



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

Name of Organization: Carolina Tea Factory

NC No. : 01 of 02

Section : Management

Team Leader : Mohamed Asif.

Relevant Standard : ISO 9001:2015

Auditor :

Relevant Clause : 5.3.b

Date of audit: 2023/10/30

Relevant company document : Job Description of S. Afroz

Non-conformity detected:

Category :-Major/Minor

The process of assigning responsibilities and authorities is not adequate.

Ex: SAFO has assigned for handling of documents to delivering their intended outputs. However, his responsibilities were not communicated properly.

Auditor

Team Leader

Auditee

Correction:

Updated the AFO's Job description and communicated his responsibility and Roles by handing over New JDs.

Halton Plantations PLC (PQ5414)  
 Carolina Estate, Watawala

Auditee

Manage.

Date

23/11/4

Root cause for Non-conformity:

Asst. fo was verbally assigned as the document handler due to the sudden resignation of the factory officer and Snior officers who was to handle the documents.

Halton Plantations PLC (PQ5414)  
 Carolina Estate, Watawala

Auditee

Date

23/11/4

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

Issue No. : 07

Issue Date : 2018-01-02

Rev No : 00

Rev Date : 00

Reviewed and approved by : Director

Issued by Management Representative

Corrective action:

Date of completion:

The Manager/ FOTC and HR Department was informed to communicate only truth in Job description when any new responsibility is assigned to any employee

Hutton Plantations PLC (PO5414)  
Carolina Estate, Watawa

Auditee

23/11/11

Date

Verification of corrective action:

NC Closed/Open-

Taken corrective action is satisfied. Therefore, NC is closed.

Auditor

2023/11/23

Date

Effectiveness of corrective action:

Corrective action taken is effective

Auditor

Date

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

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Issue Date : 2018-01-02

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Rev Date : 00

Reviewed and approved by : Director

Issued by Management Representative



**CAROLINA TEA FACTORY OF HATTON PLANTATIONS (PLC)**  
Quality & Food Safety Management System

Document Name:	Job Description	Revision No:	01
Document No:	CTF/JD/01	Revision Date:	2023-07-01
Original Date:	15-01-2021		

<b>JOB TITLE</b>	Assistant Factory Officer (AFO)
<b>REPORTS TO</b>	Deputy Manager
<b>OVERALL PURPOSE OF THE JOB</b>	Controlling operational activities of the factory
<b>KEY RESPONSIBILITIES AND JOB CONTENT</b>	<ol style="list-style-type: none"> <li>1. Authorized to receiving green leaf and manages activities of withering</li> <li>2. Authorized to manage rolling</li> <li>3. Operational control and authorized to manage activities at sifting &amp; packing</li> <li>4. Maintain the records under their charge</li> <li>5. Control non-conformities</li> <li>6. Continual improvements</li> <li>7. Get Corrective action</li> <li>8. Handling of ISO 22000 documents to delivering their intended outputs</li> </ol>
<b>ACCOUNTABILITY</b>	Accountable for ISO 22000 documents and Controlling operational activities of the factory
<b>QUALIFICATIONS, SKILLS &amp; EXPERIENCE REQUIRED</b>	<p>Knowledge from Qualifications, Experience &amp; Trainings:</p> <p>Special knowledge and Skills(if any)</p> <p>Food Safety management Requirements : ISO 22000:2018 Awareness</p>
<b>Job Holder</b>	Mr. M.Dhayalan
<b>Approved By:</b>	Mr. Virantha Mahesh
	Job Holder From: 2022.11.15

Carolina Tea Factory of Hatton Plantations PLC (PNS) Ltd  
*(Signature)*  
 Manager

Prepared & Reviewed by:	FSTL	Approved by:	
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**CAROLINA TEA FACTORY OF HATTON PLANTATIONS (PLC)**  
Quality & Food Safety Management System

Document Name:	Job Description	
Document No:	CTF/ID/01	Revision No: 01
Original Date:	15-01-2021	Revision Date: 2023-07-01

<b>JOB TITLE</b>	
<b>REPORTS TO</b>	
<b>OVERALL PURPOSE OF THE JOB</b>	
<b>KEY RESPONSIBILITIES AND JOB CONTENT</b>	

Prepared & Reviewed by:	FSTL	Approved by:	Manager
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**CAROLINA TEA FACTORY OF HATTON PLAN (PLC)**  
Quality & Food Safety Management System

Document Name:	Job Description		Revision No:	01
Document No:	CTF/JD/01		Revision Date:	2023-07-01
Original Date:	15-01-2021			
<b>ACCOUNTABILITY</b>	Accountable for Production Site Office Duties			
<b>QUALIFICATIONS, SKILLS &amp; EXPERIENCE REQUIRED</b>	<p>Knowledge from Qualifications, Experience &amp; Trainings:</p> <p>Special knowledge and Skills(if any)</p> <p>Quality management Requirements :</p>			
<b>Job Holder</b>			<b>Job Holder From:</b>	2022.11.15
<b>Approved By:</b>				

Prepared & Reviewed by:	FS1L	Approved by:	Manager
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**CA JINA TEA FACTORY OF HATTON PLANTATION**  
Quality & Food Safety Management System

