



**IND-EXPO CERTIFICATION LIMITED**

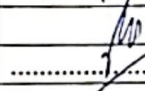
**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME**

**STAGE II AUDIT REPORT**

**ISO 9001:2015**

**Jayakody Cost Consultants (Pvt) Limited**

**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME  
STAGE II AUDIT REPORT – ISO 9001:2015**

1. NAME OF ORGANIZATION : Jayakody Cost Consultants (Pvt) Ltd	
2. ADDRESS OF HEAD OFFICE : No. 461/7, Sherwood Glade, Arangala, Hokandara	
3. ASSESSMENT SITE/S : Same as 2.	
4. CONTACT DETAILS :	
4.1 Name :	T. Pathmasiri Designation : Senior Contract Specialist
4.2 Tel : 94 112 774 992	Mobile : Fax : --
4.3 E-mail :	pathme.office@gmail.com
5. NO. OF EMPLOYEES : 20	
6. APPLICABLE STANDARD : ISO 9001:2015	
7. FILE NO. : IMSC - GMS - 112	
8. IAF CODE and DIVISION : 70.2	
9. SCOPE OF CERTIFICATION : Activities pertaining to consultancy service in Contract Administration, Claims Management, Dispute Management and Project Management	
10. CONFIRMATION FOR SCOPE OF CERTIFICATION :	
The scope is confirmed.	
 <b>J. A. J. C. Jayakody</b> <b>Managing Director</b> <b>Jayakody Cost Consultants (Pvt) Ltd</b> <b>461/7, Sherwood Glade,</b> <b>Arangala, Hokandara.</b>	
Signature	
11. DATE OF AUDIT & Time : 2024.08.01	
12. TYPE OF AUDIT : Stage II	
13. AUDIT TEAM :	
D.N.S.Kuruppumullage	Team Leader
Aruna Amaradasa	Team Member
Buddhika Sajeewani	Team Member

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The objectives of this audit were:

- to confirm that the management system conforms with all the requirements of the audit standard;
- to confirm that the organization has effectively implemented the planned management system;
- to confirm that the management system is capable of achieving the organization's policy and objectives on quality management

**15. AUDIT CRITERIA :** ISO 9001:2015, Other applicable regulatory requirements

**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. The organization is also having a mechanism to monitor and review those issues.

**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 of the management system has been defined as 'Activities pertaining to consultancy service (cost administration, claims management, dispute management and project management)'

**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

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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. Based on the risk and opportunities identified by the organization, organization implement continual improvement processes. The quality management system is also equipped with necessary documented information.

**19.2 LEADERSHIP (5 of ISO 9001:2015):****Leadership and commitment (5.1 of ISO 9001:2015):**

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.

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

Company has established, implemented and maintained a quality policy that can prove satisfactory application of applicable requirements and achievement of continual improvement.

**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 assigned responsibility and authority with regard to requirements of the standard ensuring that the processes are delivering their 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 used 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. The planning also ensures integration and implementation of action in to its QMS processes with evaluation of effectiveness.

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

Quality objectives have been defined and established and are inline with the strategic direction.

**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):**

Organization has provided required resources for establish, implement, maintain and continually improve the quality management system by considering capabilities and constrains of existing recourses.

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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.

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

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.

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

Monitoring and measuring equipment are not required the scope of the company.

**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):**

Organization has determined the necessary competent level of staff members based on their duties and responsibilities to avoid undesired effect on performance and effectiveness of QMS. Their education, training and experience is considered for this purpose. Where ever the gap between required competence and available competence exists. 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 the 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.

**Documented information (7.5 of ISO 9001:2008):**

Company has identified documented information required by the standard and documents required to be applied for effectiveness of QMS.

**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

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services. 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.

**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 services. Customer complaints 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 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 service and conducts review prior to giving service 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 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):**

excluded

**Control of externally provided processes, products and services (8.4 of ISO 9001:2015):****General (8.4.1 of ISO 9001:2015):**

Company has not outsourced any process and services.

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

Externally provided processes are included in the quality management system and appropriate control have been implemented for both services provided and for intended output.

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

Company has mechanism to design the requirements including the quality and level of controls including communication channels and it is being conveyed to the company when the services are obtained.

**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 its services that they have given to customers.

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

No property belongs to customers.

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

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

**Control of changes (8.5.6 of ISO 9001:2015):**  
When changes required for services, company has reviewed requirement of the same 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 services as per the customer request and in accordance with the agreement with the customer.

**Control of nonconforming outputs (8.7 of ISO 9001:2015):**  
Company has taken appropriate actions to correct 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 survey, customer feedback and meeting with customer have been identified as essential requirements for the evaluation of customer satisfaction.

**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. *However, process established for analysis and evaluations for the degree of customer satisfaction is not adequate. (NC)*

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

Internal audit has been conducted at planned intervals.

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

Management review has been carried out, all the inputs and outputs have been discussed and recorded.

**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):**

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Company has taken necessary actions to address nonconformities and corrective actions have been implemented for such nonconformities. Company has retained documented information as evidence of the nature of the NC and any subsequent action taken and results of corrective action taken.

**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. Padmasiri	Senior Contract Specialist	Operational activities
Ms Dilrangi	Finance and Administrative Executive	Managing Finance matters
Mr Jayasena	Senior Contract Specialist	Operation
Mr Rasika	Senior Contract Specialist	Operation

**21. APPLICABLE LEGAL REQUIREMENTS:** Company has obligation 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.

**22. ANY UNRESOLVED ISSUES:** None

**23. USE OF LOGO:** As per the terms and conditions

**24. DETAILS OF SHIFT ACTIVITIES :** No shift activities

**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 YES  NO

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progress towards their achievement.

- 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: 01

- 01. Process established for analysis and evaluations for the degree of customer satisfaction is not adequate (9.1.3)

28. OBSERVATIONS:

- 01. For each product, only one supplier or service provider is in the registered supplier list.

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:

.....  
SIGNATURE OF LEAD AUDITOR

.....  
DATE

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- This page is for internal purposes only.

30. RECOMMENDATION BY AUDIT TEAM :

..... Signature of Team Leader	..... Date
..... Signature of Team Member -1	..... Date
..... Signature of Team Member - 2	01.08.2024 ..... Date

31. RECOMMENDATION BY CERTIFICATION MANAGER:

(Hence recommended for certification. All NCs have been closed)

..... Signature of Certification Manager	04/09/2024 ..... Date
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32. APPROVAL FOR SUBMISSION TO THE CERTIFICATION COMMITTEE:

..... Signature of Director	2024/09/04 ..... Date
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