

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

Name of Organization: *Stretchline Pvt Ltd*

NC No.: 01 of 02

Section: *Management*

Team Leader: *DNS Kumppanmulla*

Relevant Standard: *ISO 9001:2015*

Auditor: *Aruna Amaradasa*

Relevant Clause: *8.4.1*

Date of audit: *2019-07-30*

Relevant company document:

Non-conformity detected:

Category: *Major/Minor*

There is no ~~proper~~ evidence of proper agreement for certain external service providers.

- i. Catering service - Sivila Lanka*
- ii. Food waste collector*
- iii. Pest control service provider*

[Signature]
Auditor

[Signature]
Team Leader

[Signature]
Auditee

Correction:

Proper service agreements for external service providers will be done.

[Signature]
Auditee

15th Aug. 2019
Date

Root cause for Non-conformity:

No proper onboarding process for external service providers.

[Signature]
Auditee

15th Aug. 2019
Date

Corrective action:

Date of completion:

Establish and implement an onboarding process with proper service agreements.


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Auditee

30th Sept. 2019
.....

Date

Verification of corrective action:

NC Closed/Open

Corrective action taken ~~for~~ was satisfactory & effective.


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Auditor

2019-05-04
.....

Date

Effectiveness of corrective action:

Corrective action taken was satisfactory


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Auditor

2020-07-08
.....

Date

Name of Organization: Stretchline (Pvt) Limited

NC No.: 02 of 02

Section: Finished good

Team Leader: DNS Kurupumullage

Relevant Standard: ISO 9001:2015

Auditor: Nibiri Fernando

Relevant Clause: 10.2

Date of audit: 2019-07-30

Relevant company document:

Non-conformity detected:

Category: Major/Minor

It is observed that certain delivery to Mas Active have been returned due to handling damage. And there is no evidence for any action taken

[Signature]
Auditor

[Signature]
Team Leader

[Signature]
Auditee

Correction:

Customer returns to be recorded with details, root cause analysis and corrective measures in a timely manner following

[Signature]
Auditee

13th Aug. 2019
Date

Root cause for Non-conformity:

The returned goods were not recorded in the complaint file.

[Signature]
Auditee

13th Aug. 2019
Date

Corrective action:

Date of completion:

Record root cause and corrective measures for handling damage in Complaint file.

[Signature]

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Auditee

20th Aug. 2019

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Date

Verification of corrective action:

NC Closed/Open

Corrective action taken was satisfactory & effective

[Signature]

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Auditor

04th Sep. 2019

.....
Date

Effectiveness of corrective action:

Corrective action taken was satisfactory.

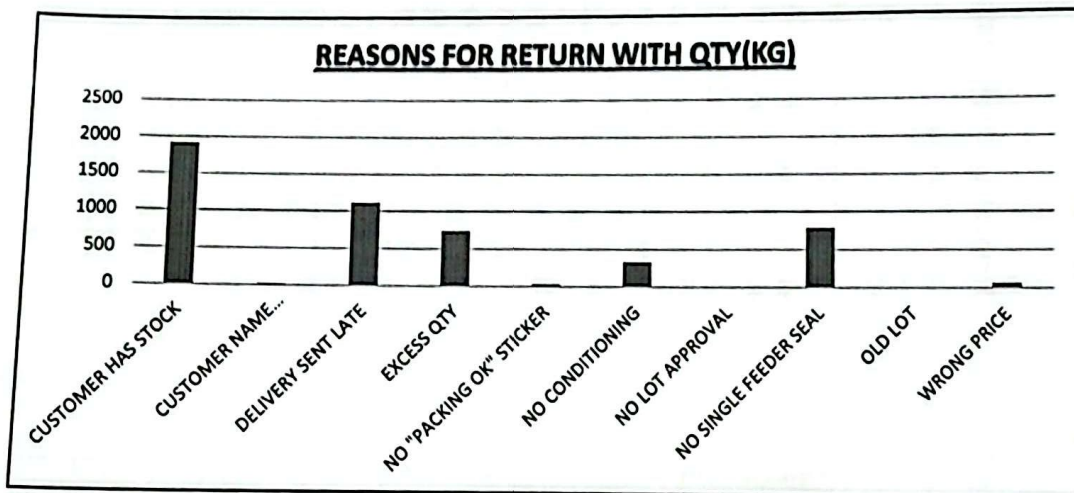
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Auditor

2020-07-08

.....
Date

| REASONS | QTY | % |
|-------------------------|---------|--------|
| CUSTOMER HAS STOCK | 1907.8 | 38.17% |
| CUSTOMER NAME INCORRECT | 14.2 | 0.28% |
| DELIVERY SENT LATE | 1114.27 | 22.29% |
| EXCESS QTY | 739.9 | 14.80% |
| NO "PACKING OK" STICKER | 27.7 | 0.55% |
| NO CONDITIONING | 327.98 | 6.56% |
| NO LOT APPROVAL | 1.29 | 0.03% |
| NO SINGLE FEEDER SEAL | 789.71 | 15.80% |
| OLD LOT | 9.44 | 0.19% |
| WRONG PRICE | 66.16 | 1.32% |
| Grand Total | 4998.45 | |





Stretchline Covering plant Customer Complaint - Finished Goods

| Complaint Description | Root Cause | Corrective actions | Responsible | When-Week # | | | | | | | Effectiveness of CAP | |
|--------------------------|-----------------------|--|---------------------|-------------|-------|-------|------|-------|-------|-------|----------------------|------------|
| | | | | WK 31 | WK 32 | WK 33 | WK34 | WK 35 | WK 36 | WK 37 | | WK 38 |
| Return of Finished goods | Customer has stocks | Customer's merchant will re-check with their stores to align to the delivery plan before submitting the knitting plan to Stretchline | Sales Team Rehan | | | | | | | | | Successful |
| | Excess qty | Transfer excess qty to future PO's | Sales Team Rehan | | | | | | | | | Successful |
| | Delivery sent late | Align to daily delivery plan times (DDP) | FG Kushantha | | | | | | | | | Successful |
| | No single feeder seal | Once FG & Loading to load the vehicle, driver to obtain final set of docs from commercial and then commercial to have a checklist on tasks required to pursue and then handover the sealed/signed document set for delivery. | Commercial Pramu | | | | | | | | | Successful |
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