



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

Name of Organization: *Carolina Tea Factory - Hatton Plantations - PLC*

NC No. : *03 of 04*

Section : *Production*

Team Leader : *Mr. Aruna Amaradasa*

Relevant Standard : *ISO 22000:2018*

Auditor :

Relevant Clause : *8.2.4 d)*

Date of audit : *2021-02-15*

Relevant company document :

Non-conformity detected:

Category : *Major/Minor*

*A Bird has been observed in the Factory.*

.....  
Auditor

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

.....  
Auditee

Correction:

*Have fixed meshes some holes and gaps inside <sup>the</sup> rolling section's wall*

*[Signature]*  
.....  
Auditee

*16/02/2021*  
.....  
Date

Root cause for Non-conformity:

*Observed that some holes and gaps were inside the rolling section's wall. Birds come in side rolling section because of that gaps (Bird can rest/stay on that gap)*

*[Signature]*  
.....  
Auditee

*16/02/2021*  
.....  
Date



IND-EXPO CERTIFICATION LIMITED  
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NON-CONFORMITY REPORT

Corrective action:

Date of completion: 16/02/2021

I have fixed meshes on all holes / gaps inside the rolling section's wall

.....  
Auditee

.....16/02/2021  
Date

Verification of corrective action:

NC Closed/~~Open~~

Evidence provided for the corrective action taken  
D verified. I. NC is closed

.....  
Auditor

.....21/02/2021  
Date

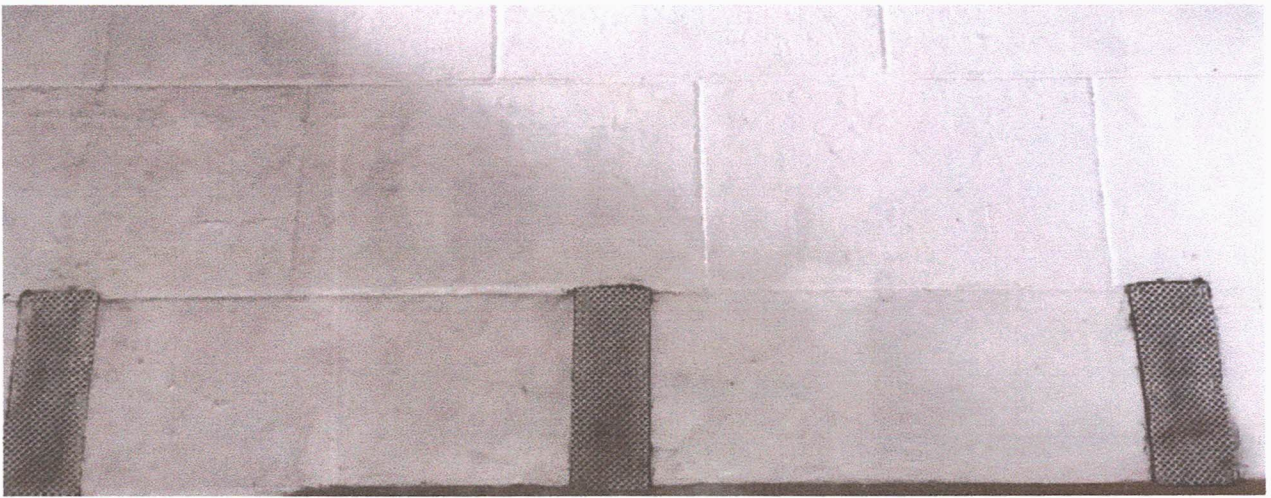
Effectiveness of corrective action:

