



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

Name of Organization: shannon Estate

NC No. : 01 of 04

Section :

Team Leader : DNS Kurupparamulla

Relevant Standard : ISO 9001:2015

Auditor :

Relevant Clause : 5.2.1 / 5.2.2

Date of audit: 2023-10-30

Relevant company document :

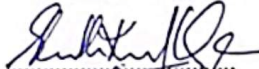
Non-conformity detected:

Category : Major/Minor

Process of establishing, maintaining and implementation of quality policy is not adequate and the communication of quality policy to all interested parties is not effective.

- Ex: i Commitment to satisfy all applicable requirements
- ii Policy is available only in English & Sinhala

  
 Auditor

  
 Team Leader

  
 Auditee

Correction:

Quality Policy's updated, Translated and Comicated to Relevant Industries.

  
 Auditee

11/11/23  
 Date

Root cause for Non-conformity:

Due to Lack everywhere Quality Policies. is not Re-Create, Translated and Comicated, as per the Requirement.

  
 Auditee

11/11/23  
 Date

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

Issue No. : 07  
 Rev No : 00

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

Reviewed and approved by : Director

Issued by Management Representative

Corrective action:

Date of completion:

Visit to Review the availability and Avarnes.  
of Quality Policies as per the Requirement at the  
Management Review meeting.

JOTA  
Auditee

11/11/23  
Date

Verification of corrective action:

NC Closed/Open

Corrective action is satisfied

[Signature]  
Auditor

2023/11/23  
Date

Effectiveness of corrective action:

Corrective action is effective

[Signature]  
Auditor

2024.11.22  
Date

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

Issue No. : 07  
Rev No : 00

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

Reviewed and approved by : Director

Issued by Management Representative

# Shannon Tea Factory, Hatton Plantations (PLC)

Quality Management System

## QUALITY POLICY

Shannon Tea Factory, Hatton Plantations (PLC) is striving to exceed customer requirements ahead of all competition while maintaining competitiveness with respect to quality, cost and delivery of our products to the customers.

This shall be achieved by:

- ✓ Quality Management System which complies with the requirements of ISO 9001:2015 International standards, legal requirements and other requirements mutually agreed with customers.
- ✓ Quality Improvements programs objectives which emphasize continual improvements.
- ✓ Monitoring of process controls effectiveness through process performance measures.
- ✓ Competent, dedicated and proactive team work and all functions are aware of their responsibilities for Quality and are appropriately trained, motivated and involved.
- ✓ Conforms with statutory, regulatory and other all applicable requirements.
- ✓ Maintaining effective internal and external communications

.....  
Date

  
.....  
Factory Manager  
HATTON PLANTATIONS PLC  
Shannon Estate,  
(Company Reg No. PB5414)

*Policy is communicated, understood and applied within Shannon Tea Factory, Hatton Plantations (PLC) and available to relevant interested parties, as appropriate.*

# Shannon Tea Factory, Hatton Plantations (PLC)

Quality Management System

## ගුණාත්මක ප්‍රතිපත්තිය

ගුණාත්මකභාවය, මූලික වියදම හා පාරිභෝගිකයන්ට අපගේ නිෂ්පාදන සැපයීම යන අංශ තුළින් ඉහළ තරගකාරීත්වයක් පවත්වාගෙන යාමට සමත් වී ඇති ජාතීන්ගේ කාර්යාලයන්ගේ මෙහෙයවීමට පාරිභෝගිකයාගේ අවශ්‍යතාවයන් සපුරාලමින් ඉතා ඉහල ගුණාත්මකභාවයකින් යුත් නිෂ්පාදන සැපයීම සඳහා දැඩිව කැපවී සිටී.

මෙහි ඉහළ සාර්ථකත්වයක් ළඟාකරගෙන ඇත්තේ පහත ක්‍රමවේදයන් අනුගමනය කිරීම තුළිනි.

