

Name of Organization: Bischoff Gamma Lanka (Pvt) Ltd

NC No.: 02 of 03

Section : QA

Team Leader : D.N.S. Kuruppumullage

Relevant Standard : ISO 9001: 2015

Auditor : Buddhika Sajeewani

Relevant Clause : 9.2

Date of audit : 27.08.2021

Relevant company document :

Non-conformity detected:

Category : Major/Minor

Process of selecting internal auditor is not effective

Ex: Two internal auditors have been interviewed and found that their knowledge and competence with regard to the requirements of the standard is not satisfactory.


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Auditor

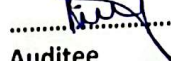

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Team Leader

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Auditee

Correction:

* New Training were conducted to Auditors and transfer the basic QMS knowledge to them for improve the thier knowledge in order to Developt the Competance level regarding standard requirement.

* All the training Records were attached.


.....
Auditee

16.09.21
.....
Date

Root cause for Non-conformity:

* Basic standard requirement has communicated to all Auditors but they not full fill the answers correctly when External Audit faced. so to Re evaluated the noticed Lack of Completeness level & Action were taken through the Correction action given.

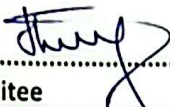

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Auditee

16.09.21
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Date

Corrective action:

Date of completion:

*. For the Auditors Re training were conduct on 16.09.21
& Evaluation has been carry out on 26/10/21
So therefore all the shedulled training will be carry out as
annual plan setup.

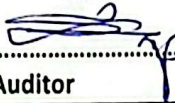

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Auditee

28.10.21
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Date

Verification of corrective action:

NC Closed/Open

Evidences provided for corrective action taken is satisfactory.
∴ NC is closed.


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Auditor

28.10.2021
.....
Date

Effectiveness of corrective action:

corrective action is effective


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Auditor

2022-10-12
.....
Date

Quality Management system

QMS 9001:2015
Presented By : Thanuja Lakshmi (QMR)

What is the Quality management system

- A Quality Management System is defined as a formalized system that policies, Processes, documents procedure and records to achieve quality policies and objectives.
- A QMS helps coordinate and direct an organization's activities to meet the customer and regulatory requirements and improve its effectiveness and efficiency on continual basis.
- However ISO 9001:2015 international standards specifying requirements for quality management systems. Is the most prominent approach to quality management system is already refer to the entirety of the system.

What is the QMS according to 9001

- ISO 9001 is an internationally recognized set of requirements for creating the rules, Policies, Process and procedures to provide product and services that meet customer needs, and improve customer satisfaction. The QMS standard is maintained by the international organization for standardization, and this Standard used worldwide Quality Management System.

QMS Benefits

- Improving quality management system performance. Reducing customer complaints.
- Meeting the customer requirements, which they can better understand. In today's ever changing market and new products to market.
- Meeting the customer requirements and increasing customer loyalty and retention to the long run and customer retention and increasing revenue for regular repeat orders.

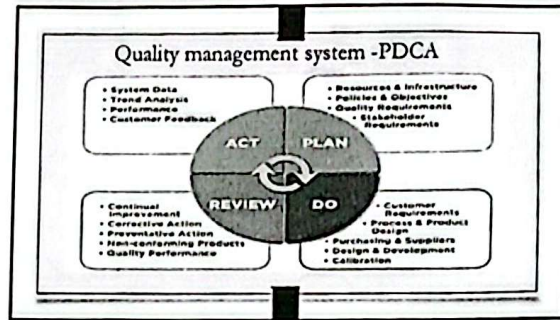
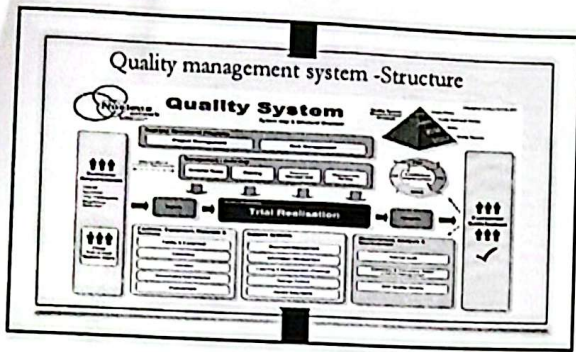
There are additional advantages including:

- Building improved and consistent quality.
- Reducing costs.
- Improving quality.
- Learning and.
- Flexibility of working/testing operations.
- Developing staff and management capabilities.
- Continuously improving a product manufacturing process.

