessary charges & penalties
- Blacklisted
- Operation team have competent members, who have completed Customs House Agent

	<ul style="list-style-type: none"> Documents compliance 	<ul style="list-style-type: none"> Imports 	<ul style="list-style-type: none"> in business Barriers for the international Business 	<ul style="list-style-type: none"> Certification. Adopt the new changes & regulation by customs
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INTERESTED PARTIES	NEEDS & EXPECTAIONS	OPPORTUNITIS	RISK & THREATS	ACTIONS IF ANY TAKEN
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8)Inland Revenue Department	<ul style="list-style-type: none"> Comply with regulations Prompt payment of taxes Provision of accurate information about financial transactions 	<ul style="list-style-type: none"> Company reputation 	<ul style="list-style-type: none"> Unnecessary charges & penalties 	<ul style="list-style-type: none"> Payment of taxes submission of tax returns
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9)Labor Department	<ul style="list-style-type: none"> Complying with legal & regulatory requirements 	<ul style="list-style-type: none"> Company Reputation Improvements of OH&S Management System Less labor turnover Reduce the accidents & risks 	<ul style="list-style-type: none"> Unnecessary charges & penalties Face legal actions 	<ul style="list-style-type: none"> Payments of EPF, ETF and gratuity on time. Establish, implement and continually improve the OH&S Management System
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10) Health Department

- Complying with mosquito breeding act
- Fulfillment of environmental and cooperate responsibility
- Litigation and fines
- Bad reputation
- Complying with the mosquito breeding act by doing relevant practices

11) Central Environmental Authority (CEA)

- Complying with regulations stipulated
- Access for inspection
- Fulfillment of environmental and cooperate responsibility
- Litigation and fines
- Bad reputation
- Achieving CEA license by complying with CEA stipulated regulations
- Access is permitted

12) Shipping Line

- Timely delivery of products
- Filling documents with correct information
- Prompt payments of clearing charges
- Business continuity
- Uninterrupted businesses
- Delays in exports
- Unsatisfied customers
- Prompt exchange of accurate information and rechecking all the documents after filling and completion

13)ISO

- Compliance with
- Company
- Chances for
- Complying with

Certification Body	requirements <ul style="list-style-type: none"> ▪ Effectiveness in QMS ▪ Payment of fees 	Reputation <ul style="list-style-type: none"> ▪ Continual improvement ▪ International recognition ▪ New market opportunities 	rejecting or discontinuation of certification	ISO 9001:2015 requirements <ul style="list-style-type: none"> ▪ Timely payment of fees
14) Neighbors	<ul style="list-style-type: none"> ▪ Unaffected environment with noise and dust ▪ Safety of their assets including buildings and resources 	<ul style="list-style-type: none"> ▪ Good relationship with neighbors ▪ Uninterrupted operations 	<ul style="list-style-type: none"> ▪ Litigation ▪ Protests ▪ Bad reputation ▪ Interruption to business operations 	<ul style="list-style-type: none"> ▪ Complying with regulations ▪ Effective communication with neighbors
15) Coconut development Authority (CDA)	<ul style="list-style-type: none"> ▪ Comply with regulation ▪ Comply with the requirements ▪ Registered with on Time 	<ul style="list-style-type: none"> ▪ Ability to register as Coir Exporter ▪ Ability to get coir sector benefits 	<ul style="list-style-type: none"> ▪ Non ability register/ Export Coir Products ▪ International Market Lost 	<ul style="list-style-type: none"> • Carrying out the registration & all on timely manner

16) Export Development Board (EDB)	Comply with the regulation	<ul style="list-style-type: none"> ▪ Company reputation ▪ Supports to increase the Export markets ▪ Exports based Training, Rewards & opportunities 	<ul style="list-style-type: none"> ▪ Non ability to Register as an Exporter ▪ Lost of international benefits (tradeshow etc..) 	<ul style="list-style-type: none"> • Maintain good & smooth contacts with EDB & higher officials
17) Fire Brigade	Access for inspection Escape paths Approval for new developments Adequate & well maintain fire equipment's	<ul style="list-style-type: none"> ▪ Fulfillment of fire related responsibilities ▪ Reduce the fire incidents ▪ Protect the company assets 	<ul style="list-style-type: none"> ▪ Litigation and fines ▪ Bad reputation ▪ Risk to fire 	<ul style="list-style-type: none"> • Access is permitted • Escape paths are labeled & keep clear • Permission is request • Trained fire team is available and fire drills are planned to be carried out.

MINUTES OF THE MANAGEMENT REVIEW MEETING HELD ON 2020.07.30 AT 2.00 P.M.

PRESENT:

Mr. Gayan Dharmapiya - Director
Mr. Manoj Perera - FM
Mr. Kamal vasantha - Supervisor

DISCUSSION:

1) Review of Previous Meeting minutes –

This is the first Management meeting conducting for ISO 9001:2015 and Management Allocated the responsibility to MR to hold Management Review Meetings periodically as according to the QMS.