- ISO 9001:2015 අන්තර්ජාතික ප්‍රමිති අවශ්‍යතා, නීතිමය අවශ්‍යතා සහ පාරිභෝගිකයින් සමග අනෙකුත් ඵලදායීත්වයන්ට ඵලදායී හැකි අවශ්‍යතා සඳහා ගැලපෙන ගුණාත්මක ප්‍රමිතීන් පදනමක් ස්ථාපනය කිරීම.
- නිරන්තර දියුණුව අවධාරණය කෙරෙන ඉලක්කයන් හා වැඩසටහන් ක්‍රියාත්මක කිරීම.
- ක්‍රියාවලීන් පාලනය කිරීමේ නිර්ණායකයන් මගින් ක්‍රියාවලීන්ගේ සම්පූර්ණ නියාමනය කිරීම.
- ක්‍රියාවලි සඳහා භාවිතා කරන නිර්ණායකයන් සහතිකය කිරීම හා ඵලදායී නිර්ණායකයන් ඇතුළුව ගුණාත්මකත්වයන්ට අදාළ අවශ්‍යතා නියමිත පරිදි සකස් කර ගැනීම.
- දත්ත, කැපවීම සහිත සාමූහිකව ක්‍රියාකරන ආයතන සේවකයින් විසින් නිෂ්පාදනයේ ගුණාත්මකභාවය සඳහා ඔවුන් සතු වගකීම් පිළිබඳ දැනුවත් වීම සහ ඔවුන් ඒ සඳහා නිසි පරිදි පුහුණු කිරීම, අභිප්‍රේරණය කිරීම සහ යෙදවීම.
- පාරිභෝගිකයින්ගේ ගුණාත්මක අවශ්‍යතා සපුරාගැනීම සඳහා පාරිභෝගිකයින් මූලික කර ගත් ක්‍රියාකාරී ව්‍යාපාරික සැලැස්මක් භාවිතා කිරීම.
- ව්‍යවස්ථාපිත, නියාමන හා අනෙකුත් අදාළ සියළු අවශ්‍යතාවයන් සපිරෙන ලෙස කටයුතු කිරීම.

දිනය

  
කාර්යාලයේ මූලාශ්‍රය  
HATTON PLANTATIONS PLC  
Shannon Estate,  
(Company Reg No. PB5414)

ஷெனன் தேயிலை தொழிற்சாலை, ஹட்டன் பிளான்டேஷன்ஸ் (PLC)  
தர மேலாண்மை அமைப்பு

## தர கோட்பாடு

ஷெனன் தேயிலை தொழிற்சாலை, ஹட்டன் பிளான்டேஷன்ஸ் (PLC) அனைத்து போட்டிகளையும் விட வாடிக்கையாளர்களின் தேவைகளை பூர்த்தி செய்வதற்கு முயற்சிக்கிறது, அதே நேரத்தில் எங்கள் தயாரிப்புகளின் தரம், விலை மற்றும் வாடிக்கையாளர்களுக்கு விநியோகம் ஆகியவற்றில் போட்டித்தன்மையைப் பேணுகிறது.

இதன் மூலம்:

- ✓ ISO 9001:2015 சர்வதேச தரநிலைகள், சட்டத் தேவைகள் மற்றும் வாடிக்கையாளர்களுடன் பரஸ்பரம் ஒப்புக்கொள்ளப்பட்ட பிற தேவைகளுக்கு இணங்கும் தர மேலாண்மை அமைப்பு.
- ✓ தொடர்ச்சியான மேம்பாடுகளை வலியுறுத்தும் தர மேம்பாடு திட்டங்கள் நோக்கங்கள்.
- ✓ செயல்பாட்டின் கண்காணிப்பு செயல்முறை செயல்திறன் நடவடிக்கைகள் மூலம் செயல்திறனைக் கட்டுப்படுத்துகிறது.
- ✓ திறமையான, அர்ப்பணிப்பு மற்றும் செயலாக்கமுள்ள குழுப்பணி மற்றும் அனைத்து செயல்பாடுகளும் தரத்திற்கான தங்கள் பொறுப்புகளை அறிந்திருக்கின்ற மற்றும் சரியான பயிற்சி, ஊக்கம் மற்றும் ஈடுபாடு.
- ✓ சட்டரீதியான, ஒழுங்குமுறை மற்றும் பிற பொருந்தக்கூடிய அனைத்து தேவைகளுக்கும் இணங்குகிறது.
- ✓ பயனுள்ள உள் மற்றும் வெளிப்புற தொடர்புகளை பராமரித்தல்