What are the ISO 9001 requirements for QMS...contin

- Each Element of quality management system helps achieve overall goals of meeting the customer and organization requirements. However the elements all systems have in common include, only sections 4-10 contain requirements that are auditable.
- The organization's quality policy and quality objectives.
- Quality Manual (But this not include on ISO 9001:2015) but still can used.
- Procedures, Instructions and records
- Data managements
- Internal Process
- Customer satisfaction
- Improvements opportunities
- Quality Analyzing

What are the ISO 9001 requirements for QMS



QMS Principles

ISO 9001:2008/ISO 9001:2015	ISO 9001:2008/ISO 9001:2015
1 Customer Focus	1 Customer Focus
2 Leadership	2 Leadership
3 Involvement of People	3 Engagement and competence of people
4 Process Approach	4 Process Approach
5 System Approach to management	5 Improvement
6 Continual Improvement	6 Informed decision making
7 Factual approach to decision making	7 Relationship Management
8 Mutually beneficial supplier relationships	

Any questions for these covering topics...
Will meet up againThank You.



TRAINING FEEDBACK FORM

Bischoff Gamma (Pvt) Ltd

Training Programme: ISO Training

Name of the participant: Namal Adhikari

EPF: 2191

Designation: Assistant Manager - Dyeing

Department: Dyeing

(To be filled by the trainee after the training program & Sent to HR Department)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The training was relevant.		✓			
2. This training experience will be useful in my works in the organization.		✓			
3. This training experience can apply for my works in the organization.		✓			
Please give your overall rating for the training program.	5	4	3	2	1

What are learning Outcomes from the training and how are you going to apply those learning in your present job role at Bischoff Gamma Lanka Company?

Continue improvement of QM thru apply Quality system.

Signature & Date of the employee: [Signature]
26.10.2021

Reference No: QMSR/6.2.2/TFF
Issued Dated: 2016.08.29
Control Status: Controlled

Revision Date: 00
Revision Number: 00

Prepared by: HR
Approved by: Factory Manager



TRAINING FEEDBACK FORM

Bischoff Gamma (Pvt) Ltd

Training Programme: QMS

Name of the participant: B.K.A.K. Thilakaratne

PF: 185

Designation: Ass. manager

Department: Stores

(To be filled by the trainee after the training program & Sent to HR Department)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The training was relevant.		✓			
2. This training experience will be useful in my works in the organization.	✓				
3. This training experience can apply for my works in the organization.	✓				
Please give your overall rating for the training program.	5	4	3	2	1

What are learning Outcomes from the training and how are you going to apply those learning in your present job role at Bischoff Gamma Lanka Company?

we can provide good do better services to customer and do satisfaction them.

Signature & Date of the employee: [Signature]
20.10.21

Reference No: QMSR/6.2.2/TFF
Used Dated: 2016.08.29
Control Status: Controlled

Revision Date: 00
Revision Number: 00

Prepared by: HR
Approved by: Factory Manager

SECTION ONE

There are thirteen questions in this section with tenth probable answers. You are required to place a circle around the letter a,b,c,d or e to indicate which you judge to be the best answer.

