



IND-EXPO CERTIFICATION LIMITED

**INTEGRATED MANAGEMENT SYSTEMS
CERTIFICATION SCHEME**

SURVEILLANCE AUDIT REPORT

ISO 9001:2015

Bischoff Gamma Lanka (Pvt) Ltd

INDEXPO CERTIFICATION LIMITED
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
SURVEILLANCE AUDIT REPORT – ISO 9001:2015

1. NAME OF ORGANIZATION :	Bischoff Gamma Lanka (Pvt) Ltd.		
2. ADDRESS OF HEAD OFFICE :	Lot C-7A & C-7B, Seethawaka Export Zone, Avissawella, Sri Lanka		
3. ASSESSMENT SITE/S :	Same as 2.		
4. CONTACT DETAILS :			
4.1 Name :	Ms. W.A.T. Lakmini	Designation :	Quality Assurance Manager
4.2 Tel :	0112024284	Mobile :	077 8449757
	0112024223/224	Fax :	
4.3 E-mail :	bglkqain@bischoffgamma-lanka.lk		
5. NO. OF EMPLOYEES :	270		
6. APPLICABLE STANDARD :	ISO 9001:2015		
7. FILE NO. :	QMS-RI-017 IMSC-QMS-017		
8. NACE CODE / SUBCATEGORY :	C13.3 & C13.9.1		
9. SCOPE OF CERTIFICATION :	Manufacturing embroidered laces, trimmings, allover and motifs, commission dyeing knitted lace and supplying of dyed fabrics		
10. DATE OF AUDIT & Time :	12/10/2022		
11. TYPE OF AUDIT :	Surveillance I		
12. AUDIT TEAM :			
Mr.D.N.S.Kuruppumullage	Lead Auditor		
Ms. Kumudunie Perera	Auditor		
Mr. Sunil Amarawansa	Auditor		
Ms. Sammani Samarawickrama	Trainee Auditor		

DOC. NO.: QP-11-F-04

ISSUE NO. : 04

ISSUE DATE : 2017-08-10

Rev No:03

Rev Date:2020-06-03

Reviewed and approved by : Director

Issued by : Management Representative

Page 01 of 10

13.AUDIT OBJECTIVES:

The objectives of this audit were:

- to confirm that the management system complies with all the requirements of the audit standard;
- to confirm that the organization has effectively continue the planned management system;
- to verify whether there is any changes , incidence that could adversely affect the management system

14.ANY DEVIATIONS FROM THE AUDIT PLAN AND REASONS: None

15.ANY SIGNIFICANT ISSUES IMPACTING ON THE AUDIT PROGRAMME: None

16.AUDIT FINDINGS :

16.1 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.

However, the company has not monitor and review information about external and internal issues.

Eg; No evidence available for review of current issues applicable. (NCR)

Understanding the needs and expectations of interested parties(4.2 of ISO 9001:2015):

The company has identified most of the interested parties and their requirement in document QMSD/5.1/32/RAR.

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. Scope of the QMS was manufacturing embroidered laces, trimmings, allovers and motifs, commission dyeing knitted lace and supplying of dyed fabrics

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.

16.2 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.

Top management has adequately provided the resources required and interested in achieving business objectives with continual improvement of established quality objectives. Quality Assurance manager whom we have interviewed during the audit mentioned the identified internal and external issues and has a clear understanding about applicable statutory and regulatory requirements and customer satisfaction.

Top Management is based in Bangkok, Thailand. But the routine operations are conducted and supervised by assigned operational managers and heads of every department in consultation with the General Manager in Thailand..Top management shows leadership of the management system rather than commitment to it. Top management of the Company is making the QMS a key component of the Company and it's core business processes and activities.

Policy (5.2 of ISO 9001:2015):

Company has established, implemented and maintained a quality policy that can prove satisfactory application of applicable requirements and achievement of continual improvement and documented.

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. Company has also assign responsibility and authority with regard to requirements of the standard ensuring that the processes are delivering there expected outputs, reporting on performance of the quality management system back to the management including opportunities for improvement.

