



IND-EXPO CERTIFICATION LIMITED

INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME

STAGE II AUDIT REPORT

ISO 9001:2015

NTS Interlining (Pvt) Ltd



INDEXPO CERTIFICATION LIMITED

INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME STAGE II AUDIT REPORT – ISO 9001:2015

1. NAME OF ORGANIZATION :	NTS Interlining (Pvt) Ltd
2. ADDRESS OF HEAD OFFICE :	No 471/1 , Ratnapura road, Paradise Kuruwita
3. ASSESSMENT SITE/S :	Same as 2.
4. CONTACT DETAILS :	
4.1 Name :	Mr. Ishan Perera (Mr.Nimal Perera)
Designation :	Director (Factory Manager)
4.2 Tel :	0112331747
Mobile :	0774722093 (0719011574)
Fax :	--
4.3 E-mail :	ishan_nids@itmin.net
5. NO. OF EMPLOYEES :	14
6. APPLICABLE STANDARD :	ISO 9001:2015
7. FILE NO. :	QMS 63
8. NACE CODE / SUBCATEGORY :	13, 14 <i>Div 13.95</i>
9. SCOPE OF CERTIFICATION:	Activities pertaining to the manufacturing of fusible interlining
10. CONFIRMATION FOR SCOPE OF CERTIFICATION :	
	The scope is confirmed.
	<i>Ishan Perera</i>

	Signature
11. DATE OF AUDIT & Time :	<i>2021.08.02</i>
12. TYPE OF AUDIT :	Stage II
13. AUDIT TEAM :	
	Mr. D. N. S. Kuruppumullage Team Leader
	Ms. S.P. Buddhika Sajeewani (BS) Team Member

**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
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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.

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):

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

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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. However process of communication of quality policy is not effective (NCR)

Ex: There is no mechanism to communicate the Quality policy to interested parties.

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):

Process of establishing quality objectives is not effective. (NCR)

Ex: Quality objectives are not measurable.

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 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.

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Company has provided buildings, 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.

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, tensile tester, 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. However the process of identification of training needs has not been carried out. (NCR)

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.

Documented information(7.5 of ISO 9001:2008):**General (7.5.1 of ISO 9001:2015):**

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 document is available.

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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):**

Company makes all the products based on customer requirement which is conveyed to the company through marketing department. Product design is carried out by the design and department and is reviewed by the Designer, production supervisor and marketing officer and submitted to the customer for validation. When the customer validation completed it is submitted to the Manager for approval and any changes required to the product during the design review process will be carried out and necessary validation and approvals are obtained.

Control of externally provided processes, products and services (8.4 of ISO 9001:2015):**General (8.4.1 of ISO 9001:2015):**

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

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20. KEY PERSONNEL INTERVIEWED :

Name:	Designation	Responsibilities
Ishan Perera	Director	Decision and policy making Overall business management
Nimal Perera	Factory Manager	Planning production and quality assurance

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.

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 progress towards their achievement. YES NO
- 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

DOC. NO.: QP-06-F-04

Reviewed and approved by : Director

ISSUE NO. : 07 ISSUE DATE : 2016-

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Issued by : Management Representative

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- Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard.

24. MAJOR NON-CONFORMITIES: None

25. MINOR NON-CONFORMITIES:

- 01. Process of communication of quality policy is not effective
Ex: There is no mechanism to communicate the Quality policy to interested parties.
- 02. Process of management review of quality management system is not effective.
Ex: Certain requirements to be reviewed have not been done as per the standard. (Customer satisfaction and feedback from relevant interested parties, monitoring and measurement etc.)
- 03. Process of establishing quality objectives is not effective
Ex: Quality objectives are not measurable.
- 04. Process of identification of training needs has not been carried out.
- 05. The process of analysis and evaluation of data is not effective.
Ex: Performance of machinery and maintenance

26. OBSERVATIONS: None

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.

