

Name of Organization: Bischoff Gemma Lanka (PVT) LTD

NC No. : 01 of 02

Section : Quality

Team Leader: Mr. D. N. S. Kurupparamullage

Relevant Standard: ISO 9001 : 2015

Auditor : -

Relevant Clause: 4.1

Date of audit: 12-10-2022

Relevant company document :

Non-conformity detected:

Category: Major/Minor

The company has not monitor and review information about external and internal issues.

Eg - No evidence available for review of current issues applicable

.....  
Auditor

[Signature]  
Team Leader

.....  
Auditee

Correction:

Newly generate the new analyze chart for see the company Internal and External Issues for relevant action.

.....  
Auditee

2022.10.20  
Date

Root cause for Non-conformity:

During Audit was found No due to evidance Not been separated.

.....  
Auditee

2022.10.17  
Date

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

Issue No. : 07

Issue Date : 2018-01-02

Reviewed and approved by : Director

Issued by Management Representative

Corrective action: \_\_\_\_\_ Date of completion: 2022.10.28

Company Issues will reviewing with  
new analyze (Internal and External)  
Separately for Action Improvement  
for a further

.....  
Auditee \_\_\_\_\_ Date 2022.10.28

Verification of corrective action: \_\_\_\_\_ NC Closed/Open

Corrective action taken is effective.

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Auditor \_\_\_\_\_ Date 2022.10.31

Effectiveness of corrective action: \_\_\_\_\_

Taken corrective action is effective.

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Auditor \_\_\_\_\_ Date 2022/08/03

Internal / External Issues Register - Bischoff Gamma Ltd		
Asocated Issues	External Issues ( Risk & Opportunity)	Internal Issues ( Risk & Opportunity)
Fuel & Power Shortatge	Covid Pandamic/ Poor Economic Planning	Due to power cut extra fuel consumption used for Generators / Production Process
Payment Delay & deduction , additional cost involve	Lost the company repulation and leaving the customers to another competitor with other benefits	Less sales turnover/ less income pan for annually
	Additional cost involve	Increase the Customer Compalian
Customer Late delivery impact /complain for product & Services	Changed of Shipment Mode	Additional Transportation cost involve
	Decreased the lifetime value of customer	Extra Man /Materials/ Operation Re Cost invove
	Increase the cost of acquiring new Customers	Lost the Customer Relationship / Trust
	Reduced the customer retention	Less profit due to Re work / Additional Operation Cost
	Customer Disatisfaction	Product re approval activities and cost involve for Re manufacturings
	Consumer Product Prices increasement	Operation cost increase
	Time to time economical Price deviation	Materials prices increasment
	Exchange rate instability	Less Profitable due to lower margin
	Transportaion / Fuel Shorate cost involve	Initiate Price revision not been increase in satisfaction rate
		Labour /Food Cost increasement
Less Price margin		High Competitive market in different price range
	Government Taxes	Less product margin
	Customer leaving from Country	Manufacturing Product cost involve are higher
	Less no of Sales turnover	Additional Investment plan
	New Rules & Regulation	Less Annual Profit
Operation Cost increased with current expenses rate	Electricity /Water bill Expenses	Monthly Expenses rate are higher

	Due to power cut extra fuel consumption used for Generators / Production Process	Identify the non value added from Process and action
Less Sales Turnover	Fuel Shortage & high Prices for Purchasing	Consumption revision for new Purchasing materials and handle procedures ( Less stocked maintained )
	less profit margin from product due to the operation cost increased. , Late delivery, additional cost invc.ive	Company Survival difficulties , on time salary payment
	Due to World Cris /Trend chnaged less sales requirement from buyer	Reduce the OT hours
	Payment Delay	Reduce the No of employee benefits Reduced the working days /



