

Name of Organization: Agarakanda Estate

NC No.: 9 of 02

Section: Stores

Team Leader: ISUM Flargakoon

Relevant Standard: ISO 9001:2015

Auditor: -

Relevant Clause: 8.4.1

Date of audit: 2024/11/20

Relevant company document:

Non-conformity detected:

Category: ~~Major~~/Minor

The process of re-evaluate the external providers are not adequate.

Ex: company does not have evaluate the performance of packing material suppliers.

.....
Auditor

ISUM
.....
Team Leader

[Signature]
.....
Auditee

Correction:

It was decided to evaluate packing material supplier also.

[Signature]
.....
Auditee

2024.11.30
.....
Date

Root cause for Non-conformity:

This was due to fact that the packing materials were not received that year

[Signature]
.....
Auditee

2024.11.30
.....
Date

Corrective action:

Date of completion:

It was decided to evaluate the suppliers of
Packing materials and the evaluation was carried
out this year

[Signature]
.....
Auditee

2025-1-10
Date

Verification of corrective action:

NC Closed/Open

Corrective action is satisfied

[Signature]
.....
Auditor

2025-1-13
Date

Effectiveness of corrective action:

.....
Auditor

.....
Date



Agarakande Green Tea Factory of Hatton plantations (P.L.C).
Food Quality & Food Safety Management System Records

Record Name:

Supplier Evaluation Sheet

Criteria For Evaluation of Supplier

Month:- DECEMBER - 2024

- E - Evaluation
- Q - Quality
- P - Price
- D - On time Delivery

$E = Q + P + D = 10$

Maximum Marks

Q - 5

P - 2.5

D - 2.5

10

Supplier Name	Summary			
	Quality (5)	Price (2.5)	On time delivery (2.5)	Total Marks (10)
AGRAKANDE DIVISION	04	2.00	1.50	7.50
FAGGIFERN DIVISION	04	2.00	1.90	7.90
HENFOLD ESTATE	04	1.90	2.00	7.90
OLIAKELLE ESTATE	04.50	2.30	2.00	8.80
ST. REMES PACKAGING	04	2.10	2.50	8.60

$E > 7.5$ = Approved Supplier

$6.5 > E < 7.5$ = Pending List

AGRAKANDE ESTATE
INDULA.

Name of Organization: Agarakanda Estate

NC No.: 02 of 02

Section: Management

Team Leader: Isum Ilangaloun

Relevant Standard: ISO 9001:2015

Auditor: -

Relevant Clause: 9.1.3

Date of audit: 2024/11/20

Relevant company document:

Non-conformity detected:

Category: Major/Minor

The process of analyse and evaluate appropriate data and information is not effective.

ex: the degree of customer satisfaction

.....
Auditor

Isum
.....
Team Leader

[Signature]
.....
Auditee

Correction:

Decided to send email to get the customer satisfaction letter sent as soon as possible

[Signature]
.....
Auditee

2024.11.30
.....
Date

Root cause for Non-conformity:

Non receipt of customer satisfaction form

[Signature]
.....
Auditee

2024.11.30
.....
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:

Customer satisfaction form received by customer

[Signature]

Auditee

2025/1/10

Date

Verification of corrective action:

NC Closed/Open

Corrective action is satisfied

[Signature]

Auditor

2025/1/13

Date

Effectiveness of corrective action:

Auditor

Date

Outlook

CUSTOMER SATISFACTION -

From Agrakande Estate <agrakande@hattonplantations.lk>

Date Fri 1/10/2025 10:38 AM

To Roshan Bopeththa <roshanb@lcbi-sl.com>

Cc Jerrard Stephen <jerrard@hattonplantations.lk>

1 attachment (519 KB)

Customer Satisfaction-Agarakande.pdf;

Please do the need full,
Agrakande.

Agrakande Estate

Hatton Plantations PLC

Agrakande Estate, Lindulla, Sri Lanka.

T: +94 51 49 21 389

E: agrakande@hattonplantations.lk W: www.hattonplantations.lk

Head Office : 2nd Floor, 168, Negombo Road, Peliyagoda, Sri Lanka. Postal Code:11830



G&G
GROUP OF COMPANIES



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Outlook

Agarakanda Survey Sheet

From Roshan Bopeththa <roshanbopeththa@gmail.com>

Date Fri 1/10/2025 12:41 PM

To Agrakande Estate <agrakande@hattonplantations.lk>

1 attachment (445 KB)

CamScanner 01-10-2025 12.34.pdf;

[EXTERNAL]

Dear Mr Mohan .

Reference to the telephone conversation I had with you on today morning. I am forwarding you the following information.

Thank you.

Roshan.



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

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

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		✓				
• Liquor		✓				
• Appearance						
Customer Complaints						
• Quickness of Response			✓			
• Satisfaction of Action Taken			✓			
• Communication			✓			
In process Completion						
• Adherence to Specification / Standards			✓			
• Timeliness of Completion			✓			
• Delivery			✓			
• Packing			✓			
Overall Personal Assessment						
• Communication Skill			✓			
Tea Market						
• Demand for Agarakande green tea from your customer			✓			
• Good will of Agarakande green tea			✓			
• The way facing challenges at the auction				✓		
• Satisfaction with Agarakande green tea	✓					

Signature of Client Representatives

Maximum Possible Points :-.....

Points Achieved:-

% of Satisfaction :-

Prepared & Reviewed by:	FSTL/MR	Approved by:	Manager
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