16.3 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):

Quality objectives have been defined and established and are in line with the strategic direction. The organization is also having a mechanism to monitor and measure the quality objectives. They have analysed and reviewed the achievements of objectives of the quality management system at the management review meeting on 10th August 2022.

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.

16.4 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.

Infrastructure (7.1.3 of ISO 9001:2015):

Company has provided buildings, space for its intended operation with required utilities such as electricity, water, and information and communication technology. Company has also provided necessary equipment and vehicle required to transportation.

Environment for the operation of processes (7.1.4 of ISO 9001:2015):

Company has provided necessary environment operation intern of both physical and human requirement. Company also complies with the sanitary requirements for staff and the visitors. General cleanliness of the environment also has been ensured.

However, the process of maintaining operation environment is not adequate.

Eg; - The light in-front of Dye Machine No BE 02 was not sufficient for the operations at the time of the audit

- The staircase lamp in-front of the dyeing department was kept dark (NCR)

Monitoring and measuring resources (7.1.5 of ISO 9001:2015):

The 23 equipment used for the measurement of products are listed in the calibration schedule and has calibrated.

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 is considered for this purpose.

However, Some of the trainings planned in the internal training schedule have not been conducted

Eg: Chemical Awareness training schedules in January and May, 2022

Colour Management Training scheduled in May, 2022 (OB)

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.

INDEXPO CERTIFICATION LIMITED
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
SURVEILLANCE AUDIT REPORT – ISO 9001:2015

Communication (7.4 of ISO 9001:2015):

The company has identified and assign internal and external communication relevant to quality management system to different staff members depending on the responsibilities and authority down the hierarchy.

However, in the established communication matrix, internal and external communication relevant to HR, sales and marketing divisions have not identified. (OB)

Documented information (7.5 of ISO 9001:2008):

Company has identified documented information required by the standard and documents required to be apply for effectiveness of QMS.

16.5 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. Required time period for completion is calculated by the planning department and communicated to the customer and get the confirmation.

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)

Company design the products based on customer requirement which is conveyed to the company through marketing department and company own designs sent from the Thailand company. Product design is carried out by the design department and is reviewed by the designer, and submitted to the Thailand company /customer for validation. When the customer validation completed it is submitted 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.

Any changes required by the customer conveyed to the company which will be redesigned, reviewed and necessary validation and approvals are obtained. The documented information is maintained.

INDEXPO CERTIFICATION LIMITED
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
SURVEILLANCE AUDIT REPORT – ISO 9001:2015

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

General (8.4.1 of ISO 9001:2015):

Company purchases materials for registered suppliers evaluation of supplies and communication of any requirements of the company to suppliers is been done per the purchasing procedure. Mercerization and singing processes are outsourced.

Externally provided products and services are obtained calling tenders and evaluation of offers from the suppliers according to the set process. The main items, such as fabric, yarn and dye stuff are obtained from regular suppliers. Those suppliers the sister companies of the Bischoff Gamma Lanka(pvt) ltd. All decisions on procurement are taken by the senior management placed in Bangkok, Thailand.Except fabric and dye stuff all the other items are tested in Thailand before sending.

Type and extent of control (8.4.2 of ISO 9001:2015):

Externally provided processes are included in the quality management system and appropriate control have been implemented for both services provided and for intended output.

Information for external providers (8.4.3 of ISO 9001:2015):

Company has mechanism to design the requirements including the quality and level of controls including communication channels and it is being conveyed to the company when the services are obtained.

Production and service provision (8.5 of ISO 9001:2015):

Control of production and service provision(8.5.1 of ISO 9001:2015):

Production and service provision is carried out under controlled conditions.

Dye stuff, fabric, spare parts, fuel, furnace oil, dieseland fire wood are the main products purchased and maintenance, cleaning, waste removal, reject materials removal and hiring of vehicles are the services obtained

Identification and traceability (8.5.2 of ISO 9001:2015):

Company has a mechanism to identify its products at different stages of production and Job number is issued for each product to identify the production details in case of need.