minimize the no of additional cost involve and meet the delievry with agreed working days	Planning /Production unit/Sales /Management	Review in the MR Meeting
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Invested Party	Expectation	Section/ Activity	Associated Risk	Type of Risk	Internal/ External Issues	Without control				With control					
						Possibility of Occurrence	Consequence	Risk Rating	Exposure Judgment	Responsible	Actions to address the risk, controls, Improvements	Possibility of Occurrence	Consequence	Risk Rating	Exposure Judgment
Customer	Right Quality/ Qty	Inspection+ Self Approval/ Check Point	Substandard product from supplier/ machine maintenance/ Employee negligence/ Process RC	Operational	Internal	1	4	4	Moderate	QA Team / Top Management	Internal Quality Check point Training & development programme Preventive Maintenance RM Inspection 100%	1	3	3	
	On time Delivery	Central Planning	Payment delay & deduction, late delivery impact & additional cost involve	Operational	Internal	1	4	4	Moderate	Sales Teams	Supplier OTD evaluation Production RFT & efficiency	2	2	4	Minor
	Price	Order Confirming activity	competitive price offers by competitors	Operational	Internal/ External	4	4	16	Moderate	TOP Management/ Customers	Nominated the supplier who can offer quality of product in competitive price Maintaining low operation cost	1	2	2	Minor
	Offer after sales service	Customer Complain handling	Loosing the business someone else	Operational	Internal	1	4	4	Moderate	Sales Teams	Attending 24hrs customer complaining and giving the solution within 72 working hrs	1	2	2	
External Providers (Supplier S) (Subcontractors)	Good relationship	Supplier evaluation	Down the Reputation	Operational	Internal/ External	3	3	9	Significant	Purchasing Team Management Suppliers	Build the relationship	1	3	3	
	On time Payment	Supplier evaluation	Delay the Product & service Loosing the Good Supplier (quality/ Price)	Operational+ People	Internal	3	3	9	Moderate		OTD achievement / make action to meet the customer expectation	1	3	3	
	Order Repeatability	Supplier evaluation		Operational	Internal/ External	4	2	8	Significant			2	2	4	Moderate
Employees	Job Satisfaction	Employee Feedback and Evaluation	Reduce the efficiency & Productivity / Increase the accident / High Turnover	Operational + People	Internal	4	4	16	High	HR Team / Company Management	On time Salary Payment at market rate Fare Increment Promotion at right time Training & development programme Provide health & safety facility Provide insurance scheme Long term business plan Maintain high growth of company	1	3	3	Low
	Job Security	Employee Feedback and Evaluation	Increase the employee turnover			4	4	16	High			1	3	3	Low
	Company Profit	Annual P&L review	Company Loss	Operational	Internal	3	5	15	High	TOP Management	On time delivery/Quality in right / skill worker involve reduce the re work cost saving . Extra cost saving also impact to company profit saving. Nominated the supplier who can offer quality of product in competitive price	1	3	3	Low
Company Directors	Long term business plan	Annual P&L review	short term business plan	Operational	Internal	3	5	15	High		Maintaining low operation cost / Faster lead time / GSP benefit to customer as well New product innovation				
	Business Volume	Investment Plan	No further investment plan of business innovation												
Stake Holders	share Margin	Investment Plan	Loose the Business opportunity	Operational	Internal/ External	4	5	20	High	Company Director boards	Maintaining the high growth of the company	4	4	16	Moderate
			Decrease the financial stability of	Operational+	Internal	3	4	12	Significant		Maintaining the continuous improvement	1	3	3	Low

Financial Bodies (Bankers/ Insurance company)	Reputation	Meeting Annual Budgets	Holding existing financial facilities & rejecting new requirements	Operational* People	Internal	3	3	9	3	3	3	1	3	3	Low
Satutory & Regulatory Bodies	Carring Operation according to the relevant satutory & regulatory requirement	(BOI/ Govrentment changes)	Increase the legal obligation and reduce the company goodwill	Operational	Internal/E xternal	1	5	5	5	5	5	1	3	3	Low
Company Accreditaion & Certification Body's	Meet the Standard requirement	Annual Audits	Annual Cost Involve & impact on getting certain orders .	Operational	Internal	3	3	9	3	3	9	1	3	3	Low
Top Management	Employee Efficiency Reduce the operation cost/ Re Work / Skill Metrix	Labour/ Staffing	Low competency level & performance level at work place as well not identify the non values of operation.	Operational	Internal	3	3	9	3	3	9	1	2	2	Low

RISK OUTCOME Medium to High	Consequence					
	Very Significant 1	Minor 2	Medium 3	Major 4	Catastrophic 5	6
Liability	0	10	12	12	12	12
Almost Certain	4	0	0	0	0	0
Very Likely	4	0	0	0	0	0
Possible	0	0	0	0	0	0
Unlikely	0	0	0	0	0	0
Rare	0	0	0	0	0	0
1	0	0	0	0	0	0

Criteria /Methods	Relevant Document
Increased the Check point /Innovation methods	Inspection Reprorts / KPI's
Scheduled according to year Training Plan	Delivery Plan
PPM Schedulled/ External Calibration-Services	Email
Supplier Inspection Reports/ Internal Inspection	Customer complain chart/ feedback
Relavant action taken for OTD failures	Supplier Evaluation
Problem analysis and evaluate for Production delayed and failures	KPI Mornitoring (HR)
Annual Supplier evaluation for raw materials / and increased the quality Standards with competitive price and consider the business volume	Company Financial statement
Address the non value added and re structure the operation	Company Financial statement
Introduced the new Audit process for avoid the customer complain for after delivery	Annual Company
Short meeting with them for annual business plan	
Re Plan the OTP arrangement	
According to Supplier Evaluation	
Annual Evaluation by Performance,	
Base on Service /Performance	
Company Training Plan	
Medical Insurance Scheme ...	
Business Forecast -by Annual	
Month KPI Mornitoring	
Supplier Evaluation	
Long term Strategic Business Plan/Focus on systematic growth	
new Innovation business model , RFT Products , Increase the Unit profit	

Annual P&L analyze/ Budget report	Company Cash Budget Fixed assets register
Annual Audits Plan to meet the requirements	Standard requirement published
Audit Plan / Performance evaluation by annual meeting	Annual Audits reports / Company certify certificates.
Training plan / Skill Work allocation /KPI achievement and action	Monthly target monitoring measures/ and KPI review