திகதி

  
மேலாளர்  
HATTON PLANTATIONS PLC  
Shannon Estate,  
(Company Reg No. PB5414)



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

Name of Organization: Shannon Estate

NC No. : 02 of 04

Section :

Team Leader : DNS Kurupparambath

Relevant Standard : ISO 9001:2015

Auditor :

Relevant Clause : 6.3

Date of audit: 2023-10-30

Relevant company document :

Non-conformity detected:

Category : Major/Minor

Process of planning for any changes to quality management system is not adequate  
 Ex: There is no evidence of planned changes to QMS

Auditor

Team Leader

Auditee

Correction:

Procedures for planning of changes is implemented relevant record sheets created and added to the system.

Auditee

Date

Root cause for Non-conformity:

Due to lack of awareness, Procedures for planning of changes is not implemented.

Auditee

Date

Doc. No. : QP-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

Corrective action:

Date of completion:

Decided to Re-view the sufficiency of the procedure at the M.R meeting and Evaluation of The Record. All so will be conducted at at the M.R meeting.

[Signature]  
Auditee

11/11/23  
Date

Verification of corrective action:

NC Closed/Open

[Signature]  
Auditor

2023/11/23  
Date

Effectiveness of corrective action:

Corrective action is effective

[Signature]  
Auditor

2024.11.22  
Date

Doc. No. : QP-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



# Shannon Tea Factory, Hatton Plantations (PLC)

## Quality & Food Safety Management System

Document Name:	Change Management Record		
Document No:	SHA/QFSMS/R/..	Revision No:	01
Original Date:	2023 - 09 - 04	Revision Date:	2023 - 11 - 10

Date : \_\_\_\_\_  
Purpose of the Change : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Changes Identified : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Reviewing of identified changes

Potential impact (on the management system / product/ service)	Risks	Opportunities

### Planning of changes

Programme	Resources needed	Time frame	Responsibility /Authority	Evaluation method

Prepared & Reviewed by:	FSTL	Approved by:	Manager
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# Shannon Tea Factory, Hatton Plantations (PLC)

## Quality & Food Safety Management System

Document Name:	Change Management Record		
Document No:	SHA/QFSMS/R/..	Revision No:	01
Original Date:	2023 - 09 - 04	Revision Date:	2023 - 11 - 10


Reviewed and approved by : \_\_\_\_\_  
\_\_\_\_\_

Interested parties need to be communicated : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Progress	Evaluation of progress and alignment with the system	Responsibility

Prepared & Reviewed by:	FSTL	Approved by:	Manager
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Shannon Tea Factory, Hatton Plantations (PLC)  
Quality & Food Safety Management System

Document Name:	Change Management Record		
Document No:	SHA/QFSMS/R/..	Revision No:	01
Original Date:	2023 - 09 - 04	Revision Date:	2023 - 11 - 10

**Verification of completion**

Date : \_\_\_\_\_

Verified by : \_\_\_\_\_

Note: - If any non-conformity noted during the evaluation, need to maintain relevant records with nonconformity report.

Prepared & Reviewed by:	FSTL	Approved by:	Manager
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# Shannon Tea Factory, Hatton Plantations (PLC)

## Quality & Food Safety Management System

Document Name:	Procedure for Planning of Changes		
Document No:	SHA/QFSMS/P/02	Revision No:	01
Original Date:	2023 - 09 - 04	Revision Date:	2023 - 11 - 10

Planning of changes" specifies the requirements for an organization to plan and manage changes to its quality and food safety management system (QFSMS). The Shannon Tea Factory identify, review, and control changes to the QFSMS in order to maintain its effectiveness.

