



IND-EXPO CERTIFICATION LIMITED

INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME

SURVEILLANCE AUDIT REPORT

ISO 9001:2015

Fantasia Narrow Fabric Pvt Limited

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

1. NAME OF ORGANIZATION : Fantasia Narrow Fabric (Pvt) Limited
2. ADDRESS OF HEAD OFFICE : No 07, Post masters place, off temples rd, Mount Lavinia
3. ASSESSMENT SITE/S : Site 1)No 07, Post masters place, off temples rd, Mount Lavinia Site 2)No 315/1, Arakagoda, Milleniya
4. CONTACT DETAILS :
4.1 Name : Ms. D.M.N.S.Dissanayaka Designation : Executive - Lab & QA
4.2 Tel : 0112728555 Mobile : 0778550589 Fax : --
4.3 E-mail : nishadi@fantasia.lk
5. NO. OF EMPLOYEES : Site 1 : 284 Site 2 : 172
6. APPLICABLE STANDARD : ISO 9001:2015
7. FILE NO. : QMS-0067 <i>IMSC - QMS - 067</i>
8. NACE CODE / SUBCATEGORY : C 13
9. SCOPE OF CERTIFICATION: Design, development, manufacturing, marketing & selling of narrow performance fabric & covered elastomeric yarn.
10. DATE OF AUDIT & Time : 2022-07-12
11. TYPE OF AUDIT : Surveillance II
12. AUDIT TEAM :
Mr. D. N. S. Kuruppumullage (DNSK) - Team Leader
Mr. Aruna Amaradasa (AA)- Team Member
Ms. S.P. Buddhika Sajeewani (BS) - Team Member
Ms. Lushani Cooray (LC)- Trainee Auditor

**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
SURVEILLANCE AUDIT REPORT – ISO 9001:2015****13. AUDIT OBJECTIVES:**

The objectives of this audit were:

- to confirm that the management system conforms with all the requirements of the audit standard;
- to confirm that the organization has effectively implemented the planned management system;
- to confirm that the management system is capable of achieving the organization's policy and objectives on quality management

14. AUDIT CRITERIA : ISO 9001: 2015

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

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

17. SIGNIFICANT CHANGES, IF ANY, THAT AFFECT THE MANAGEMENT SYSTEM OF THE COMPANY SINCE THE LAST AUDIT TOOK PLACE : None

18. AUDIT FINDINGS :**19.1 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. The organization is also having a mechanism to monitor and review those issues.

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

Organization has identified interested parties that can affect the quality management system. The requirements of these interested parties have been determined by the organization. Organization has a system of monitoring and reviewing information of those interested parties.

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.

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. The organization also has established required monitoring and measurement mechanism and assigned responsibilities and authorities for each requirement. The organization reviews and evaluates these processes to achieve intended results. Based

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Page 02 of 10

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

on the risk and opportunities identified by the organization, organization implement control improvement processes. The quality management system is also equipped with necessary documented information.

19.2 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.

Policy(5.2 of ISO 9001:2015):

Even though the organization has established, implemented and maintained a quality policy, the process of communicating quality policy for interested parties is not adequate. (NC-01) (5.2.2)

Eg: Communicating quality policy to suppliers

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.

19.3 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. There is a system to monitor the status of achieving the quality objectives.

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.

19.4 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 resources.

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, Labs, space for its intended operation with required utilities such as electricity, water, and information and communication technology.

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

Organization has provided necessary operation environment in terms of both physical and human requirement. Adequate ventilation and light for the operation are provided. Operation also complies with the sanitary requirements for staff and the visitors.

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

Company has provided equipment necessary to obtain valid and reliable results such as digital weighing scales, ruler, tensile tester, pH meter etc. These equipments have been controlled by regular inspection and by calibration and calibration reports are available.

However, verification of balances is not carried out prior to commencement of weighing. (OB-01)

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):

Skill matrix is available. 14 days training is provided prior to exposing production line by training School. A training has been conducted on the Covid 19 safety guidelines. All training records are available. Training evaluation has been carried out.

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.

Communication (7.4 of ISO 9001:2015):

The organization has determined internal and external communication relevant to quality management system to different staff members depending on the responsibilities and authority down the hierarchy. However, communication between supplier & company for material forecasting is not evident (documented). (OB-02).

Documented information(7.5 of ISO 9001:2008):**General (7.5.1 of ISO 9001:2015):**

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

**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
SURVEILLANCE AUDIT REPORT – ISO 9001:2015****Creating and updating (7.5.2 of ISO 9001:2015):**

Company has a procedure for creating and updating documented information. Master list of documents is available.

Control of documented information (7.5.3 of ISO 9001:2015): Company has established a documented information control system for both documents and records. Including distribution, retrieval, storage, preservation, control of changes, retention and disposition. All the internal and external documents required have been identified and controlled.

19.5 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. Company is operation on 02 shifts.

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.

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):**General (8.3.1 of ISO 9001:2015):**

Company makes all the products based on customer requirement which is conveyed to the company through marketing department. Product design is carried out by the design and department and is reviewed by the Designer, production supervisor and marketing officer and submitted to the customer for validation. When the customer validation completed it is submitted to the Manager 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.