- 1) Clause no 3.2 understanding the needs and expectation of the interested parties includes,
- a) Customers, employees, regulators and suppliers
 - b) Shareholders, neighbors, customers, employees, regulators and supplier
 - c) Non-governmental organization and parent organization
 - d) All of above
 - e) Both (b) and (c)

2) In ISO 9001:2015 ,QMS Principal defined as,

- a) Customer Focus, Leadership, Involvement of people, Process approach, continual improvements, relationship Managements, decision making, system approach to managements.
- b) Customer Focus, Leadership, Engagement of People, Process approach, Improvement, evidence –based decision making, Relationship managements.
- c) Customer Focus, leadership, involvement people, process approach, system approach, continual improvements, factual approach to decision making, supplier relationship.
- d) All of above
- e) None of the above

3) The potential benefits of an organization of implementing the requirements of ISO 9001:2015 are:

- a) Facilitating opportunities to enhance customer satisfaction;
- b) Addressing risk and opportunities associated with its context and objectives;
- c) The ability to demonstrate conformity to specified quality management system requirements
- d) All of the above
- e) None of the above

4) Quality objectives is required from standards QMS 9001:2015 under clause no?

- a) Clause no 4 context of the organization
- b) Clause no 8 operational planning and control
- c) Clause no 6 planning
- d) Clause no A & B only
- e) None of above its required on clause no 10

5) The conformity to ISO 9001:2015 standard can be claimed:

- a) If all requirement of the standard being applicable

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- b) If all requirements determined as not being applicable do not affect the organization's ability or responsibility to ensure the conformity of its products or service
- c) If the policy and objectives are established considering context of the organization, risk and opportunity assessment
- d) All of the above
- e) None of the above

6) Which of the following should an auditor be aware of, when undertaking an ISO 9001 'Process approach' audit?

- a) The organization's quality policy and objectives
- b) Measurement and monitoring to be undertaken
- c) Continual improvement program
- d) All of the above
- e) None of the above

7) What is meant by the term 'Document information' as appearing in ISO 9001:2015

- a) A quality manual
- b) A procedure manual
- c) A record
- d) All of the above
- e) None

8) Where in ISO 9001, is the 'risk' addressed?

- a) Clause 4.1
- b) Clause 5.1
- c) Clause 6.1
- d) All of the above
- e) None of the above

9) For which of the following activities, does ISO 9001 require planning to be undertaken by an organization?

- a) Changes to quality management system
- b) Achieving quality objectives
- c) Production and service provision
- d) All of above
- e) None of above

10) Which of the following activities, does ISO 9001 require the organization's top management to get actively involved without assigning the task to anybody?

- a) Effectiveness of quality management system
- b) Promoting use of process approach
- c) Promoting improvement
- d) All of the above
- e) None of the above

SECTION TWO

1) List the ISO 9001:2015 standards requirements has mentioned on internal standards

- + Organization Quality Policy & Quality objective
- + Procedures, Instruction & Records
- + Data management
- + Internal Process
- + Customer satisfaction
- + Improvement opportunities
- + Quality analyzing.

2) Explain the Quality management system principal differences between 9001:2008 & 9001:2015

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3) The organization needs to monitor customer satisfaction. List two methods an organization can be determine the degree of customer satisfaction.

- * Custome satisfaction score thru
Customer feed back doam
- * Thru the Custome satisfaction
Survey.

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1) Content of the Organization

2) Leadership

3) Planning

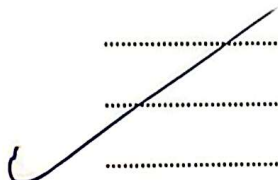
4) Resources Management

5) Operation

6) Performance Evaluation

7) Improvement

8) Company Profile



2) Explain the Quality management system principal differences between 9001:2008 & 9001:2015

ISO 9001:2008

ISO 9001:2015

4) Quality Management System

4) Content of Organization

5) Management Responsibility

5) Leadership

6) Resource Management

6) Planning

7) Product Realisation

7) Support

8) Measurement Analysis & Improvement

8) Operation

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a) Customer Satisfaction Survey.

b) Online Delivery.

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~~Quality manual~~
~~customer satisfaction~~

~~Quality analysis~~
~~Policies and procedures~~

context of the company

leadership

Planning

help

Operations

Performance evaluation

Improvement

2) Explain the Quality management system principal differences between 9001:2008 & 9001:2015

2008 - Quality management system

2015 - context of the organization

2008 - management responsibility

2015 - Leadership

- planning

3) The organization needs to monitor customer satisfaction. List two methods an organization can determine the degree of customer satisfaction.

Customer satisfaction score.

Use Emails