Procedure for planning of changes.

When the Shannon Tea Factory determines the need for changes to the quality management system, the changes carry out in a planned manner.

The organization shall consider:

- The purpose of the changes and potential consequences.
- The integrity of the quality management system.
- The availability of resources.
- The allocation or reallocation of responsibilities and authorities.

### Procedure

#### • Identify changes

Any changes that need to be made to the management system, including changes to processes, procedures, policies, and documentation.

#### • Review changes

Review the proposed changes to determine their potential impact on the management system and the products or services it provides. This includes assessing any risks and opportunities associated with the changes.

#### • Plan changes

Plan the changes to the management system, including the resources needed, the timeframe for implementation, and the methods for evaluating the effectiveness of the changes.

#### • Communicate changes

Communicate the changes to relevant stakeholders, including employees, customers, and suppliers.

#### • Control changes

Control the implementation of changes to ensure that they are carried out as planned and that they do not adversely affect the management system or the products.

Prepared & Reviewed by:	FSTL	Approved by:	Manager
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# Shannon Tea Factory, Hatton Plantations (PLC)

Quality & Food Safety Management System

Document Name:	Procedure for Planning of Changes		
Document No:	SHA/QFSMS/P/02	Revision No:	01
Original Date:	2023 - 09 - 04	Revision Date:	2023 - 11 - 10

- **Monitor changes**

Monitor the effectiveness of the changes and take corrective action if necessary to ensure that the management system continues to meet the relevant requirements.

## Reference

Change Management Record

Prepared & Reviewed by:	FSTL	Approved by:	Manager
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IND-EXPO CERTIFICATION LIMITED  
 INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME  
 NON-CONFORMITY REPORT

Name of Organization: Shannon Estate

NC No. : 03 of 04

Section :

Team Leader : DNS Kurupparamullage

Relevant Standard : ISO 9001:2015

Auditor :

Relevant Clause : 7.5.3.1 b)

Date of audit: 2023-10-30

Relevant company document :

Non-conformity detected:

Category : Major/Minor

controlling of documented information is not effective  
 ex - There is no evidence that the electronic information  
 is kept under protection.

Auditor

*[Signature]*  
 Team Leader

*[Signature]*  
 Auditee

Correction:

Procedure for Document Control is updated including  
 Control of Electronic versions.

*[Signature]*  
 Auditee

11/11/23  
 Date

Root cause for Non-conformity:

Due to Negligent Control of Electronic version,  
 is not included in the procedure.

*[Signature]*  
 Auditee

11/11/23  
 Date

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

Issue No. : 07

Issue Date : 2018-01-02

Reviewed and approved by : Director

Rev No : 00

Rev Date : 00

Issued by Management Representative

Corrective action:

Date of completion:

Procedure for Document Control will be Review at the Internal Audit and if there are any changes need to be Done. will be completed accordingly.

~~Not~~  
.....  
Auditee

11/11/23  
.....  
Date

Verification of corrective action:

NC Closed/Open

Corrective action is satisfied

.....  
Auditor

11/2023/11/23  
.....  
Date

Effectiveness of corrective action:

Corrective action is effective.

.....  
Auditor

2024.11.22  
.....  
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Reviewed and approved by : Director

Issued by Management Representative



# Shannon Tea Factory, Hatton Plantations (PLC)

## Quality & Food Safety Management System

Document Name:	Procedure for Document Control		
Document No:	SHA/QFSMS/P/01	Revision No:	01
Original Date:	2023 - 09 - 04	Revision Date:	2023 - 11 - 10

Shannon Tea Factory Quality & Food Safety management documentation includes Quality & Food Safety policy and related objectives, documented procedures and records to ensure the organization establishes a Quality & Food Safety management system covering the requirements of ISO 9001:2015 and ISO 22000:2018 international standards.