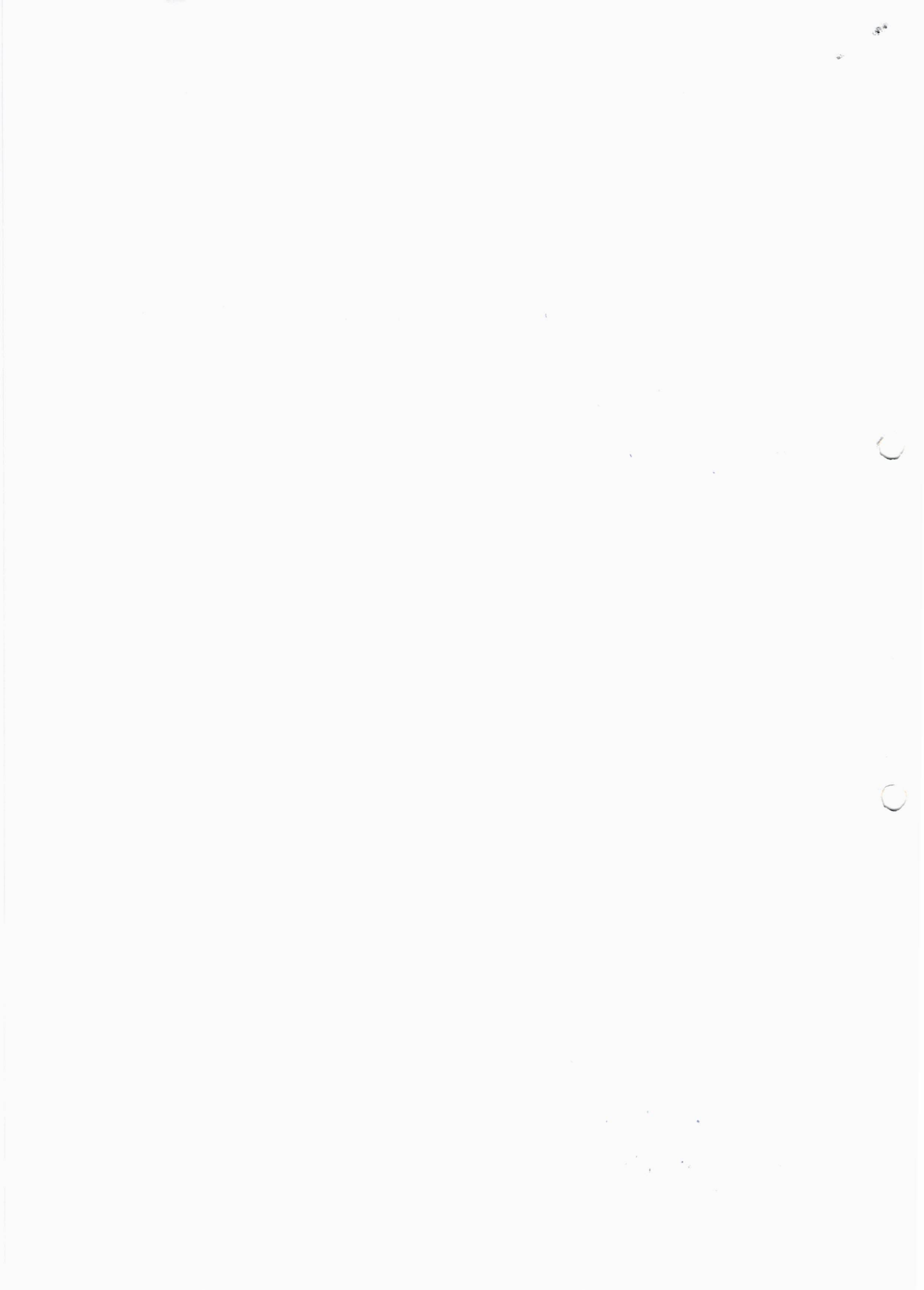
Therefore the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity, management system certification be:

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 COMMENTS:

.....
SIGNATURE OF LEAD AUDITOR
DOC. NO.: QP-06-F-04
Reviewed and approved by : Director

.....
DATE
ISSUE NO. : 07 ISSUE DATE : 2016-09-15
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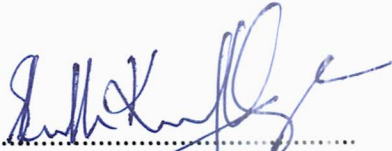


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- This page is for internal purposes only.

28. RECOMMENDATION BY AUDIT TEAM :

Recommended to submit to cert. committee.



Signature of Team Leader

2021/8/2

Date



Signature of Team Member -1

2021.08.02

Date

Signature of Team Member - 2

Date

Signature of Team Member -3

Date

Signature of Team Member - 4

Date

29. RECOMMENDATION BY CERTIFICATION MANAGER:

*All NCRs have been closed.
Hence recommended for certification*



Signature of Certification Manager

25.08.2021

Date

30. APPROVAL FOR SUBMISSION TO THE CERTIFICATION COMMITTEE:

Appel.



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Reviewed and approved by : Director

2021/8/25

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