

## Isuru Ilangakoon

**From:** Isuru Ilangakoon <isuru@indexpo.lk>  
**Sent:** Monday, November 18, 2024 10:47 AM  
**To:** 'Torans Jayasanka'; 'aruna@indexpo.lk'  
**Cc:** 'Tharindu'; 'Waruna Fernando'; 'buddhika@indexpo.lk'  
**Subject:** ISO 9001:2015 Audit Plans  
**Attachments:** Audit plan - Shanon Estate - QMS 2024- .pdf; Audit plan - Henfold Estate - QMS 2024- .pdf; Audit plan - Agarakanda Estate - QMS 2024 - .pdf; QP-10-F-02 Customer Satisfaction Survey.pdf

Dear Mr. Toranz,

Please note that the QMS audits at Shanon, Henfold & Agarakanda Estate have been scheduled on 2024-11-21 & 22. Audit plans and safety guidelines attached herewith.

If there are any objections with regard to any of the issues or for any information / clarification, feel free to contact our Certification Manager (Ms. Buddhika Sajeewani) immediately. Otherwise please confirm the audit plan.

Please share the following latest documents 3 days prior to the audit (Please disregard if the documents are already shared)

ISO 9001:2015

- a) Process flow chart/s
- b) Quality Policy
- c) Quality Objectives
- f) Latest Internal audit report & Management Review
- g) Any other documented information (e.g.: Vision and mission, Identified risk and organizational strategies etc.)

Please be kind enough to complete the attached customer survey on the audit date and forward it to info@indexpo.lk. The certificate or continuation letter will be awarded only after submission of Customer satisfaction form.

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### SAFETY GUIDELINES FOR THE TRANSPORT OF THE AUDITORS

Following guideline has been introduced to ensure safety of members of the audit team which is deployed to audit your organization. You are kindly requested to adhere to following guidelines.

If transport is arranged by the company, the vehicle shall be complied to all regulatory requirements of transport passengers. It shall also necessary to verify by the company that the vehicle is consist with following ;

1. Sound breaks system (both hand break and foot break)
2. Signal lamps
3. Whippers
4. Tires suitable to travel the distance (Including spear wheel and necessary tools)
5. Seat belts and other necessary safety systems

Note : The driver shall be a person who had at least 8 hr rest and not drunken prior to driving.

Thanking you,

Best Regards



**Isuru Hangakoon**  
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**Indexpo Certification Limited**  
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**From:** Torans Jayasanka <torans@hattonplantations.lk>  
**Sent:** Thursday, November 14, 2024 10:32 AM  
**To:** aruna@indexpo.lk  
**Cc:** 'Isuru' <isuru@indexpo.lk>; Tharindu <tharindu@indexpo.lk>; Waruna Fernando <waruna@hattonplantations.lk>  
**Subject:** ISO 9001 and 22000 audit dates confirmation

Dear Mr Aruna,

Dates for the ISO 9001 and 22000 audit of our company's Shannon, Agarakande and Henfold tea factories were tentatively given from 21st to 23rd of this month, but it has not been confirmed yet and I do not received the audit plan also.

I Kindly request you to please inform us of dates.

Best regards