The documentation includes Quality & Food Safety manual by covering standard requirement, PRP, mandatory procedures, records and formats and other relevant documents and records needed by the organization to ensure the effective development, implementation and updating of the Quality & Food Safety management system.

The QFSMS Manual provides the core element documentation of the Shannon's QFSMS. This manual will be reviewed annually prior to the annual Management Review by the Shannon QFSMS Team and revised as necessary. The following table (Table 1) shows the key QFSMS documentations.

Table 1: QFSMS Manuals & Documents

No	Document Type	Summary of Documents
1	System Documents	Documents directly involved with QFSMS
1.1	Quality & Food Safety Management System Manual  Describes the core elements and direction to related components of the Quality & Food Safety management system.	The Quality & Food Safety Management System Manual states the company QFSMS, which is designed to ensure compliance with the company QFSMS policy & elements of ISO 9001:2015 and ISO 22000:2018 standard.  The QFSMS manual refers a collection of procedures and associated records and provides a reference system, which enables other components of the QFSMS to be easily located and to facilitate rapid understanding of the system.
1.2	Quality & Food Safety Procedures (QFSMS-PR)  A collection of Quality & Food Safety management system procedures.	QFSMS procedures describe how to implement & maintain the QFSMS activities effectively and states how process activities are performed to ensure that specific Quality & Food Safety impacts are controlled. All procedures are given the responsibility relevant to the activities.
1.3	Quality & Food Safety management system Records (QFSMS-R)  Outputs provide current and/or historical performance or	The QFSMS record comprises of all system records, documents and specimen forms. A master list of system document and records is maintained at the specified locations and constantly updated to monitor the QFSMS performance of the Shannon.  The QFSMS Records are QFSMS monitoring records, Internal Audit

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	condition.	records, QFSMS Program records, Training records, Management review record, Compliance obligations records etc.	
2	System Supportive Documents	<p>Documents of the process activities, machinery organization and other manuals. The QFSMS supportive documents are considered as a part of the system and referenced in the QFSMS manuals.</p> <p>The documents are Organization structure, technical documents, Operational manuals, Work instructions, Detail of contractors &amp; suppliers, Safety &amp; Emergency documents &amp; Other Quality &amp; Food Safety -related documents.</p>	

### 7.5.2 Creating and Updating

All documentation referenced in the QFSMS follows a common format and style. The QFSMS manual, procedures, records and other QFSMS related documents are controlled by the Document Control Procedure that assists to implement and maintain the overall system.

All system documents carry control header and footer bars indicating the status of the document. The Manager has overall control on approved and authorized QFSMS documents.

Document Control Procedure includes,

- Identification and description (e.g. title, date, author, or reference number)
- Format ( e.g. language, software version, graphics), media (e.g. paper, electronic)
- Review and approval for sustainability and adequacy

### 7.5.3 Control of documented information

Documents required by the Quality & Food Safety management system are maintained by the organization and those are in controlled condition. Documents always have current and correct information, available at the needed locations.

The controls ensure that all proposed changes are reviewed by the Quality & Food Safety team prior to implementation to determine their effects on Quality & Food Safety and their impact on the Quality & Food Safety management system.

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The documented procedure also ensure,

- Approval for adequacy prior to release, by a competent person under responsibilities of the section in-charge.
- Documents are revised, updated as necessary, and re approved prior to issue and use.
- The relevant/current versions of documents are available at locations where activities essential to the effective functioning of the Quality & Food Safety management system.
- Obsolete documents are removed from all points of issue and if obsolete document is retained for some special purpose, it is suitably identified not to be mistaken for a pertinent document.
- A master list of documents is maintained, identifying the document name, current revision status of documents, retention time and the person responsible for maintaining documents.
- Documents remain legible and readily identifiable. Applicable documents of external origin are identified and recorded.
- After 3 years of retention period, archive documents are disposing to recycle.

#### Control of records

Appropriate records of the Shannon are maintained to provide evidence of the effective operation of the Quality & Food Safety management system.