2) Quality Policy –

The quality policy was reviewed and approved by the Management to keep the existing policy without any changes. MR is responsible to display and communicate the policy requirements to all staff members and Interested parties. Policy will be displayed in Company Web Site.

Responsibility -

3) Changes in external & internal issues that are relevant to the quality management system

Management has discussed & analyzed the SWOT analysis. Contents have discussed in details with the all Staff members and SWOT analysis will be updated.

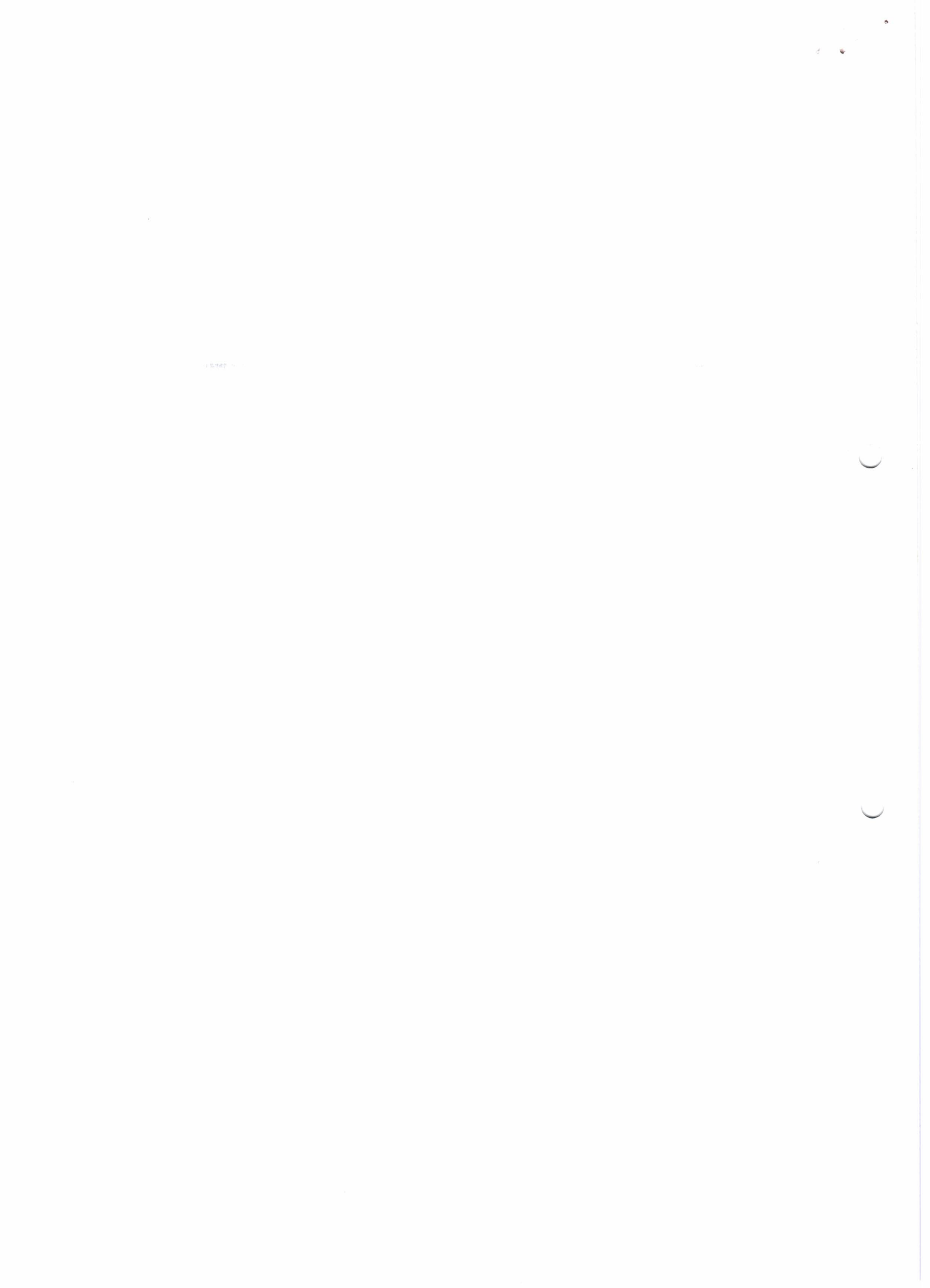
Management allocated the responsibility to MR to analyze & discuss with all staff to address the internal & external issues can effect the QMS & objectives.

Responsibility – Director

4) Customer Complaint

The major issues are recorded as the complaints in complain register. Customer complaints & CAR were analyzed for the continual improvement. Management requested to MR to monitor the complaints and take necessary corrective actions by the relevant Persons & Instructed to all the process owners to reduce the customer complaint.

Responsibility - AO



5) **Customer Satisfaction & Feedback -**

Based on the Customer Feedback / Survey details. Which were done in January 2019, Based on that Customer satisfaction level has been analyzed & Discussed.

Management was very satisfied on the works & achievements of staffs to keep Our Quality of Customer satisfaction level as the best.