**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 has ensured the control of externally provided services including outsourced processes, purchasing, etc. Criteria for the evaluation, selection, monitoring of performance and re-evaluation of the performance of such activities has been carried out and documented information of those activities are retained and controlled.

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.

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

Even though a traceability system has been implemented, the process of identification and traceability is not effective. **(NC-02)**

Eg: Pallet of WIP at beam warpe section is identified as (22/CK/185). However, two types of products (22/CK/182;22/CK/18J) in a while and one type of product in black are observed in the same pallet.

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

Organization is not using any products belonging to customers in their processes.

Preservation (8.5.4 of ISO 9001:2015):

Preservation is not applicable.

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

Considering the type of the product manufactured any after sales activities are not applicable.

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

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

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 quality manager.

**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
SURVEILLANCE AUDIT REPORT – ISO 9001:2015****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 unintended use or delivery to the customers. Company has taken appropriate actions to correct nonconformity, segregation of nonconforming product and inform the customers to prevent them from using same. The necessary documented information with regard to nonconforming products, immediate disposition, analysis of root cause and the corrective action taken is retained.

19.6 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.

However, a thermometer has been kept above eye level making it impossible for monitoring while recording (OB-03)

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.

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):**General (9.3.1 of ISO 9001:2015):**

Management review meeting has carried out at planned intervals. All the inputs for conducting management review meeting minutes are stipulated in the standard have been discussed in the Management review meeting.

Management review inputs (9.3.2 of ISO 9001:2015):

Management review meeting has carried out at planned intervals. All the inputs for conducting management review meeting minutes are stipulated in the standard have been discussed in the Management review meeting.

Management review output (9.3.3 of ISO 9001:2015): Organization has included All the outputs of the management review meetings with decisions.

19.7 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.

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**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
SURVEILLANCE AUDIT REPORT – ISO 9001:2015****Nonconformity and corrective action (10.2 of ISO 9001:2015):**

Company has identified non-conformities from internal audits. However, the process of taking corrective action appropriate to the effect of the non-conformity encountered as per identified root cause is not effective. (NC-03)

Eg: Identified root cause for internal audit finding is not matched with corrective action.

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.

19. KEY PERSONNEL INTERVIEWED :

Name:	Designation	Responsibilities
Mr. S.N.K. Kodithuwakku	Manager	Dying/ Knitting operations
Mr. Z. Ahamed	Manager	Sawing operations
Mr. K.G. Saminda Fernando	A/Manager	Weaving operations
Mr. S.H. Samarasinghe	Executive	Operation operations
Mr. G. Manoj Nalinda	Assistant manager	Dying operations operations
Mr. M. Damith	HRM	HR operations
Mr. E.M.Asanka	Manager	Production operations
Ms. Wishmila Subhashi	Executive	Quality Lab

20. APPLICABLE LEGAL REQUIREMENTS: Company has obligations to comply with both the shop and office act and the factory ordinance. In addition company comply with other labour laws applicable such as EPF, ETF and gratuity act. Company also complies with the National Environment Regulation and stipulated requirements given in environmental performance licence.

21. ANY UNRESOLVED ISSUES: None

22. REVIEW OF PREVIOUS AUDIT REPORT & VERIFICATION OF EFFECTIVENESS OF CORRECTIVE ACTIONS FOR PREVIOUSLY IDENTIFIED NON- CONFORMITIES: Previous audit report was reviewed and verification was done for the previously identified corrective actions.

23. USE OF LOGO: Terms and conditions are as per the certification body regulations.

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

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c) Thermometer recording

24. 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:

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- 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

25. MAJOR NON-CONFORMITIES: None

26. MINOR NON-CONFORMITIES: Three

- a) The process of communicating quality policy for interested parties is not adequate. **(NC-01) (5.2.2)**
Eg: Communicating quality policy to suppliers
- b) The process of identification and traceability is not effective. **(NC-02)**
Eg: Pallet of WIP at beam warpe section is identified as (22/CK/185). However, two types of products (22/CK/182;22/CK/18J) in a while and one type of product in black are observed in the same pallet.
- c) The process of taking corrective action appropriate to the effect of the non-conformity encountered as per identified root cause is not effective. **(NC-03)**
Eg: Identified root cause for internal audit finding is not matched with corrective action.

27. OBSERVATIONS:

- a) Verification of balances is not carried out prior to commencement of weighing. **(OB-01)**
- b) communication between supplier & company for material forecasting is not evident (documented). **(OB-02).**

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ISSUE DATE : 2017-08-10
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Page 09 of 10

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

- c) Thermometer has been kept above eye level making it impossible for monitoring while recording (OB-03)

28. RECOMENDATION 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 COMENTS:



.....
SIGNATURE OF LEAD AUDITOR

.....2022-07-12.....
DATE



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

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29. RECOMMENDATION BY AUDIT TEAM :

Recommended for continue subject to verification of corrective action taken for raised non conformities.

Signature of Team Leader

2022-07-12

Date

Signature of Team Member -1

2022/07/12

Date

DA

Signature of Team Member - 2

Date

30. RECOMMENDATION BY CERTIFICATION MANAGER:

Signature of Certification Manager

2022/08/11

Date

31. APPROVAL FOR SUBMISSION TO THE CERTIFICATION COMMITTEE:

Approved

Signature of Director

2022-08-11

Date