Property belonging to customers or external providers (8.5.3 of ISO 9001:2015):

Any item that is brought from outside by the customer will be recorded, preserve (if required) and kept with required identification and traceability until it is being used and handed over to the customer after completion of the function.

Preservation (8.5.4 of ISO 9001:2015):

Company has taken necessary steps to ensure that the product manufactured is kept protected during handling, packaging, storage, transmission or transportation and has taken necessary controls to protect from contamination.

Post-delivery activities (8.5.5 of ISO 9001:2015):

Once year guaranty period is given for products and every 4months service has provided. Any repaired carried out within the guaranty period free of charge except damages to glass component. However after the guaranty period servicing and repaired carried out only on customer request.

Control of changes (8.5.6 of ISO 9001:2015):

When changes required for production and sservices, company has reviewed requirement of the same and documented information has been retained under controlled condition.

INDEXPO CERTIFICATION LIMITED
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
SURVEILLANCE AUDIT REPORT – ISO 9001:2015

Release of products and services (8.6 of ISO 9001:2015):

The company has a mechanism to release its products as per the customer request and in accordance with the agreement with the customer. Release of products will be authorized only after the final inspection and with the approval of the Marketing officer

Control of nonconforming outputs (8.7 of ISO 9001:2015):

When the product or service does not ensure required output, company has controlled to prevent their unintended use or delivery to the customers. Company has taken appropriate actions to correct the nonconformity, segregation of nonconforming product and inform the customers to prevent them from using same. The necessary documented information with regard to nonconforming products, its immediate disposition, analysis of root cause and the corrective action taken is retained.

Non-conforming products are segregated after testing for compliance. Those products are reprocessed if possible, re-graded or disposed. The Main buyers are foreign buyers. As this company is a BOI approved company products are not disposed to the local market unless a special provision is obtained.

16.6 PERFORMANCE EVALUATION (9 of ISO 9001:2015):

Monitoring, measurement, analysis and evaluation (9.1 of ISO 9001:2015):

General (9.1.1 of ISO 9001:2015):

Company has determined what needs to be monitored and measured, the methods for monitoring, measurement, analysis.

Customer satisfaction (9.1.2 of ISO 9001:2015):

Customer survey, customer feedback and meeting with customer have been identified as essential requirements for the evaluation of customer satisfaction.

Customer complaints are gathered and discussed in a special weekly meeting with the participation of relevant parties and finally forwarded to Quality Department for follow-up actions.

However, although customer feedbacks are gathered twice a month using a format QMSR/8.1.1/DFP they have not utilised for improvement. (OB)

Analysis and evaluation (9.1.3 of ISO 9001:2015):

Organization has implemented a process to analyse and evaluate the data and evaluation obtains from monitoring and measurement activities. Such as customer complain, customer satisfaction, performance of external providers, risk analysis.

Internal audit (9.2 of ISO 9001:2015):

Internal audit has been conducted and Internal audit report, internal audit plan and schedule, internal audit log and corrective action reports were available at the audit.

Management review (9.3 of ISO 9001:2015):

Management review has been conducted as per the requirements defined in the procedures recently on 10th August 2022.

16.7 IMPROVEMENT (10 of ISO 9001:2015):

General (10.1 of ISO 9001:2015):

Company has determined and selected opportunities for improvement and implemented necessary actions to meet customer requirements and to increase customer satisfaction.

INDEXPO CERTIFICATION LIMITED
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
SURVEILLANCE AUDIT REPORT – ISO 9001:2015

Nonconformity and corrective action (10.2 of ISO 9001:2015):
 Company has taken necessary actions to address nonconformities and corrective actions have been implemented for such nonconformities. Company has retained documented information as evidence of the nature of the NC and any subsequent action taken and results of corrective action taken.

Continual improvement (10.3 of ISO 9001:2015):
 Company is committed to continually improve the effectiveness of the management system through the use of quality policy, quality objectives, audit results, analysis of data, management review, and corrective implementation.

