



**IND-EXPO CERTIFICATION LIMITED**

**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME**

**SURVEILLANCE AUDIT REPORT**

**ISO 9001:2015**

**Torento Engineering (Pvt) Ltd**



INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME  
SURVEILLANCE AUDIT REPORT – ISO9001:2015

<b>1. NAME OF ORGANIZATION :</b> Toronto Engineering (Pvt) Ltd .		
<b>2. ADDRESS OF HEAD OFFICE :</b> No 2/A, Weboda East, Weboda		
<b>3. ASSESSMENT SITE/S :</b> No 2/A, Weboda East, Weboda		
<b>4. CONTACT DETAILS :</b>		
<b>4.1 Name :</b> Mr. Shantha	<b>Designation :</b> Director	
<b>4.2 Tel :</b> 0112972433	<b>Mobile :</b> 0714352842	<b>Fax :</b>
<b>4.3 E-mail :</b> shantha@torento.biz		
<b>5. NO. OF EMPLOYESS :</b> 45		
<b>6. APPLICABLE STANDARD :</b> ISO 9001:2015		
<b>7. FILE NO. :</b> IMSC-QMS- 077		
<b>8. NACE CODE / SUBCATEGORY :</b> C 28		
<b>9. SCOPE OF CERTIFICATION :</b> Activities pertaining to Manufacturing of Industrial machines		
<b>10. DATE OF AUDIT &amp; Time :</b> 2024-02-02		
<b>11. TYPE OF AUDIT :</b> Surveillance II		
<b>12. AUDIT TEAM :</b>		
Mr. Shantha Kuruppumullage (SK)	Team Leader	
Mr. Isuru Ilangakoon (II)	Team Member	

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The objectives of this audit were:

- to confirm that the management system continually complies with all the requirements of the audit standard;
- to confirm that the organization has effectively continue the planned management system;
- to verify whether there is any changes , incidence that could adversely affect the management system

**15. AUDIT CRITERIA :ISO 9001: 2015, ISO 19011****16. ANY DEVIATIONS FROM THE AUDIT PLAN AND REASONS: None****17. ANY SIGNIFICANT ISSUES IMPACTING ON THE AUDIT PROGRAMME: None****18. SIGNIFICANT CHANGES, IF ANY, THAT AFFECT THE MANAGEMENT SYSTEM OF THE COMPANY SINCE THE LAST AUDIT TOOK PLACE : None****19. AUDIT FINDINGS :****19.1 CONTEXT OF THE ORGANIZATION (4 of ISO 9001:2015):****Understanding the organization and its context (4.1 of ISO 9001:2015) :**

Organization has determined the external and internal issues that are relevant to purpose and strategic direction to achieve the expected results from the quality management system.

**Understanding the needs and expectations of interested parties(4.2 of ISO 9001:2015):**

Organization has identified interested parties that can affect the quality management system. The requirements of these interested parties have been determined by the organization. Organization has a system of monitoring and reviewing information of those interested parties.

**Determining the scope of the quality management system(4.3 of ISO 9001:2015):**

Organization has determined its scope based on the external and internal issues, the requirement of the interested parties, the product and services offered as well as the requirements of the ISO 9001:2015 standard. Scope is defined as 'Manufacturing of Industrial machines.

**Quality management system and its processes (4.4 of ISO 9001:2015):**

Organization has established, implemented and maintained the quality management system including the processes needed and its interaction. Organization has applied all the processes required throughout the organization with required input and expected output. The organization also has established required monitoring and measurement mechanism and assigned responsibilities and authorities for each requirement. The organization review and evaluates these processes to achieve intended results. The quality management system is also equipped with necessary documented information.

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The top management has demonstrated the leadership and commitment with respect to quality management system and was aware about their responsibilities to maintain an effective quality system as per the quality policy and quality objective established compatible with company context and the strategic direction of the company.

They also committed to promote risk based thinking throughout the organization and has taken steps to adequately provide recourses required and interested in achieving business objectives with continual improvement of established quality objectives. Director whom we interviewed during the audit expressed the necessity of meeting the applicable statutory and regulatory requirements and customer satisfaction.

**Policy(5.2 of ISO 9001:2015):**

Company has established, implanted and maintained a quality policy that can prove satisfactory application of applicable requirements and achievement of continual improvement, it is documented and communicated thorough out the organization. it is also in line with the propose, context and its strategic direction that can provide framework for setting quality objectives.