Document Name:	Job Description	Revision No:	01
Document No:	GTF/JD/01	Revision Date:	2023-07-01
Original Date:	15-01-2021		

<b>JOB TITLE</b>	Assistant Factory Officer (AFO)
<b>REPORTS TO</b>	Deputy Manager
<b>OVERALL PURPOSE OF THE JOB</b>	Controlling operational activities of the factory
<b>KEY RESPONSIBILITIES AND JOB CONTENT</b>	<ol style="list-style-type: none"> <li>1. Authorized to receiving green leaf and manages activities of withering</li> <li>2. Authorized to manage rolling</li> <li>3. Operational control and authorized to manage activities at sifting &amp; packing</li> <li>4. Maintain the records under their charge</li> <li>5. Control non-conformities</li> <li>6. Continual improvements</li> <li>7. Get Corrective action</li> <li>8. Handling of ISO management system documents to delivering their intended outputs</li> </ol>
<b>ACCOUNTABILITY</b>	Accountable for ISO documents and Controlling operational activities of the factory
<b>QUALIFICATIONS, SKILLS &amp; EXPERIENCE REQUIRED</b>	<p>Knowledge from Qualifications, Experience &amp; Trainings:</p> <p>Special knowledge and Skills(if any)</p> <p>Food Safety management Requirements : ISO 22000:2018 Awareness / ISO 9001:2015 Awareness</p>
<b>Job Holder</b>	Mr. M.Dhayalan
<b>Approved By:</b>	Mr. Virantha Mahesh
	Job Holder From: 2022.11.15

Hatton Plantations PLC (PQ5414)  
Carolina Estate, Weliswala

*(Signature)*  
Manager

Prepared & Reviewed by:	TL	Approved by:	<i>(Signature)</i>
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Name of Organization: Carolina Tea Factory.

NC No. : 01 of 02

Section :

Team Leader: Mohamed Asif.

Relevant Standard: ISO 9001:2015

Auditor :

Relevant Clause : 6.2.1

Date of audit: 2023/10/30

Relevant company document : Objective monitoring plan.

Non-conformity detected:

Category : Major/Minor

Company has established Quality Objectives for 2023. However, the Objectives are not measurable and not relevant to specific functions.

Milton Plantations PLC (PO5414)  
Carolina Estate, Wat...

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Auditor

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Team Leader

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Auditee

Correction:

Renew the Quality Objectives and Revised as Measurable and related to specific functions

Milton Plantations PLC (PO5414)  
Carolina Estate, Wat...

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Auditee

.....  
Date

23/11/24

Root cause for Non-conformity:

Due to the fact that Measurable and specific functions were not taken care of while developing the quality objective format, the same mistake as continued in establishing the QD

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Auditee

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Date

23/11/24

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Issued by Management Representative



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

Corrective action:

Date of completion:

Introducing a New document's format for Quality Objectives

Malton Plantations PLC (PNS 414)  
 Carolina Estate, Wata...

*[Signature]*  
 Auditee

23/11/12  
 Date

Verification of corrective action:

NC Closed/Open

Taken corrective action is satisfied. Therefore, NC is closed.

*[Signature]*  
 Auditor

2023/11/23  
 Date

Effectiveness of corrective action:

Corrective action taken is effective.

*[Signature]*  
 Auditor

.....  
 Date

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

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CAROLINA TEA FACTORY OF HATTON PLANTATIONS (PLC)  
Quality & Food Safety Management System

Document Name:	Objective Monitoring Table	Revision No:	01
Document No:	CTF/OMT/01	Revision Date:	2023-07-01
Original Date:	15-01-2021		

Standard	Section / Department	No.	Objective / KPI	Initial Status	Target	Frequency	Related Documents	Responsibility / Accountability
Quality	Management / Factory	01	100% completion of the action plan to become an ISO 9001 : 2015 certified company before end of 2023	ISO 9001:2015 implement	ISO 9001:2015 Certified	Monthly	, KPIs / MP01	Manager
Quality	Management / Factory	02	To achieve the six (06) awareness training programs on quality for employees before end of year 2023.	Not conducted trainings	minimum 06 awareness training program	Monthly	KPIs, Attendance sheet, Training Plan / MP02	Manager
Quality	Management / Factory	05	Achieve 100% monthly plan throughout 2023 (MOP)	-	100%	Monthly	MOP / MP03	Manager

Hatton Plantations PLC (POS414)  
Carolina Estate, Watawala

Prepared & Reviewed by:	FSTL/ MR	Approved by:	
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NC No	Non-Conformity	Corrective Action Taken & Date of Implementation	Evidence of Implementation
01	Company has established Quality Objectives for 2023. However the objectives are not measurable and not related to specific functions.	Introducing a new document format for quality objective. 2023.11.02	Quality Objective Table (CTF/OMT/01)
02	The process of assigning responsibilities and authorities is not adequate. Ex:AFO has assigned for handling of documents to delivering their intended outputs. However his responsibilities were not communicated properly.	The HR department was informed to communicate only through a JD when any new responsibility is assigned to any employee. 2023.11.02  Hotton Prod... PLG(17)5414 Carolina Estate, W... <i>[Signature]</i>	AFOs' Job Description