



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

Name of Organization: *Ivy Hills Tea Factory (PVT) LTD*

NC No. : 01 of 03

Section : *Management*

Team Leader : *Sommani Samaratilaka*

Relevant Standard : *ISO 22000 : 2018*

Auditor : *—*

Relevant Clause : *6.2.*

Date of audit: *08-11-2022*

Relevant company document :

Non-conformity detected:

Category : Major/Minor

The process of planning to achieve set objectives of the food safety management system is not effectively implemented for year 2022.

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Auditor

[Signature]
.....
Team Leader

[Signature]
.....
Auditee

Correction:

Immediately re established smart objective for easily completing in current economic situation.

[Signature]
.....
Auditee

2022/12/01
.....
Date

Root cause for Non-conformity:

*QAO with food safety team not effectively analyzed for smart objective established to compile with FQMS.
QAO misleading activity for including some objective into evaluation of objective action plan.*

[Signature]
.....
Auditee

2022/12/01
.....
Date

Doc. No. : QP-18-F-01

Issue No. : 07

Issue Date : 2018-01-02

Rev No : 00

Rev Date : 00

Reviewed and approved by : Director

Issued by Management Representative



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Corrective action:

Date of completion:

1. Reviewed and update to objectives
2. Food safety team discussion to objective in FSMS.
3. set input for management review meeting.
4. conducting awareness training for established objective monitoring, review and communication process into internal and external.


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Auditee

2022/12/01
.....
Date

Verification of corrective action:

NC Closed/Open

Taken corrective action is satisfied. Therefore, NC is closed.


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Auditor

2022-12-30
.....
Date

Effectiveness of corrective action:

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Auditor

.....
Date

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	Ivyhills Tea Factory (Pvt) Ltd	Doc Ref	IVHTF/FSMS/AN/17
	Food Safety Management System ISO 22000:2018	Issued by	QA Officer
		Authorized by	Director
		Issue Date	15/07/2021
		Revision Date	01/12/2022
	Rev. No:	01	

ANNEXURE: 17 QUALITY OBJECTIVES AND OBJECTIVE ACTION PLAN

Quality Objectives

We have defined objectives to ensure the safety of the food by continually improve the process and methods to fulfill the expectations of customers and interested parties,

1. To improve the quality of green leaves by keeping 50 % of best and below best leaves and gradually reduced of poor leaves quantity by providing proper awareness training for small scale farmers and tea leaves suppliers. |
2. Providing incentive for each supplier to reduce their poor leaves quantity by considering total quantity of green leaves for consecutive supplied.
3. Purchasing of new Moisture analyzer for measuring of moisture % to improving of Black Tea manufacturing process.
4. Provide adequate awareness training programs for all staff to continuous improvement of FSMS of Black tea manufacturing process.

	Food Safety Management System ISO 22000:2018	Issued by	QA Officer
		Authorized by	Director
		Issue Date	15/07/2021
		Revision Date	01/12/2022
		Rev. No:	01

#	Objective	Activity & Resources	Time plan	Evaluation	Responsibility
01	To improve the quality of green leaves by keeping 52% of best and below best leaves and gradually reduced of poor leaves quantity by providing proper awareness training for small scale farmers and tea leaves suppliers.	Calibrated weighing balance and skilled Trained staff Green leave suppliers Time Calculator Paper	On green leaves purchasing Jan to Dec. 2022	B60 tea board recommendation and , Raw tea leaves infection (IVHTF/FSMS QA-05) Quantity of dispatch amount of higher Tea Grade to Tea Broker	GM FO QAO
02	Providing incentive for each supplier to reduce their poor leaves quantity by considering total quantity of green leaves for consecutive supplied.	Skill staff, time Effective Monitoring system each supplier	Jan to Dec 2022	Higher tea grade Quantity of dispatch. Monthly sales note and sales rank sheet	Director FO QAO
03	Purchasing of new Moisture analyzer for measuring of moisture % to improving of Black Tea manufacturing process.	Quotation calling Model of moisture analyzer Financial found	Dec 2021 Jan. to Feb. 2022	Completed March 2022	GM FO
04	Provide adequate awareness training programs for all staff to continuous improvement of FSMS of Black tea manufacturing process.	Qualified trainer Financial matter Time	01/05/2022 17/07/2022 10/08/2022	Completed on October 2022 Check List 01 (IVHTF/FSMS HR01)	GM QAO