**Organizational roles, responsibilities and authorities (5.3 of ISO 9001:2015):**

Top management has delegated responsibility and authority for relevant personals and it is communicated with in the organization. Company has also assign responsibility and authority with regard to requirements of the standard ensuring that the processes are delivering there expected outputs, reporting on performance of the quality management system back to the management including opportunities for improvement.

**19.3 PLANNING(6 of ISO 9001:2015):****Actions to address risks and opportunities(6.1 of ISO 9001:2015):**

Company has use the issues under clause number 4.1 and the requirements under 4.2 of the standard and as determine the risk and opportunities that are arising during the planning of quality management system. These include enhance desirable effects and prevention and reduction of undesired effect while achieving the improvements.

**Quality objectives and planning to achieve them (6.2 of ISO 9001:2015):**

Company has maintained documented information on the Quality objectives for 2023-2024.

**Planning of changes (6.3 of ISO 9001:2015):**

Organization has a mechanism to determine the changes required to quality management system and carryout the same by planning, while considering the need for change and its expected results while ensuring the integrity of QMS.

**19.4 SUPPORT(7 of ISO 9001:2015):****Resources (7.1 of ISO 9001:2015):****General (7.1.1 of ISO 9001:2015):**

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Organization has provided required resources for establish, implement, maintain and continually improve the quality management system by considering capabilities and constrains of existing recourses. Company has also obtained fire controlling from external providers.

**People (7.1.2 of ISO 9001:2015):**

Organization also has provided personnel required to effectively implement the QMS and the activities related to QMS.

**Infrastructure (7.1.3 of ISO 9001:2015):**

Company has provided buildings, space for its intended operation with required utilities such as electricity, water, and information and communication technology. Company has also provided necessary equipment and vehicle required to transportation.

However, process of maintained the infrastructure for the operation is not effective. (NCR)

Ex: it has been observed that guard is not available of the grinder.

**Environment for the operation of processes (7.1.4 of ISO 9001:2015):**

Company has provided necessary environment operation intern of both physical and human requirement. Company has provided adequate ventilation and light for the operation. Company also complies with the sanitary requirements for staff and the visitors. General cleanliness of the environment also has been ensured.

However Heavy items are stored in higher levels and light items are stored in lower level in stores (OB)

**Monitoring and measuring resources ( 7.1.5 of ISO 9001:2015):**

Company has provided equipment necessary to obtain valid and reliable results

**Organizational knowledge (7.1.6 of ISO 9001:2015):**

Available organizational knowledge is sufficient to provide the expected service. Opportunities are given to the staff to acquire required organizational knowledge through experience, failures and successes and also knowledge gained from experiences acquired from education, training and customers.

**Competence(7.2 of ISO 9001:2015):**

The training has been performing to acquire the necessary competency. All training records are available.

**Awareness (7.3 of ISO 9001:2015):**

The organization has given awareness to all the staff members on quality policy and objectives and there expected contribution from them to the effectiveness to the quality management system including improvements.

**Communication (7.4 of ISO 9001:2015):**

The company has identified and assign internal and external communication relevant to quality management system to different staff members depending on the responsibilities and authority down the hierarchy.

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Company has identified documented information required by the standard and documents required to be apply for effectiveness of QMS. Company has established a documented information control system for both documents and records. Including distribution, retrieval, storage and preservation, control of changes, retention and disposition. All external documents required has been identified and controlled.

**19.5 OPERATION (8 of ISO 9001:2015):****Operational planning and control (8.1 of ISO 9001:2015):**

Company has planned, implemented and controlled the processes required to control the service and product provision. Company has established relevant criteria for the processes and the acceptance of service and products. As well as organization has controlled planned changes and it has noticed they have been reviewed the consequences of unintended changes and actions has taken to mitigate the same. Company is running one shift.

**Requirements for products and services (8.2 of ISO 9001:2015):****Customer communication(8.2.1 of ISO 9001:2015):**

Company has been adequately addressed customer communication as it is important to their activities. Company provides information to their customers regarding to their banquet service and menus. Customer feedback has obtained after completion of service provided and customer complains and enquiries have been handled in appropriate manner.

**Determining the requirements for products and services (8.2.2 of ISO 9001:2015):**

Company has considered about statutory and regulatory requirements when defining the requirements for product and services.

**Review of the requirements for products and services (8.2.3 of ISO 9001:2015):**

The customer's requirement has confirmed by the company before acceptance of the customer order and conducts review prior to committed supply product to customers.

