

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

Name of Organization: Agrakande Green Tea Factory

NC No. : 02 of 02

Section : Management

Team Leader : M. Asif

Relevant Standard : ISO 9001:2015

Auditor :

Relevant Clause : 9.1.2

Date of audit: 2023/10/31

Relevant company document : Customer Satisfaction Forum

Non-conformity detected:

Category : Major/Minor

Company has developed a process for monitoring of Customer satisfactions, However, the reviewing of the informations are not effectively carried.

Ex: Regency teas customer feedbacks are not received after dispatching 20/10/23.

Auditor

Team Leader

Auditee

Correction:

Get the Regency Teas Customer Feed back.

ATTON PLANTATIONS PLS
AGRAKANDE ESTATE

Auditee

12.11.2023

Date

Root cause for Non-conformity:

Because it takes some time to reply to the regency tea customer for Feed back Forum.

ATTON PLANTATIONS PLS
AGRAKANDE ESTATE

Auditee

12.11.2023

Date

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



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

Equipment No:
 Document No:
 Original Date:
 Customer:
 Satisfaction Rate:
 Exceeds E:
 Quality

Corrective action:

Date of completion:

Inform the staff to receive Customer feed back
 On time.

HATTON PLANTATIONS PLS
 AGRAKANDE ESTATE

[Signature]
 Auditor

10.11.2023
 Date

Verification of corrective action:

NC Closed/Open

corrective action is satisfied

[Signature]
 Auditor

2023/11/23
 Date

Effectiveness of corrective action:

Corrective action effective

[Signature]
 Auditor

2024/11/20
 Date

Doc. No. : QP-1P-F-01

Issue No. : 07
 Rev No : 00

Issue Date : 2018-01-02
 Rev Date : 00

Prepared and approved by: Director

Issued by Management Representative



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

Document Name:	Customer Satisfaction Form		
Document No:	AGT/CS/01	Revision No:	00
Original Date:	2023-07-01	Revision Date:	0000-00-00

Customer :

Satisfaction Rating Scale (Indicate Satisfaction Level By Placing a tick against each item in the appropriate columns)

5= Exceeds Expectation , 4= Good , 3= Fair , 2= Poor , 1= Very poor , 0= Totally unacceptable

Point Rating	5	4	3	2	1	0
Quality / Food Safety						
• Consistence in Grades		X				
• Liquor			X			
• Appearance		X				
Customer Complains						
• Quickness of Response		X				
• Satisfaction of Action Taken		X				
• Communication		X				
In process Completion						
• Adherence to Specification / Standards		X				
• Timeliness of Completion		X				
• Delivery		X				
• Packing		X				
Overall Personal Assessment		X				
• Communication Skill						
Tea Market						
• Demand for Agarakande green tea from your customer				X		
• Good will of Agarakande green tea			X			
• The way facing challenges at the auction			X			
• Satisfaction with Agarakande green tea			X			

Maximum Possible Points :-.....

Points Achieved:-

Signature of Client Representatives



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

Name of Organization: Agrakande Green Tea Factory.

NC No. : 01 of 02

Section : Production/Management

Team Leader : Mohamed Asif.

Relevant Standard : ISO 9001:2015

Auditor :

Relevant Clause : 8.1.e

Date of audit: 2023/10/31

Relevant company document :

Non-conformity detected:

Category: Major/Minor

Company has planning for Control steaming process for need to meet green tea conformity. However, the established criterias for are not documented.

HATTON PLANTATIONS PLC
 AGRAKANDE ESTATE

 Auditor

M. Asif
 Team Leader

 Auditee MANAGER

Correction:

Steaming process established and Criteria was documented.

HATTON PLANTATIONS PLC
 AGRAKANDE ESTATE

 Auditee MANAGER

12.11.2023
 Date

Root cause for Non-conformity:

Since the steaming process was controlled base on the experience of experience employees, the Criteria was not documented.

HATTON PLANTATIONS PLC
 AGRAKANDE ESTATE

 Auditee MANAGER

12.11.2023
 Date

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

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

Client Name:
Client No:
Original Date:
Intro:

Corrective action:

Date of completion:

Start Documenting all process that Control base on the people.

HATTON PLANTATIONS PLS
AGRAKANDE ESTATE

MANAGER
Auditee

10.11.2023
Date

Verification of corrective action:

NC Closed/Open

Corrective action is satisfied

Dhanushka
Auditor

2023/11/23
Date

Effectiveness of corrective action:

Corrective action effective

Surya
Auditor

2024/11/20
Date

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

Issue No. : 07
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Issue Date : 2018-01-02
Rev Date : 00

Reviewed and approved by : Director

Issued by Management Representative

AGARAKANDE GREEN TEA FACTORY OF HATTON PLANTATIONS (PLC)

Quality & Food Safety Management System

Document Name:	Procedure for Steaming Process		
Document No:		Revision No:	00
Original Date:	2023-11-10	Revision Date:	0000-00-00

Introduction

This operating procedure shall describe the process of steaming.

Responsibility

Operation : Mechanic / helper
Inspection : Assistant factory officer

Preparation

- Prior to start the production, clean the Steaming machine and production floor and make a smooth surface.
- Ensure that there are no any other waste materials in the working area.
- Ensure the machine settings are set as per the requirement
- Ensure that steam temperature and flow are at necessary level.

Machine Settings

Pressure Bar : 0.5 to 1 bar

Flow rate of Machine : 1 min

Safety

- The workers wear the uniforms (Caps, apron and Masks)
- The workers shall follow proper hand sanitation practices

Procedure Instructions

- Receiving of green tea leaves need to be done following relevant control measures
 - ✓ Workers who interact with process should wear protective clothes.
 - ✓ Green tea leaves should deliver under covered condition.
- Feeding of green tea leaves should be done under relevant control to prevent contaminated by hazardous material.
- Flow rate of outlet point need to be controlled to minimize the wastage.

Prepared & Reviewed by:	FSTL	Approved by:	Manager
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Quality & Food Safety Management System

Document Name:	Procedure for Steaming Process		
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Machine Maintenance

- o Machine maintenance activities are conducting according to the preventive maintenance programme.
- o After the maintenance done, both parties (maintenance and production) should inspect the machine, if there are any remaining of maintenance equipment including spare nut and bolts available.

Records

- o Cleaning records are documenting in the Cleaning Area – Steaming Process record sheet.
- o Production details are recording in the Processing book
- o Maintenance records are documenting in the Machinery maintenance record

Prepared & Reviewed by:	FSTL	Approved by:	Manager
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