17. KEY PERSONNEL INTERVIEWED:

Name	Designation	Responsibilities
Ms. Tanuja Lakmini	Manager – Quality Assurance	Overall handling the Quality
Mr. Priyantha Ratnayake	Manager - Finishing	Overall handling the Finishing department
Mr. Anusha Senevirathne	Manager - Marketing	Overall handling the marketing department
Mr. Vajira Wijesinghe	Manager- Embroidery	Overall handling the Embroidery department
Mr. Roshanga madushan	Junior HR Executive	Handling HR related activities

18. APPLICABLE LEGAL REQUIREMENTS: ETF, EPF, Factory ordinance, legal and statutory requirements

18 ANY UNRESOLVED ISSUES: None

19 REVIEW OF PREVIOUS AUDIT REPORT & VERIFICATION OF EFFECTIVENESS OF CORRECTIVE ACTIONS FOR PREVIOUSLY IDENTIFIED NON- CONFORMITIES:

Previous audit reports and effectiveness of the corrective actions were verified at the audit.

20 USE OF LOGO:

Logo can be used as per the terms and conditions of the certification body.

INDEXPO CERTIFICATION LIMITED
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
SURVEILLANCE AUDIT REPORT – ISO 9001:2015

21 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
- Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard. YES NO

22 MAJOR NON-CONFORMITIES: None

23 MINOR NON-CONFORMITIES: Two (02)

1. The company has not monitor and review information about external and internal issues.
Eg; No evidence available for review of current issues applicable.
2. The process of maintaining operation environment is not adequate.
Eg; - The light in-front of Dye Machine No BE 02 was not sufficient for the operations at the time of the audit
- The staircase lamp in-front of the dyeing department was kept dark.

DOC. NO.: QP-11-F-04

ISSUE NO. : 04
Rev No:03

ISSUE DATE : 2017-08-10

Rev Date:2020-06-03

Reviewed and approved by : Director

Issued by : Management Representative
Page 09 of 10



INDEXPO CERTIFICATION LIMITED
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
SURVEILLANCE AUDIT REPORT – ISO 9001:2015

24 OPPORTUNITIES FOR IMPROVEMENT: Three (03)

1. In the established communication matrix, internal and external communication relevant to HR, sales and marketing divisions have not identified.
2. Some of the trainings planned in the internal training schedule have not been conducted
Eg: Chemical Awareness training schedules in January and May, 2022
Colour Management Training scheduled in May, 2022
3. Although customer feedbacks are gathered twice a month using a format QMSR/8.1.1/DFP they have not utilised for improvement.

25 RECOMMENDATION 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:

D N S Kuruppumullage
SIGNATURE OF LEAD AUDITOR

2020-10-12
DATE

- *Below page is for internal purposes only.*

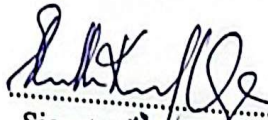
DOC. NO.: QP-11-F-04 ISSUE NO. : 04
Rev No:03
Reviewed and approved by : Director

ISSUE DATE : 2017-08-10
Rev Date:2020-06-03
Issued by : Management Representative
Page 010 of 10

INDEXPO CERTIFICATION LIMITED
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
SURVEILLANCE AUDIT REPORT – ISO 9001:2015

27. RECOMMENDATION BY AUDIT TEAM :

Recommended for continuation Subject to verify
of corrective actions taken for raised nc's


.....
Signature of Team Leader


2022/10/12
.....
Date



..... 12/10/2022.....

Signature of Team Member -1

Date


.....
Signature of Team Member - 2

2022/10/12
.....
Date

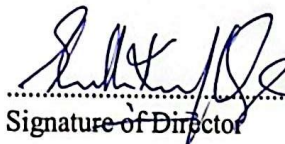
28. RECOMMENDATION BY CERTIFICATION MANAGER: All NCRs have been closed. Hence recommended for continuation


.....
Signature of Certification Manager

2022/10/31
.....
Date

29. APPROVAL FOR SUBMISSION TO THE CERTIFICATION COMMITTEE:

Appd.


.....
Signature of Director

2022/10/31
.....
Date