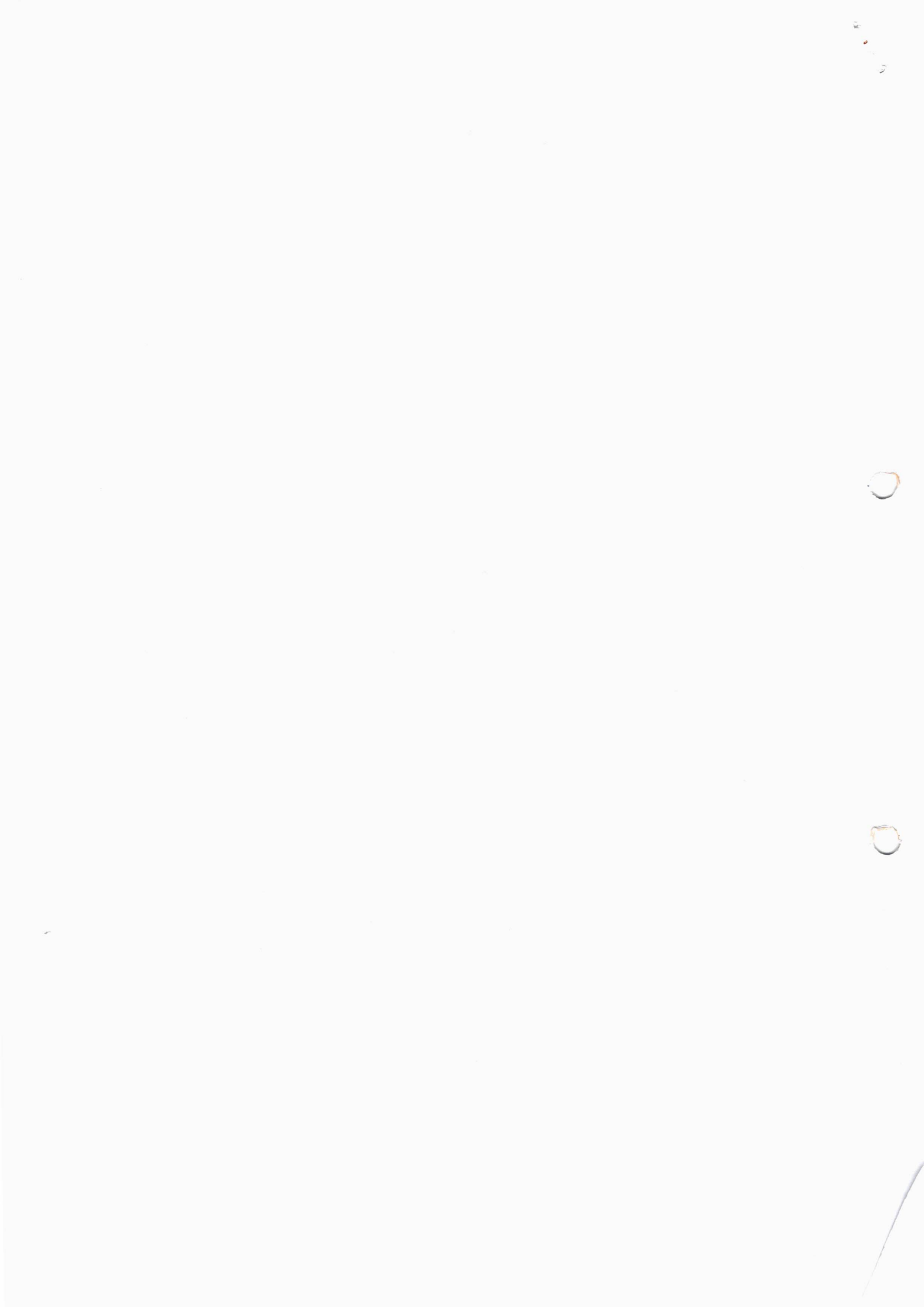
.....  
Auditor

.....  
Date

# Carolina Tea Factory

NC No; 03







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

Name of Organization: Carolina Tea factory - Hatton Plantations PLC.

NC No. : 04 of 04

Section : Production

Team Leader : Mr. Aruna Amaradasa

Relevant Standard : ISO 22000:2018

Auditor :

Relevant Clause : 8.2.4 a)

Date of audit : 2021-02-15

Relevant company document :

Non-conformity detected:

Category : Major/Minor

Grease has been applied for the conveyor adjustment. However there is no proper mechanism to ~~prevent~~ prevent cross contamination of grease with tea.

.....  
Auditor

  
.....  
Team Leader

.....  
Auditee

Correction:

Have fixed guards for the conveyor adjustments for Prevent cross contamination

  
.....  
Auditee

16/02/2021  
.....  
Date

Root cause for Non-conformity:

Because of those adjustments have ends of the conveyors, tea not contact with conveyors edges normally. But it was wrong observation.

  
.....  
Auditee

16/02/2021  
.....  
Date



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

Corrective action:

Date of completion: 16/02/2021

Have fixed fixed guards for all conveyors adjustments for prevent cross contamination

.....

Auditee

16/02/2021  
.....

Date

Verification of corrective action:

NC Closed/Open

Evidence provided for the corrective action taken for vent pipe. A. NR D closed.

.....

Auditor

21/02/2021  
.....

Date

Effectiveness of corrective action:

.....

Auditor

.....

Date

## Carolina Tea Factory

NC No; 04

Before



After