**Changes to requirements for products and services (8.2.4 of ISO 9001:2015):**

When amendment is required due to customer made aware of changing requirement for menus and banquet service, company has ensured to change such requirement and amend the relevant documented information.

**Design and development of products and services (8.3 of ISO 9001:2015):**

Company make Industrial machines based on customer design and specification. The material required for making the machines is also specified by the customer and in many occasion the material require are supplied by the customer. When any changes are necessary to the machine customer informs the company with regard to the changed. Therefore the justification given by the company that the design and development are not applicable to the organizational activities are acceptable.

Since the product can be monitored and any measurement can be carried out any stage of production to verify the ability to achieve the planned results of the processes the clause number 8.5.1(f) is also not applicable to the company operations.

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Company has ensured the control of externally provided services including outsourced processes, purchasing, etc. Criteria for the evaluation, selection, monitoring of performance and re-evaluation of such activities has been established and documented information of those activities are retained and controlled.

**Type and extent of control (8.4.2 of ISO 9001:2015):**

Externally provided processes remained within the company under controlled condition and verification of same has been carried out as it is necessary to ensure that the externally provided processes meet requirements of the company.

**Information for external providers (8.4.3 of ISO 9001:2015):**

Company has ensured the adequacy of requirements prior to communication to the external providers and company provided necessary information regarding the processes, product and services to be provided, competency requirement, etc.

**Production and service provision (8.5 of ISO 9001:2015):****Control of production and service provision(8.5.1 of ISO 9001:2015):**

Production and service provision is carried out under controlled conditions.

**Identification and traceability (8.5.2 of ISO 9001:2015):**

Company has a mechanism to identify the output whenever it is required to measure and monitor the conformity to the required specification. The deficient activities during the production process can be trace back through the batch code given in final packages to take necessary corrections and corrective actions.

**Property belonging to customers or external providers (8.5.3 of ISO 9001:2015):**

Any item that is brought from outside by the customer will be recorded, preserve (if required) and kept with required identification and traceability until it is being used and handed over to the customer after completion of the function.

**Preservation (8.5.4 of ISO 9001:2015):**

Company has storing and preservation system of products until it is dispatch to the customer. Identification and prevention of contamination, packing as per the customer requirements and storage and transportation is carried out as per the customer requirements ensuring the product quality.

**Post-delivery activities (8.5.5 of ISO 9001:2015):**

Any post-delivery activities requested by the customer is handles as per the contractual obligation, regulatory and statutory requirements, etc. any customer feed backs whether it is positive or negative will be recorded and appropriate corrective action is taken for improvements

**Control of changes (8.5.6 of ISO 9001:2015):**

When changes required for production and services , company has reviewed requirement of the same

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and documented information has been retained under controlled condition.

**Release of products and services (8.6 of ISO 9001:2015):**

The company has a mechanism to release its products as per the customer request and in accordance with the agreement with the customer. Release of products will be authorized only after the final inspection and with the approval of the factory manager.

**Control of nonconforming outputs (8.7 of ISO 9001:2015):**

When the product or service does not ensure required output, company has controlled to prevent their unintended use or delivery to the customers. Company has taken appropriate actions to correct the nonconformity, segregation of nonconforming product and inform the customers.

The company has retained documented information regarding nonconforming situation and it describes the nonconformity, action taken and identifies the authority declining the action in respect of the nonconformity.

**19.6 PERFORMANCE EVALUATION (9 of ISO 9001:2015):****Monitoring, measurement, analysis and evaluation (9.1 of ISO 9001:2015):****General (9.1.1 of ISO 9001:2015):**

Company has determined what needs to be monitored and measured, the methods for monitoring, measurement, analysis.

**Customer satisfaction (9.1.2 of ISO 9001:2015):**

Customer satisfaction evaluation has been commenced using a questioner recently,

**Analysis and evaluation (9.1.3 of ISO 9001:2015):**

Organization has implemented a process to analyse and evaluate the data and evaluation obtains from monitoring and measurement activities. Such as customer complain, customer satisfaction, performance of external providers, risk analysis.

**Internal audit (9.2 of ISO 9001:2015):**

As per the requirement in the standard correction and corrective action has to be taken without undue delay however Internal audit schedule is not available (OB)

**Management review (9.3 of ISO 9001:2015):**

Management review meeting inputs have been discussed.