The Shannon has established procedures for identification, storage, retrieval, protection, retention and disposition of records by giving the employees are aware on the importance of maintaining records.

All ISO 9001:2015 and ISO 22000:2018 relevant records are remained legible, readily identifiable and easily retrievable.

A master list of record is maintained, identifying the record name, current revision status of the records, retention time and the person responsible for maintaining records.

For the control of documented information, the Shannon tea factory has addressed the following activities,

- a) Distribution, access, retrieval and use
- b) Storage and preservation, including preservation of legibility
- c) Control of changes (e.g. version control)
- d) Retention and disposition.

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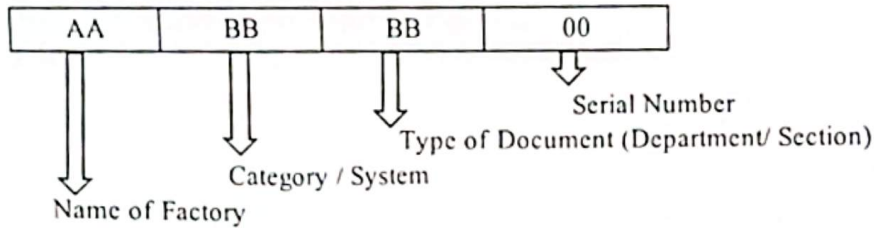


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#### 4.1.1 Identification Numbering

All the documents are identified by name of the document & number. Identification numbering sequence is performed as follows.



Example: SHA/QFSMS/M/01

Definition: Manual of quality and food safety management system in Shannon Tea Factory.

#### 4.1.2 Creation of new document / Modification of existing document & Approval

New document or modification to existing document may be required to enable quality and food safety management system to:

- Meeting its customer requirements
- Provide new product or changes
- Comply with Statutory & regulatory requirements
- To improve efficiency & effectiveness of QMS and FSM

Sectional managers & process owners identify new document requirement & modification of existing documentation. This requirement is forward to quality assurance manager or his nominee with the document change request.

Quality assurance manager is responsible to get the approval from country manager for the new document for modification. Quality systems officer is responsible to add the new document to master list of documents, introduce a reference number & send new document to the requested person.

- Level 1 & 2 documents are approved by country manager by his signature.
- All other levels of documents are approved by sectional managers.

#### 4.1.3 Document Register & Distribution

Master list of internal documents is the main document register & it's indicated the issue status, current status, and revision status & document distribution information.

- Issue Date - The date of document first made available for use.
- Revision Date - The issued date of current version.

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Document register is maintained for external origin documents separately. Quality Assurance manager is responsible to update the current version of external origin documents after consultation with vice president of quality & relevant institute. Quality system officer is responsible to maintain document register.

#### 4.1.4 Access to documentation

JCL maintains document folder in BOX.net cloud storage & view access given for all relevant departmental manager's process owners.

Editing privilege is given only to Quality Assurance Manager & Quality Systems Officer.

#### 4.1.5 Document Review

In general, all the quality and food safety management documents are reviewed once a year, in addition to that documents are reviewed based on management requirement & changes & modification request.

#### 4.1.6 Obsolete documents & document disposal

- The new version of a document is immediately distributed to the place of use upon creation and approval accompanied with withdrawal of the outdated document.
- The outdated document is retained as the obsolete document with water mark (OBSOLETE) by Quality system officer.
- Obsolete documents are kept for three years in Box.net.
- All outdated hard copies are disposed with the approval form sectional manager.
- Dispose documents safely & environmentally friendly way.

### 5 Record Control

Records must be maintained legible accurate & should include required authorizing signatures & they are updated their information changes with the endorsement of correct signatures.

#### 5.1 Storage of document

- Records must be stored in secure location that is located to minimize risks of theft or damaged by fire or other environmental effects. Electronic records must be stored with the backup off site.
- Record requiring restricted access must be stored in a lockable cabinet (hard copies) or in electronic folder with restricted user access (electronic records).