Management appreciated the HODs & Staffs for their achievements for the past period & allocated the responsibility to all HODs to maintain/improve the customer satisfaction level as much as higher.

Responsibility - AO

6) **Process Performances : KPIs/Objectives and plans review**

Company certified for SLS 1487:2014 GMP for last two years
We are currently manufacturing 500kg Manual Coir bags.

The Management has reviewed & analyzed the newly prepared objectives according to the ISO 9001:2015 conversion. Management has explained & discussed regarding the objectives

Objectives have defined as given below,

- 1) To increase the Production capacity by 10% when compared to previous year of 2019.
- 2) To reduce the unnecessary cost arising from wastes generated by the industrial activities (Dust & Pith) by 10% when compared to last year of 2019.

Director allocated the responsibility to relevant persons to maintain and monitor the status of objectives periodically.

Responsibility –Supervisor/ AO

7) **Internal & External audit review**

The Last internal audit was conducted on 2020.06.10 Findings & reports were communicated & discussed with all HODs.

The Director Requested MR to follow up & analyze the status of Audit findings and implement the corrective action by the relevant process owners/HODs.

Responsibility –AO

8) **Resource Requirements /**

Discussed about changes of the ISO 9001:2015. Management has implemented new objectives based on work & infrastructure requirements. Management explained & discussed about the New Quality Objectives. Requested all the HODs to work as a team to achieve the objectives for the development of the Organization.

The MD responded on the resource needs by emphasizing that the all resource that we have are too limited and every manager & department head should be liable to manage those limited resources effectively within their departments . However, he thoroughly said that if there will be too prominent resource needs, it can be fulfilled by a MD's approval after verifying that particular work is critical and foremost.

Infrastructure such as walls need to be developed.

9) **Training of Employees –**

Training conducts based on the training plan. Training feedback form fills & analyze in scheduled time.

Management analyzed & discussed with the staff's & team's performance based on the training feedback form. Discussed with the Staffs regarding the further developments in Training planning & training needs. The Management allocated the responsibility to HR Manager to make /conduct the training based on the training plan to achieve the KPIs/Objectives & continual improvement.

ISO 9001:2015 awareness programme need to be given to other staff members.

Fire training has been given to workers by external trainer.

Responsibility –AO

10) **The performance of external providers-Suppliers & Sub contractor Evaluation –**

The company currently maintains list of suppliers for the purpose of Export & import related works. Supplier Evaluation has been analyzed & discussed. The Management allocated the responsibility to Office Assistant to evaluate the suppliers & update the supplier List periodically. However Supervisor stated that there must be considerable changes in the evaluation criteria in evaluating of sub-contractors.

Responsibility –AO

11) Effectiveness of action taken to address risk and opportunities

- Analyzed & discussed with all process owners on context of Organization. Taken actions & effectiveness of the action has discussed.
- The Management Representative exposed the effectiveness of actions taken to address risks and opportunities to the audience.
- MD reacted on this stating that the potential risks should be identified predominantly by the way of risk prioritization and afterwards it is better to take actions in sequence.

Responsibility – all process owners

12) Non Conformity and Corrective Actions

Corrective actions have taken for the Customer's Complaints, Audit findings. Non Conformity and Status of Corrective actions & effectiveness was analyzed & discussed. Instructed to all HODs to mitigate the non conformity.

Top management allocated responsibilities to all HODs and MR to implement Corrective / Preventive action procedures and monitor and update the status periodically

13) Recommendation for Improvement

Management has been decided to manufacture various kind of products such as Grow Bags and value added products in the next 02 years.

The management and the team agreed to maintain the QMS effectively by focusing the Quality policy , objectives, strategy plan and taking Corrective actions whenever necessary .

- The Director declared that the strategic plans should be set up for acquiring more opportunities as per the identification of the opportunities in SOWT analysis
- A written procedure must be compiled for our Documentation Management System to be much standardized
- The financial provisions must be increased for improving Health, Safety and Environment Management System

- The financial provision should be given for the major developments in workplace planning and design at the Head Office
- More attention should be given in employee training and development and a written procedure must be set up for that
- The following suggestion have been made by the participants at the meeting.
 - There must be a sensible change in QA/QC process
 - To establish an effective method for employee evaluation and employee orientation
 - To enhance the condition of health and safety in the working environment
 - To upgrade the in-house transport management system
 - To develop the documentation management system of the company
 - To follow the practices in workplace planning and design at the Head Office Building Premises
 - To establish the new procedure for the area of Health and Safety Management System, Transport Management System, Supply Chain Management System, etc.

14) Any other Business

Calibration conducted for testing of Moisture meter & weighting scales.
All bulbs has been changed CFL to LED.
Fire extinguers has been ordered.
PPE's need to be purchased.

15) Any need for changes to the QMS

Any critical change to the Quality Management System will not occur in accordance with the discussion at the management review meeting and the continual improvements will be done through the suggestions, proposals and decisions made at the meeting.

16) Date of Next Meeting : - 2020.11.20

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Director

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Date