**19.7 IMPROVEMENT (10 of ISO 9001:2015):****General (10.1 of ISO 9001:2015):**

Company has determined and selected opportunities for improvement and implemented necessary actions to meet customer requirements and to increase customer satisfaction.

**Nonconformity and corrective action (10.2 of ISO 9001:2015):**

Company has action taken for customer complains and process NCR's are documented

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**Continual improvement (10.3 of ISO 9001:2015):**

Company is committed to continually improve the effectiveness of the management system through the use of quality policy, quality objectives, audit results, analysis of data, management review, and corrective implementation.

**20. KEY PERSONNEL INTERVIEWED:**

Name:	Designation	Responsibilities
Mr. Shantha	Director -Operation	Overall manage the factory,
R.D Anuruddha	Automation Engineer	designing, testing, and optimizing automated systems in various mechanical machines
Mr. Nilantha Deepal	Sales & Marketing Manager	Customer care handling
Mr. Thusara Pushpakumara	Purchasing officer	Purchasing raw material, supplier evaluation and re evaluation
A.C Ranasinghe	Forman	Fabrication & machine section handling

**21. APPLICABLE LEGAL REQUIREMENTS:** Company has obligations to comply with both the shop and office act and the factory ordinance. In addition company comply with other labour laws applicable such as EPF, ETF and gratuity act. Company also complies with the National Environment Regulation and stipulated requirements given in environmental performance licence.

**22. ANY UNRESOLVED ISSUES:** None

**23. REVIEW OF PREVIOUS SURVEILLANCE AUDIT REPORTS AND VERIFICATION OF EFFECTIVENESS OF CORRECTIVE ACTIONS FOR PREVIOUSLY IDENTIFIED NON-CONFORMITIES:** Previous audit reports and effectiveness of the corrective actions were verified at the audit.

**24. USE OF LOGO:** Logo can be used as per the terms and conditions of the certification body.

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**25. OVERALL CONCLUSION OF THE AUDIT**

Audit is based on a sampling process of the available information at the point of auditing and the audit methods used were interviews, observation of activities and review of documentation and records. With consideration to the findings identified on the report the overall conclusions of the audit are as follow:

- The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the management system. YES  NO
- The organization has demonstrated effective implementation and maintenance /improvement of its management system. YES  NO
- The organization has demonstrated the establishment and tracking of Appropriate key performance objectives and targets and monitored progress towards their achievement. YES  NO
- The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system. YES  NO
- The management review process demonstrated capability to ensure the continuing suitability, adequacy and effectiveness of the management system. YES  NO
- Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard. YES  NO

**26. MAJOR NON-CONFORMITIES: None**

**27. MINOR NON-CONFORMITIES: One (01)**

- 01. process of maintained the infrastructure for the operation is not effective. (NCR)  
Ex: it has been observed that guard is not available of the grinder - 7.1.3

**28. OPPORTUNITIES FOR IMPROVEMENT: Two (02)**

- Heavy items are stored in higher levels and light items are stored in lower level in stores (OB)
- Internal audit schedule is not available (OB)

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29. RECOMENDATION FROM AUDIT TEAM:  
(Strike off which is not relevant)

The audit team concludes that the organization has ~~has not~~ established and maintained its management system in line with the requirements of the standard and demonstrated the ability of the system to systematically achieve agreed requirements for products / services within the scope and the organization's policy and objectives.

Therefore the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity, management system certification be:

~~Granted~~ / continued the certification subjected to the completion and subsequent verification of corrective action for all ~~major~~/minor non conformities raised ~~Suspended~~ until satisfactory corrective action is completed.

ANY OTHER COMENTS:



Shantha Kurrupumillage

2024-02-02

Signature of Team Leader :

Date:

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30. RECOMMENDATION BY AUDIT TEAM :

Recommended for continuation subject to verification of corrective action taken for raised non conformities.

*[Handwritten Signature]*  
.....  
Signature of Team Leader

2024/02/02  
.....  
Date

*[Handwritten Signature]*  
.....  
Signature of Team Member -1

2024-02-02  
.....  
Date

.....  
Signature of Team Member - 2

.....  
Date

31. RECOMMENDATION BY CERTIFICATION MANAGER:

.....  
Signature of Certification Manager

.....  
Date

32. APPROVAL FOR SUBMISSION TO THE CERTIFICATION COMMITTEE:

.....  
Signature of Director

.....  
Date