#### 5.2 Retention of Records

- Retention time of records are defined in the list of records separately. However, management is responsible to maintain record minimum two years of retention time.

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- Archived records must be placed in a locked location and be clearly marked the dates to be retained until

### 5.3 Disposal of Records

Records must be thoroughly tom prior to disposal or place in the confidential waste bins for disposal.

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

Name of Organization: Shannon Estate

NC No. : 04 of 04

Section : management

Team Leader: Dns Kereppanullage

Relevant Standard : ISO 9001:2015

Auditor : Tharisha Nandasena

Relevant Clause : 10.2.2

Date of audit: 2023-10-30

Relevant company document :

Non-conformity detected:

Category : Major/Minor

The process of retain documented information as evidence of the nature of the non-conformities and subsequent actions taken is not effective.  
 Ex: ~~the~~ non-conformities arising from customer complaints has not recorded.

Auditor

Team Leader

Auditee

Correction:

Started to Records, the Internal and External (Customer Complains) non Conformitys, as per the Requirements.

Auditee

Date

Root cause for Non-conformity:

Due to Lack of evernes, procedure is not maintain for Internal and External (Customer Complains) Activities.

Auditee

Date

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

Issue No. : 07

Issue Date : 2018-01-02

Rev No : 00

Rev Date : 00

Reviewed and approved by : Director

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Corrective action: Date of completion:  
Decided to ~~revisit~~ Re-view the Status of the  
in Internal and External (Customer Complaints) Non Conformity  
at the MR meeting and necessary Action's will be  
Taken accordingly.

John  
Auditee

11/11/2023  
Date

Verification of corrective action:

NC Closed/Open

Corrective action is satisfied

[Signature]  
Auditor

2023/11/23  
Date

Effectiveness of corrective action:

corrective action is effective

[Signature]  
Auditor

2024.11.22  
Date

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

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## தர கோட்பாடு

ஷெனன் தேயிலை தொழிற்சாலை, ஹட்டன் பிளான்டேஷன்ஸ் (PLC) அனைத்து போட்டிகளையும் விட வாடிக்கையாளர்களின் தேவைகளை மீறுவதற்கு முயற்சிக்கிறது, அதே நேரத்தில் எங்கள் தயாரிப்புகளின் தரம், விலை மற்றும் வாடிக்கையாளர்களுக்கு விநியோகம் ஆகியவற்றில் போட்டித்தன்மையைப் பேணுகிறது.

இதன் மூலம்:

- ✓ ISO 9001:2015 சர்வதேச தரநிலைகள், சட்டத் தேவைகள் மற்றும் வாடிக்கையாளர்களுடன் பரஸ்பரம் ஒப்புக்கொள்ளப்பட்ட பிற தேவைகளுக்கு இணங்கும் தர மேலாண்மை அமைப்பு.
- ✓ தொடர்ச்சியான மேம்பாடுகளை வலியுறுத்தும் தர மேம்பாடு திட்டங்கள் நோக்கங்கள்.
- ✓ செயல்பாட்டின் கண்காணிப்பு செயல்முறை செயல்திறன் நடவடிக்கைகள் மூலம் செயல்திறனைக் கட்டுப்படுத்துகிறது.
- ✓ திறமையான, அர்ப்பணிப்பு மற்றும் செயலாக்கமுள்ள குழுப்பணி மற்றும் அனைத்து செயல்பாடுகளும் தரத்திற்கான தங்கள் பொறுப்புகளை அறிந்திருக்கின்ற மற்றும் சரியான பயிற்சி, ஊக்கம் மற்றும் ஈடுபாடு.
- ✓ சட்டரீதியான, ஒழுங்குமுறை மற்றும் பிற பொருந்தக்கூடிய அனைத்து தேவைகளுக்கும் இணங்குகிறது.
- ✓ பயனுள்ள உள் மற்றும் வெளிப்புற தொடர்புகளை பராமரித்தல்

திகதி

மேலாளர்